



BOARD OF TRUSTEES

MEETING INFORMATION PACKET

JULY 22, 2020



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VIRTUAL MEETING
DUE TO GOVERNMENTAL GUIDELINES REGARDING COVID-19

FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES VIRTUAL MEETING
JULY 22, 2020 – 4:00 P.M.
AGENDA

- I. Call to Order
- II. Meditation Moment
- III. Public Comments
- IV. Adoption of Agenda* Doc. #20-32
- V. Approval of Minutes – June 24, 2020* Doc. #20-31
- VI. Chairman’s Report
- VII. AFPL Foundation Update – Nina Radakovich
- VIII. Construction/Renovation Report – Paul Kaplan
 - Contractor
 - Evergreen** Group 2: Buckhead, Mechanicsville, Northeast, Northside, Ocee
 - CT Darnell Construction** Group 3: Adamsville, Cleveland, East Atlanta, Ponce
 - Albion Scaccia** Hapeville
 - Winter Johnson** Central
- IX. Director’s Reports Doc. #20-36
 - A. Monthly Financial Report Doc. #20-33
 - B. Monthly Usage Summary Doc. #20-34
 - C. Quarterly Customer Service Comments Doc. #20-35
- X. Committee Reports:
 - A. Library Visitation – D. Chip Joyner, Vice Chairman
 - B. Bylaws and Rules – Priscilla Borders and Nina Radakovich
 - C. National and State Developments – Linda Jordan and Joe Piontek
- XI. Unfinished Business
 - A. Bylaws and Constitution – Update
- XII. New Business
 - A. Curbside Service – Update
 - B. Programming – Update
- XIII. Adjournment

*Action is anticipated on this item

Doc. #20-31



FULTON COUNTY LIBRARY SYSTEM
VIRTUAL BOARD OF TRUSTEES MEETING
JUNE 24, 2020 – 4:00 P.M.

Cormier Court Reporting, LLC
Snellville, Georgia 30039
Tel: 404.695.1923 Fax: 855.4141.CCR
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**Members Present**

Bailey, Phyllis D., Chairman
Borders, Priscilla
Denson, Damian J.
Jordan, Linda
Joyner, D. Chip, Vice Chair
Kaplan, Paul
Pointek, Joe
Radakovich, Nina

Also In Attendance

Holloman, Gayle H. – Executive Director
Claxton, Zenobia – Assistant to Director's Office
Lamikanra, Adebola – County Attorney

Visitors:

16 Virtual Participants

Chairman Phyllis D. Bailey called the meeting to order at 4:00 p.m.

Transcript Legend

| | |
|------------|------------------------------------------|
| -- | Break in speech continuity |
| (sic) | Exactly as said |
| (phonetic) | Exact spelling unknown |
| ** | Inaudible |
| | Quoted material is typed as spoken. |
| . . . | Trailing in thought. Incomplete sentence |

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(VIRTUAL MEETING BEGAN AT 4:00 P.M.)

CALL TO ORDER

CHAIRMAN PHYLLIS D. BAILEY: Good afternoon, Board Members. It is my pleasure to call our Virtual Meeting of the Fulton County Library System Board of Trustees to order on June 24, 2020, at 4 p.m. Do we have a quorum?

MR. PAUL KAPLAN: We have four people present, that includes you.

CHAIRMAN PHYLLIS D. BAILEY: Okay. So that would be a quorum.

MEDITATION MOMENT

CHAIRMAN PHYLLIS D. BAILEY: For our Moments of Mediation, I have a really very quick one.

Do not do in the darkness of night what you shun in broad daylight. Herbert V. Prochnow had constructed a ten-part character quiz, an interesting checkup as to just how much we might choose to be children of light. Number one: If you found a wallet with one thousand dollars in it, would you give it to the owner if no one knew you found it? Two, if you could advance yourself unfairly, would you do it if no one would ever find out? Three, if the bus driver failed to collect your fare, would you voluntarily pay it? Four, if you are an employer, would you like to be working for yourself? Five, if you were a parent, would you like to be a child of yourself? Six, if you had a choice, would you like to live in a community with people working in church, civic and community affairs like you do? Seven, if you had to live with someone just like you for the rest of your life, would you count it a privilege? These are good questions for us to look at as far as we are isolated at this point, by ourselves, because of the virus. Now, I'd like for each one of us to think in terms of how we would answer these questions, because they do make a difference in the person that we present to everyone else.

Thank you.

PUBLIC COMMENTS

CHAIRMAN PHYLLIS D. BAILEY: Will you look at -- I understand that we have Public Comments. Zenobia?

MRS. ZENOBIA CLAXTON: Yes. We do.

CHAIRMAN PHYLLIS D. BAILEY: We have Public Comments. I'd like to hear them at this point.

MRS. ZENOBIA CLAXTON: The first one comes from Donna Renfroe-Lawson. Her question is: The library reopening plans do not seem to provide a directive or reasoning for not having limited computer access, especially for those residents interested in completing the Census 2020 online.

We have been told that this survey is an important part of the future plans for our communities. This alleged oversight should be addressed immediately.

The second comment came in from Orlando Stanley. His question is: Can Wolf Creek Library reopen July 1, 2020? Respectfully, Orlando Stanley.

That's all I have right now.

CHAIRMAN PHYLLIS D. BAILEY: Thank you. Mrs. Holloman, could you respond to either of those questions? -- because they do have to do with the Library Programming as such.

MRS. GAYLE H. HOLLOMAN: Yes, Madam Chairperson, I can. Thank you all. And good afternoon. The libraries will reopen for curbside service only as of July 1st. It is a phased-in process, and that is the first phase of the library's attempt towards reopening.

The second question: The Wolf Creek Library reopening: It will be a part of the libraries that will start curbside service. On that day, it will be from Monday to Friday, 10 a.m. to 4 p.m., that the public can come by and pick up their HOLDS items, the items that are on hold.

CHAIRMAN PHYLLIS D. BAILEY: I hope that this will answer any questions that are proposed. Is there any way you can find out if there are further questions, Zenobia?

MRS. ZENOBIA CLAXTON: I checked. The last check I did was at 3:45. There are no more questions or Public Comments.

CHAIRMAN PHYLLIS D. BAILEY: Thank you.

MRS. ZENOBIA CLAXTON: You're welcome.

CHAIRMAN PHYLLIS D. BAILEY: And thank you Mrs. Holloman for addressing that issue.

20-27 ADOPTION OF AGENDA

CHAIRMAN PHYLLIS D. BAILEY: With no other Public Comments to be made, I'd like you to look at the agenda and determine if we will adopt this particular agenda.

MOTION

MR. PAUL KAPLAN: I make a motion that we adopt the agenda as presented.

MRS. PRISCILLA BORDERS: Second.

CHAIRMAN PHYLLIS D. BAILEY: Motion by Mr. Kaplan, seconded by Mrs. Borders, that the agenda be adopted as presented.

All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Opposition? Motion passes.

20-26 APPROVAL OF MINUTES OF THE REGULAR MEETING OF JUNE 24, 2020

CHAIRMAN PHYLLIS D. BAILEY: We'll move on to the approval of minutes. I hope that you've had a chance to review the minutes. They were sent out, and I do appreciate that, Zenobia, for having done that.

MOTION

MR. PAUL KAPLAN: I make a motion that we approve the minutes of May 27, 2020.

MRS. PRISCILLA BORDERS: Second.

CHAIRMAN PHYLLIS D. BAILEY: Moved by Mr. Kaplan, seconded by Mrs. Borders, that the minutes from May 27, 2020 be accepted as presented.

All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Opposition? Motion passes.

CHAIRMAN'S REPORT

CHAIRMAN PHYLLIS D. BAILEY: This is not my idea of fun. One of the first things I do want to address is the issue of the court reporter having concerns about people speaking over each other. This is something that is truly should be something that we don't really have to talk about -- well, obviously we do. We need to respect each person, when they are speaking, without interruption. That not only makes our meeting much more viable, but it also gives the court reporter a chance to record our words accurately without having to go through unnecessary time scrambling trying to find out what somebody is saying. Secondly, I want to encourage all members of the staff of the library, and especially members of the Board, to please contact Mrs. Holloman before you make arrangements to do anything. Do not go to the Director of the Libraries or anyone on the staff. Mrs. Holloman is the Executive Director. We accepted her and voted her in unanimously, so please respect that position. Know that she needs to know any arrangements that are being made and that are going out to the public or any in way to the media. I hope that I don't have to address this situation any further, but this is going to be mandated. And I need to also encourage to respect the fact that she has given out directives that anything that goes out must come across her desk for approval. And it's not. The person who does so, a staff member, will be written up. And I think the Human Resources lawyers that after three times of being written up, then you face the possibility of termination.

As far as any other materials, I don't think I have any further things to say other than the fact that this has been a trial. And I'm sure some of you enjoy you being home. Mr. Kaplan mentioned that. And I, for one, will be glad to go back to

libraries, because this whole business with me with the computer is not doing well. But in any event, I'm looking forward to July when we will be able to meet again in person. Thank you. Any questions or concerns?

CHAIRMAN PHYLLIS D. BAILEY: Hearing none, we'll move on to the Construction and Renovation Report by Mr. Kaplan.

CONSTRUCTION/RENOVATION REPORT - PAUL KAPLAN

MR. PAUL KAPLAN: Okay. I'm kind of working this together with Gayle. I'm going to get her involved in this. I just come off of a meeting that lasted almost three hours.

CHAIRMAN PHYLLIS D. BAILEY: Oh, dear.

MR. PAUL KAPLAN: However, the end result is: Things are really moving along. We'll be surprised the next two weeks or so how many libraries will open.

Buckhead and Mechanicsville and Northeast and Northside and Ocee, the only one I have visited so far is Ocee. They are starting to put the books -- continue to put the books on shelves. That stopped, you know, when everything was shut down. So they're continuing. It won't be long until they'll open. In that Group -- Gayle, correct me if I'm wrong -- if I had to guess which one would open that's in that group, could I say Mechanicsville or am I wrong on that?

MRS. GAYLE H. HOLLOMAN: Mechanicsville should be ready, yes. Because they were already in progress when we closed the library due to the virus.

MR. PAUL KAPLAN: I don't think Buckhead will be ready, not that quick.

MRS. GAYLE H. HOLLOMAN: No. It appears that it's going to be Mechanicsville, Cleveland, and Adamsville opening up for curbside service, along with -- that were existing libraries.

MR. PAUL KAPLAN: Okay. And I don't think about Northside. There are a couple of comments, but I'm sure if they're ready -- if it's going to be --

MRS. GAYLE H. HOLLOMAN: Not yet.

MR. PAUL KAPLAN: Not yet. Okay. All I can tell everybody is they're really working along. They're trying to get it done. We had -- there's hiccups, like at all our construction. And -- but you know something, at the end of this year, the end of this year, it'll all be over. And Central being, of course, the final one. And it's moving along. It's getting there. I'll start going down to the libraries probably next week. And we'll see where we are. As of -- but right now, in the construction meeting, there were a couple of things that we were looking at that had to get corrected.

You all probably know that at Central Library, during that march they had downtown, they broke about eight windows. Those windows that they broke are the new windows not the old ones. Just to tell you, it takes ten weeks to get them. However, the way it looks now, it's going to be shorter than that. I don't have any certain time, but eight to ten weeks would put us behind. So that's one thing we weren't expecting. The media tower, which is going to be at Central Library, that's working along. It won't be long and that will start up. But it's moving. They're starting to put drywall in in some areas. Downstairs, they're putting in the carriers and stuff for the bathrooms. So it's going. They're doing very well. I don't see a problem. Hapeville, I don't have my notes in front of me, but Hapeville, they're starting to put the outside sheathing on the building. They're starting to get there. None of the interior work is being done at this point. But it's moving along well. And we --- hopefully -- Gayle, did they say they're going to be by October, November, Hapeville?

MRS. GAYLE H. HOLLOMAN: That's what was said. Hopefully that is a real good possibility.

MR. PAUL KAPLAN: Notice we're both kind of laughing, because every time I say something like that, the next construction meeting, there's something. Well, you know, we didn't quite get everything we need. But it's going along. Things are moving. I think the only thing you're not going to see -- Gayle can correct me on this -- we're not going to see the big ribbon cuttings and all the people lined up there ready to see it open up. I think we're going to have what they call soft openings. Gayle can correct me on that. Maybe later on they can do it further down, but right now, that looks like what it's going to be.

MRS. GAYLE H. HOLLOMAN: Yes. You're correct, Mr. Kaplan. We are kicking around, or talking about, a soft opening that would be a virtual type opening. We are not sure how that will look. We have made some suggestions about the use of a drone and all kinds of fun type things. But, of course, it won't be anything like the in-person possibilities. Of course, everything hinges with your approval as well as that of -- the approvals of the members of the Board of Commissioners. So there may be some different ideas brought about, but we are in talk with the COO about just how this may look. And I've been challenged to provide a plan. So it's a very unique situation. Not very much done in that vein that we can go and research, because we've been trying to do so. But we will do the best we can to make it a fun affair.

MR. PAUL KAPLAN: I think it'll be fun. They'll all eventually be opened, but right now it's curbside only.

That's pretty much what I got, Phyllis, at this point.

CHAIRMAN PHYLLIS D. BAILEY: Thank you. Sounds like you're working hard.

MR. PAUL KAPLAN: I got other things to talk about, but that's something that we're going to be -- on the opening -- the curbside was something we have to approve. Am I right about that, Gayle --

MRS. GAYLE H. HOLLOMAN: Yes.

MR. PAUL KAPLAN: -- that you're looking for from us? Well, I'll talk about that. I have some comments on that.

That's it.

CHAIRMAN PHYLLIS D. BAILEY: Thank you, Mr. Kaplan. Sounds like you're really on top of things there. So I'm really pleased with that.

20-30 DIRECTOR'S REPORTS

20-28 MONTHLY FINANCIAL REPORT

20-29 MONTHLY USAGE SUMMARY

CHAIRMAN PHYLLIS D. BAILEY: Okay. Director's Report?

MRS. GAYLE H. HOLLOMAN: Yes, the Director's Report.

I don't know if you all have any questions. I'll take them if you do, on any of that. And then I have a few comments from questions that were asked during the last meeting.

Okay. This screen I wanted you to be able to see. The question was raised at your last meeting with regard to the zeros that are present on the report.

Trustee Piontek was saying that he thought there were some zeros here for thing that in his mind should not have been purchased or spent because we were not in the branches. And then he said later when I inquired of him that he thinks he was just seeing zeros because if you look at office furniture, for instance, two thousand eighty-two dollars and then zeros is the 20/20 percentage committed. And the budget remaining amount is two thousand eighty-two dollars. So that's where the zeros were coming in. As you can see, we've spent forty percent of the budget for 2020 thus far.

We are not paying for things that were not able to be used because of the closures. So I just wanted to make sure that we straightened that part out.

MR. JOE PIONTEK: Absolutely, Gayle. I'll just get a ruler next time I look at these charts.

MRS. GAYLE H. HOLLOMAN: Hi, Mr. Piontek.

Then the other question that we had was regarding the Paycheck Protection Program. That is not anything that the County has

applied for. So we would not be eligible for any of that federal funding. So I wanted to make sure that I brought those questions -- answers to those questions before you. Anything else with regard to the question -- the reports?

CHAIRMAN PHYLLIS D. BAILEY: If no other questions, then we'll move on Mrs. Holloman.

MRS. GAYLE H. HOLLOMAN: Yes. I wanted to talk about, as you can see, the numbers are down for year-to-date. The figures are as they would be right now. We do have a great representation of our Virtual Programming. People have really, really just embraced it. From the use of Overdrive to our programs such as Freegal and Hoopla, as well as our databases for children's research and other people's research efforts, also some needs that people have with our databases. And that has really been wonderful. In fact, it resulted in additional funding over a million dollars for our virtual resources. And we're going to be adding five new resources to what we're already carrying. And we were able to upgrade three. So you'll hear more about that as we push through with what we're calling a kickoff, or a launch, of those items. And we're going to be really trying to beef it up. And when we give the packages out to people's holds, we're going to put information in the bags that will tell them not only about the HOLDS process and the curbside service process, but we'll also speak about those virtual resources that they can go into.

So we're very excited about all of that and getting the word out so that people will know that those things are available. And we continue to offer those programs and those -- you may have seen the streaming Storytimes and all of that -- we intend to carry forward with those programs even after we have some semblance of a more traditional opening and as we're doing the curbside service. So I just wanted you to be aware of all of that. If there are no questions on that...

The curbside service is going to be starting on July 1st. We are very excited about that possibility. We are aligning ourselves with what is being done throughout the different area libraries here in Georgia, particularly here in the metro area. We're also aligning ourselves with the processes that are in place around the nation. We are finding that it would be a good way for us to bring ourselves back in a fashion that right now addresses the need for our patrons and safety for our staff with regard to the virus. We will have the book-drops reopened so that they can return items. Those items will be quarantined. We are still considering how long that quarantine period will need to be, but anywhere from three hours to twenty-four hours

to seventy-two hours. It is done for fourteen days, which was the original recommendation some months ago, so that is really an improvement on how long it takes to quarantine the items. Staff have been -- will be outfitted with the necessary PPE, the protective -- personal protective equipment. Right now, they're back -- they went back to work on June 15th at the various locations, and they're preparing everything for the re-openings for curbside service, meaning that they've got to get books on shelves. They've got to get all sorts of things back in place, and, of course, be prepared for the people who will show up on that date. And everyone's very excited about it.

Staff have also spent their time during this period of closure working at elections, registration and elections to help that department with the May early voting, as well as the June 9th primary that was held. We had over a hundred and twenty employees that were dedicated to that poll endeavor, and it really made a difference for the County.

So I'm very excited about the fact that we were able to not only continue what we were doing as we were teleworking and all of that, but we were able to assist another department and it made a difference. Any questions?

MS. LINDA JORDAN: Madam Chair, this is Linda Jordan. I'm using Joe's Zoom information. I tried to reach people. I can't find the email. Can it be re-emailed to me, because it's going to cut me off in a minute. I am in attendance. I'm just trying to make sure I can get on via Zoom on my own set up or whatever.

CHAIRMAN PHYLLIS D. BAILEY: Please --

MS. LINDA JORDAN: Can somebody help?

MRS. ZENOBIA CLAXTON: I'll send that to you.

MS. LINDA JORDAN: Thank you. I emailed -- I tried to email everybody, but thank you very much. I appreciate it.

MR. PAUL KAPLAN: Gayle, I got a question.

MRS. GAYLE H. HOLLOMAN: Yes?

MR. PAUL KAPLAN: I'm going to go back up here a little bit. So we have a minimum of twenty-four hours of quarantine for the books that arrive, correct? -- because I'm looking at the CDC guidelines. Some people have the feeling that there is -- on there they have a three hour incubation. That is actually for tissue paper actually on the paper itself. But the binder on the book, the binding on the book is twenty-four hours for the virus to live on that book.

And they do recommend that once the twenty-four hours is up, that our staff clean the top of it with some kind of cleaner or wipe or something like that before it's put back on the shelf. Is that something they're going to do, Gayle?

MRS. GAYLE H. HOLLOMAN: Well, yes. That's what we need to determine. It is still being debated. We were last informed to do three hours. And so that is still under discussion. And I will let you know. It's under discussion at the County leadership level.

MR. PAUL KAPLAN: All right. Because I'm looking at CDC guidelines for disinfecting returned library books, and they say twenty-four hours; cardboard, three hours on it if it's just paper. So just to let you know, I'm going by their guidelines.

MRS. GAYLE H. HOLLOMAN: Yes. And --

MR. PAUL KAPLAN: Go ahead. Go ahead.

CHAIRMAN PHYLLIS D. BAILEY: Excuse me. My question then becomes how wide is the CDC's recommendation?

MRS. GAYLE H. HOLLOMAN: Well, as you may remember, there have been quite a few guidelines put out because this is so new to everyone. And there were guidelines put out in March, April, and maybe in May. And then there's another one just came out in June. So that's why it's been sort of up and down.

As I said earlier, it started out with fourteen days and now it's gone down to seventy-two hours, or twenty-four hours, and then in one category earlier it was three hours.

And I think what's happen is that some people have seen those different statements and maybe held onto that one because they didn't get the rest of them. And so now what we're doing is we're trying to work with the latest information we have.

And the latest information I have concurs with what Mr. Kaplan is saying, and that's twenty-four hours. And that is the CDC saying that saying that through IMLS, which is the Institute for Museum and Library Services.

So that's more than likely the one that we should go with, but I just need to make sure that everyone who needs to know that -- all of our stakeholders are aware of the June 22nd, 2020 guidelines that came out.

MR. PAUL KAPLAN: Okay. The only thing I'm asking is that if our Board approves the way it's arranged right now, how you have it, if somebody goes ahead and change it to twenty-four hours or something smaller, will you please informed the Board, because I'm going by the guidelines of CDC. That's how I'm going to go. So I don't want something changed after we go ahead and approve it.

MRS. GAYLE H. HOLLOMAN: Well, I think you would -- if I'm not out of order -- I guess the attorney is with us -- will have to tell us if you can, you know, vote on that today, because we do need you to look at the curbside service information and vote on that, as well as take a vote today on the July 1st reopening for

curbside service. So I know that's a lot right now, but -- so that I was told needs to happen.

MR. PAUL KAPLAN: I see our attorney's on also, so the only thing we're going to vote on tonight is the date, if July 1st is okay, and the curbside pickup, their process of doing it?

MRS. GAYLE H. HOLLOMAN: Yes. And there was some discussion that someone had with me recently that because -- that it was okay -- it was verified -- rather, recommended, or put in mandate -- that we closed when we closed. And it was agreed upon by County leadership; however, your Board did not have a chance to weigh-in on the closure as of the end of the day, close of business on March 13th. I don't know. I guess our attorney will have to let us know if that can be retroactive -- if you need to make a motion retroactive to close of business on March 13th.

So those are three things: close of business on March 13th, the curbside service starting on July 1st, and the agreement -- the statement that you're now making, Mr. Kaplan, with regard to the twenty-four hours for the quarantine period.

CHAIRMAN PHYLLIS D. BAILEY: Is the attorney available?

MR. PAUL KAPLAN: Yes.

MS. ADEBOLA LAMIKANRA: Yes. If I may? My understanding is that the only thing that needs to be voted on is the reopening plan, because at this point, it was already -- the time to vote for the closing of the libraries has past. So we just need to have an actual vote on the record regarding reopening and the plan, Gayle.

MRS. GAYLE H. HOLLOMAN: Okay.

CHAIRMAN PHYLLIS D. BAILEY: So that plan involves the time of quarantine also?

MRS. GAYLE H. HOLLOMAN: Would it be two motions?

CHAIRMAN PHYLLIS D. BAILEY: What I'm trying to find out is if the plan for quarantine is involved with the motion that we're asked to make.

MS. LINDA JORDAN: I think Madam Chair's point is that quarantine, Coronavirus, COVID-19, all these numbers are trickling up, which might cause organizations to have to be tracked from what they're trying to do. We're seeing in certain states, and Georgia is listed as one of them, that the numbers are going up, so I mean, plan B; plan A and plan B perhaps?

MR. PAUL KAPLAN: The only thing I'm asking -- we show twenty-four hours. I'm fine with that. I just don't want it to drop down. Because as I said, the infection rate's going up. And we could be in worse shape. But that's all I'm asking for. But if we're just voting on, you're okay for July 1st opening, I have

no problem with that at all. I know that's what you need, that motion.

MRS. GAYLE H. HOLLOMAN: Okay. Madam Chairperson, if I'm not out of order, I think it may be two separate votes. Madam Attorney, would that be correct?

MS. ADEBOLA LAMIKANRA: Yes.

CHAIRMAN PHYLLIS D. BAILEY: Okay. So you need a vote on the opening, and you need a vote on the quarantine; is that correct?

MS. ADEBOLA LAMIKANRA: The current plan, yes.

CHAIRMAN PHYLLIS D. BAILEY: Now, my question becomes with the amount of time for quarantine, because I think the concern about differences in numbers of hours or days that the material is quarantined. And I think that we as a Board need to know exactly what we're voting on, that it can't be changed or, as Mr. Kaplan pointed out, changed at a later point.

MS. ADEBOLA LAMIKANRA: So I think as long as what is being proposed right now is in compliance with the CDC guideline, I think that's fine, in terms of whether or not you vote on that. I think you can indicate that if the guidelines change, then there needs to be another vote before you change the quarantine timeline, because these things, you know, can fluctuate in terms of what they determine is necessary in the future.

CHAIRMAN PHYLLIS D. BAILEY: Thank you. So then a second motion would be to vote along the CDC guidelines. That is what we will be voting on as of the present.

So if I can ask for a motion that would cover just the timeline that the CDC has indicated.

Mrs. Holloman, do you have anything to add?

MRS. GAYLE H. HOLLOMAN: No, ma'am; I do not.

LIBRARY RE-OPENINGS WITH CURBSIDE SERVICE ONLY - JULY 1, 2020
MOTION

MR. PAUL KAPLAN: I'll tell you what I'll do, I'll make a motion that we open our libraries on July 1st, 2020 for curbside only. One motion.

MS. LINDA JORDAN: I second that.

CHAIRMAN PHYLLIS D. BAILEY: Who is --

MS. LINDA JORDAN: Linda Jordan, I second it.

CHAIRMAN PHYLLIS D. BAILEY: Oh, okay. Motion by Mr. Kaplan, second by Ms. Jordan, that our libraries will open as requested on July 1st, 2020.

Questions?

MS. LINDA JORDAN: Just want to make sure we're saying curbside only, so people will understand that it's -- okay -- yes.

CHAIRMAN PHYLLIS D. BAILEY: For curbside only.

All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Do we have a method of counting, Zenobia?

MRS. ZENOBIA CLAXTON: No. Just say, all in favor, aye. And you say --

CHAIRMAN PHYLLIS D. BAILEY: I've asked for that. They've said aye. What I really want to find is the numbers. Is there a method we can count the numbers?

MRS. ZENOBIA CLAXTON: They can raise their hand under the reaction.

CHAIRMAN PHYLLIS D. BAILEY: Okay. So how many ayes do we have?

MR. PAUL KAPLAN: I think it's unanimous. I might be wrong.

MS. LINDA JORDAN: I think so, too.

Does anyone oppose the motion?

CHAIRMAN PHYLLIS D. BAILEY: Well, it's unanimous then.

MS. LINDA JORDAN: Yes.

CHAIRMAN PHYLLIS D. BAILEY: All in favor that the unanimous that the libraries will be open for curbside service only on July 1st, 2020, motion passes.

The second motion concerns the CDC guidelines as to the materials that come back into the library.

CDC GUIDELINES REGARDING LIBRARY MATERIALS

MOTION

MR. PAUL KAPLAN: I'll make that motion. I make a motion that we follow the CDC guidelines on the returned items to the library, on a quarantine of twenty-four hours.

CHAIRMAN PHYLLIS D. BAILEY: Do I have a second? Do I have a second?

MS. LINDA JORDAN: I'll second it.

MRS. PRISCILLA BORDERS: Second.

CHAIRMAN PHYLLIS D. BAILEY: Motioned by Mr. Kaplan, seconded by Mrs. Borders and Ms. Jordan, that the library materials being returned will be quarantined for the recommended time by the CDC.

All in favor?

(WHEREUPON, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Opposition? Motion carries. Thank you.

MR. PAUL KAPLAN: Gayle, I have one question for you, Gayle. Is it true now we're only going to be open Monday through Friday from 10 to 4? It's not open -- nothing's open on Saturday or Sunday?

MRS. GAYLE H. HOLLOMAN: Not at this time.

MR. PAUL KAPLAN: Okay. The second thing, for verification only, the Friends Group are very anxious to get back to work.

Once the curbside starts off, the Friends want to do a book sale. Are we allowing that? And the reason I'm asking that is because the public cannot use the bathroom at this point. And if the Friends open up a book sale, where are they -- how are they going to use the bathrooms? That's the question. Are we holding off on book sales for the Friends until we get to inside point to use the inside of the library?

MRS. GAYLE H. HOLLOMAN: Exactly. That is what we'd like to do, Mr. Kaplan. We are closed except for curbside service; curbside service only. We understand that that won't -- well, we hope that that won't last a long time. But right now, we're having to figure out exactly how it's going to look. And I have to continue to say to everyone, to ask for patience, because we don't quite know how that's going to look. We have ideas about it. But it has to be a phased-in process, which means that the Friends Group and book sales cannot happen right now.

MR. PAUL KAPLAN: Could you do me a favor? Could you send a note over to Heather with Volunteer Services?

MRS. GAYLE H. HOLLOMAN: Oh, sure.

MR. PAUL KAPLAN: And send it out to all the Friends Group, because I'm getting calls, and they're going to need to open up right now if they can get a way, if they can do it, which is fine. It's terrific. But they're going to be very anxious.

MRS. GAYLE H. HOLLOMAN: Right. You're right. And we appreciate everything that the Friends do for us and our volunteers do for us, but at the moment, we're not able to make that happen right now. And so we ask for their continued patience. But I'll make sure that Heather Staniszewski gets that information to send out, because she is our liaison to the Friends Groups.

MR. PAUL KAPLAN: Okay. The next question I had is: Voting is coming up. What date is that? When is voting coming up? Is there some runoffs?

MRS. GAYLE H. HOLLOMAN: There's some runoffs. I believe that date is June -- July, the 20th.

CHAIRMAN PHYLLIS D. BAILEY: I thought it was -- you sure it isn't August?

MRS. GAYLE H. HOLLOMAN: Well, I heard it was August too, but then I heard this morning it was July 20th or something like that.

CHAIRMAN PHYLLIS D. BAILEY: Oh, okay. Okay.

MR. PAUL KAPLAN: They still use the libraries, as far as the voting machines, correct?

MRS. GAYLE H. HOLLOMAN: Yes, we do. We did that for Early Voting in May and in June. For the primary, we have a lot of

libraries that are part of that. And it's my understanding now they're going to use as many facilities as possible. So all of our libraries that are available will be used, is what I've been told, as voting sites. And that will be done in our meeting rooms, and, of course, at that point, they will have access to the restrooms. But it involves special cleaning and all of that. But we have agreed to make all that happen with registration and elections.

MR. PAUL KAPLAN: Okay. That's what I wanted to hear to make sure. Okay. That's it. I'll keep my mouth shut.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Any other questions or concerns regarding that issue? If not, we'll move on to Committee Reports.

MS. LINDA JORDAN: Madam Chair, also, I had a question. I was on mute. I have a question. Are we asking people to wear masks?

MRS. GAYLE H. HOLLOMAN: Yes, we are. The staff is definitely going to be expected to wear a mask. And we are encouraging the public to do so as well.

MS. LINDA JORDAN: Okay. Thank you.

CHAIRMAN PHYLLIS D. BAILEY: Good question.

COMMITTEE REPORTS

Okay. Committee Reports. Is Mr. Joyner with us?

MR. PAUL KAPLAN: Yes. I see his name.

CHAIRMAN PHYLLIS D. BAILEY: I'll try to see if he's active.

MR. JOE PIONTEK: He dropped off a minute ago.

MR. PAUL KAPLAN: He dropped off.

MR. JOE PIONTEK: My audio keeps going in and out. I've been dropping off and coming in again.

MR. PAUL KAPLAN: Your video must be off, Joe. I can't see you.

MR. JOE PIONTEK: My -- I'm doing all of this on iPad. It won't play video.

MR. PAUL KAPLAN: Oh, an iPad.

MR. JOE PIONTEK: Yes, -- you guys. Although, Nina, I did get a background like. I took the one -- the library from My Fair Lady. That was going to be my background this time, but...

MR. PAUL KAPLAN: Yes. I was looking for that.

BYLAWS AND RULES - PRISCILLA BORDERS AND NINA RADAKOVICH

CHAIRMAN PHYLLIS D. BAILEY: Mr. Joyner is not available at the moment. We'll move on to Bylaws and Rules. Judge Nina and Priscilla?

MS. NINA RADAKOVICH: Yes. We sent out some proposed legislation to all of you a few weeks ago. And there are two things we talked about before, and the attorney said we couldn't amend the Bylaws -- well, we couldn't extend the term of the

Chair as an officer without amending the bylaws to allow that. So Priscilla and I came up with language to change -- actually it's not the Bylaws, it's the constitution we need to change to extend the term six months.

And the other piece of legislation came up because we looked at the Bylaws and Constitution and realized that we really are not authorized to hold meetings by video conference. So we wanted to spell out that under -

CHAIRMAN PHYLLIS D. BAILEY: Who's speaking?

MS. LINDA JORDAN: I think that's Chip. Yes, I see your name, Chip.

MR. D. CHIP JOYNER: Okay. All right.

CHAIRMAN PHYLLIS D. BAILEY: Hi, Chip.

MR. D. CHIP JOYNER: Hello.

CHAIRMAN PHYLLIS D. BAILEY: I can't see you either, so I didn't know you were there.

MR. D. CHIP JOYNER: Okay.

CHAIRMAN PHYLLIS D. BAILEY: I'll let Judge Nina and Priscilla finish, then we'll go back to Chip with the Library Visitation. Is that okay?

MR. D. CHIP JOYNER: That's okay, Great.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Thank you.

Judge Nina will you and Priscilla complete your report?

MS. NINA RADAKOVICH: Yes. So what we have here for your consideration, we cannot vote on the constitutional amendment today because that requires four weeks advance notice. And we sent this out less than four weeks ago. We can vote on that at the July meeting. And since, Phyllis, you are carrying over as Chair, I think one more month you can carry over.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

MS. NINA RADAKOVICH: And this amendment authorizes us -- we've added language in here to the effect that the general rule is no officer can be eligible to serve more than two consecutive terms in the same office, but then we've added language that says, except as when extraordinary circumstances exists, which require an extension of the second term for continuity of leadership as determined by the Board of Trustees, or when a State of Emergency has been declared by government official with authority to make such a declaration and that emergency affects library operations and the Board of Trustees members believe that continuity and leadership is necessary to address the emergency. And any such extension shall not exceed six months. So we can -- and Adebola, I want to hear your thoughts on this. We can pass this in July and then actually extend Phyllis' specific term through December of this year.

MS. ADEBOLA LAMIKANRA: Yes. So -- I'm sorry. Go ahead.

MS. NINA RADAKOVICH: No. I was finished.

MS. ADEBOLA LAMIKANRA: Okay. Yes. So there'd just need to be a vote. Once it's passed, then you all would just vote on that. And then, yes, it could be extended to the six months.

MS. NINA RADAKOVICH: But as far as the other thing is concerned, which is the bylaws amendment, we could do that today because we did get this out to everybody two weeks ago. And this one says: In the event that library facilities are closed to the public because of declaration of a State of Emergency by a public official with authority to make such a declaration, or circumstances make attending a meeting in person unsafe for Board members and library staff, the Board of Trustees shall be authorized to meet by videoconference or teleconference as long as such meeting allow contemporaneous public access to the meeting and otherwise complies with the Georgia Open Meetings Act.

MS. ADEBOLA LAMIKANRA: If I may? The only thing I was thinking is maybe we put something in there to indicate that there still must be a quorum if we're going to hold videoconferences.

MS. NINA RADAKOVICH: Great idea. Do you have an idea of specific words and where we should put them?

MS. ADEBOLA LAMIKANRA: Yes. We can use the words that we currently have regarding quorum. And then we could just put that in that where you have it highlighted. Give me one second. I can find the language.

MS. LINDA JORDAN: I have a question. So you're saying that -- I want to make sure I'm clear -- you're saying that the only way you can have a virtual meeting, once we change the bylaws, we would have to add in that we need to have a quorum to have a meeting; is that correct?

MS. ADEBOLA LAMIKANRA: Yes.

MS. NINA RADAKOVICH: A quorum to take action.

MS. LINDA JORDAN: Oh, I thought she was saying to have the meeting. I agree to take action, but I thought I heard have the meeting. I agree with the take action. Just want to make sure I'm clear.

MS. NINA RADAKOVICH: Adebola?

MS. ADEBOLA LAMIKANRA: Yes.

MS. NINA RADAKOVICH: The quorum is to take action; is it not?

MS. ADEBOLA LAMIKANRA: Yes. Yes. I'm sorry. I was on mute.

MS. NINA RADAKOVICH: Because we might not know until we're in -
-

MS. LINDA JORDAN: Right. But I thought when I heard the voting it was saying to have meeting. So I just want to make sure I

was clear. I agree to take action, but can't have a meeting without a quorum. Okay. Got it.

CHAIRMAN PHYLLIS D. BAILEY: Any other questions or concerns?

BYLAWS AND RULES - CHANGE

MOTION

MS. NINA RADAKOVICH: So I'm going to make a motion that we adopt this bylaws change with the quorum language recommended by Adebola.

CHAIRMAN PHYLLIS D. BAILEY: Motion by Judge Nina that we adopt the Committee Report on the rules for bylaws with the added addition of the information about bylaws and the quorum.

MR. D. CHIP JOYNER: I second.

CHAIRMAN PHYLLIS D. BAILEY: Do we have a second?

MR. D. CHIP JOYNER: I second it.

CHAIRMAN PHYLLIS D. BAILEY: Who's that?

MS. LINDA JORDAN: Chip.

CHAIRMAN PHYLLIS D. BAILEY: Who seconded it?

MS. LINDA JORDAN: I think it was Chip.

CHAIRMAN PHYLLIS D. BAILEY: Motioned by Judge Nina and seconded by Mr. Joyner that the Rules and Bylaws be adopted as presented by the Committee. Questions? All in favor?

(WHEREUPON, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Opposition? Motion carries. Thank you.

LIBRARY VISITATION - D. CHIP JOYNER, VICE CHAIRMAN

CHAIRMAN PHYLLIS D. BAILEY: Now back to the Library Visitation. Mr. Joyner?

MR. D. CHIP JOYNER: Well, hello. Yes. I started talking earlier in the meeting, but I guess I was on mute, or I wasn't sure. I was actually looking at two different computers, so I wasn't sure which one was working well.

But as far as Library Visitation, I'd like to hear from the Director on any recommendations on how visitors, even Board Members, can proceed when visiting the facilities, or is there protocol we should follow, we should look for? Any feedback outside of Board material that we can share? Do you have any thoughts of how we can be most constructive to both the Board and to your team?

MR. PAUL KAPLAN: Chip, I can answer some of that myself. The thing is still under construction and they're still getting it set up.

First of all, you have to wear a mask when you go in. All the workers in there had to have it, not necessarily the construction workers but all the staff. Our staff has it. I wear a hardhat, but that's me. And I also wear a yellow vest.

That's when it was under construction. We had none of our own staff members. You just have to be careful. That's all. And don't wear flip-flop shoes or something like that. We had -- we did have somebody -- and Gayle, you can correct me if I'm wrong, Gayle -- I heard somebody was putting -- I think it was for -- putting up -- hanging pictures -- hanging something and walking with flip-flops and shorts and they had to tell them to come back tomorrow with some shoes on or something.

But other than that, Chip, there really isn't a lot of things, other than we have to be -- you have to be watchful.

MR. D. CHIP JOYNER: Okay.

MRS. GAYLE H. HOLLOMAN: Right. As Mr. Kaplan is saying, Mr. Joyner, what needs to happen is -- they have access to make sure that we -- first of all, we're going to one of the branches that are being renovated that we wear the hardhat. They usually give you one onsite. But they really require that we let them know you're coming, and that way they'll have one ready for you.

Give them a period of time when you expect to arrive and that you will wear long pants, that you'll wear a long-sleeve shirt, or in the case of wearing a blouse, and that you'll wear closed-in shoes, as Mr. Kaplan was alluding to there.

We had someone who would not do that. And the whole idea is because, you know, the people who actually do construction wear steel toe boots. And, you know, there's a construction reason for that, because you can get easily hurt. And so they're trying to minimize.

So if you're speaking of those renovations, that that's what really is what they've asked us to do.

Were you speaking of just regular libraries in general when we get back to a traditional opening?

MR. D. CHIP JOYNER: Just while we're transitioning to a new opening. For example, I went by Palmetto this morning. And the parking lot was full. I didn't have enough time to really go in and visit, but I circled the parking lot and I wanted to go in. But I was just thinking in terms of moving forward the next time any of us visit the library, what is the protocol per CDC recommendation, per the County recommendations, per your recommendations?

MRS. GAYLE H. HOLLOMAN: Well, just as you all have just voted with regard to curbside service, that's the delivery method right now. So I would suggest that everyone would adhere to that whole curbside service model for right now. If there's some reason that you need to be inside, then I think that needs to be rearranged with the manager so that you could

be, you know, be brought in with a mask and what have you, for whatever the reasons may be.

Right now, there's no total type of arrangement or anything like that that we're offering. We're trying to get the next phase, which will be some sort of way of actually being able to offer some traditional services. But we've just got to work through a lot of issues that will be able to make that possible. So I guess the best answer I can give you at the moment is just make us aware if you feel there's a need to be at one of the existing libraries that has not yet opened anymore than curbside service.

MR. PAUL KAPLAN: Chip?

MR. D. CHIP JOYNER: Yes.

MR. PAUL KAPLAN: Make sure when you walk in that your badge is out visible so they know you are. That's important. Because a lot of times we have a guard in there. And that's the first they do is question who you are.

MR. D. CHIP JOYNER: Okay.

MRS. GAYLE H. HOLLOMAN: And staff will be going in and out because they'll have to bring out the HOLDS items to put in the trunks of people's cars. That's what the process entails. So you'll be able to -- you should be able to encounter staff if you were to come up and if you wanted to engage them or whatever. That's still doable. And the manager should be onboard as well, because all staff went back on June 15th.

MR. D. CHIP JOYNER: Okay.

MRS. GAYLE H. HOLLOMAN: I hope that's the question.

MR. D. CHIP JOYNER: If anyone wanted to observe the way books are being sanitized and just the new procedure just for feedback sake, is that something that should be -- you can go ahead of time?

MRS. GAYLE H. HOLLOMAN: Yes. And what we're doing is we're moving the books. We're putting them on carts and taking them into the meeting rooms, and that's where they will sit with the dates on them as to when those items actually came back to us. And then we know from that point to do the twenty-four hours, you know, so the dates brought in, the date they should terminate for quarantine. They're just sitting there. We're not running them with anything or anything like that at the moment. That was before anything was said. They were just saying just leave them in the air. There's no need to actually put any type of substance on them. And so that's what we're asking the public not to do as well. Just return them into the book drop. We'll get them, put them on carts, and put them in the meeting rooms for the twenty-four hour period. And then at that point, they will be shelved or --

and then to be returned to some other library. They'll be sent -- set aside to be returned by courier delivery.

MR. D. CHIP JOYNER: Okay. Thank you.

MRS. PRISCILLA BORDERS: Is there a possibility of having virtual visits with the staff like we're doing now. Can you hear me?

MR. PAUL KAPLAN: Priscilla, did you say about a virtual visit?

MRS. ZENOBIA CLAXTON: I think it just froze for a second.

MRS. PRISCILLA BORDERS: Who me?

MRS. ZENOBIA CLAXTON: No. Gayle is not moving.

MRS. PRISCILLA BORDERS: Oh, yes. Okay.

MRS. ZENOBIA CLAXTON: Gayle? But I heard you.

MRS. PRISCILLA BORDERS: Okay.

CHAIRMAN PHYLLIS D. BAILEY: I heard you also.

MRS. ZENOBIA CLAXTON: I think she's calling me.

You all can go ahead and proceed. I'm getting Gayle back on.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Questions?

MRS. PRISCILLA BORDERS: That was just my question, the possibility of doing Library Visitation virtually. I mean, not a long one, but, you know, just to check in just to let them know we're still there but just not one-on-one.

CHAIRMAN PHYLLIS D. BAILEY: I understood from Mrs. Holloman that these were not possible, as far as visitation. She was -- Mrs. Borders was waiting to hear whether or not that virtual meeting could take place. So I think that's what we're waiting on.

MS. LINDA JORDAN: But Zenobia said we could move on until she gets Gayle back on, Madam Chair.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

NATIONAL AND STATE DEVELOPMENTS - LINDA JORDAN AND JOE PIONTEK

CHAIRMAN PHYLLIS D. BAILEY: So we'll go to National and State Developments. Linda?

MS. LINDA JORDAN: Joe and I, we don't have any updates today.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

UNFINISHED BUSINESS

CHAIRMAN PHYLLIS D. BAILEY: Let me see here. After that is the Unfinished Business. I think we covered the Unfinished Business when Judge Nina and Priscilla talked about the Bylaws and Constitution, unless you have something additional to put into that, either one of you, Judge Nina or Mrs. Borders?

MRS. PRISCILLA BORDERS: No, I don't.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

NEW BUSINESS

CHAIRMAN PHYLLIS D. BAILEY: Then we can go on to New Business - Library Programs?

MS. LINDA JORDAN: I do have a question for the attorney, Madam Chair, under New Business.

CHAIRMAN PHYLLIS D. BAILEY: Go ahead and ask your question.

MS. LINDA JORDAN: Just curious about how we're keeping up with the numbers, the County keeping up with the numbers so we'll know if these numbers are going up. That's my main concern with COVID-19, making sure, you know, if we need to go back and look at rearranging things. How are you guys keeping track of the CDC numbers? That's for the attorney. Is she still on?

MS. ADEBOLA LAMIKANRA: I'm sorry. Okay. That's being tracked by the Board of Health. They are keeping an up-to-date record of the numbers being reported in Fulton County. So that's being tracked on a daily basis. And so that is being recommended in terms of how we handle that, that's being recommended to the Board of Commissioners at every Board meeting.

MS. LINDA JORDAN: Okay. Thank you for that information.

CHAIRMAN PHYLLIS D. BAILEY: So with that as a good bit of information, we may be or may not be able to have our July meeting together, depending on what the numbers show and what the Board says at the last meeting; is that correct?

MS. ADEBOLA LAMIKANRA: Yes. So as of right now, I do believe the State of Emergency was extended. So I believe it's a July date at this point. I can get that in a second. So that would probably coincide with the July date.

CHAIRMAN PHYLLIS D. BAILEY: So are you saying that the July meeting will also have to be virtual?

MS. ADEBOLA LAMIKANRA: Yes.

CHAIRMAN PHYLLIS D. BAILEY: Okay. So I hope that each one of you heard that we will not be able to have in-person meeting in July according to that.

MS. LINDA JORDAN: Right. I know some people that have COVID-19, and I mean -- one of my home people -- so I just want to make sure we're careful about what we're doing. So -- and it's no joke. So that's why I'd rather wait. So July virtual meeting works for me.

CHAIRMAN PHYLLIS D. BAILEY: So with that as a background from the attorney, I'll make sure that Zenobia knows that -- she isn't on right now -- that we will be having another virtual meeting in July.

Any other questions or concerns while we're waiting? Zenobia?

MRS. ZENOBIA CLAXTON: I'm here. I'm still trouble shooting to get Gayle back on.

CHAIRMAN PHYLLIS D. BAILEY: Oh, okay.

MS. NINA RADAKOVICH: Phyllis?

CHAIRMAN PHYLLIS D. BAILEY: Judge Nina?

LIBRARY FOUNDATION - UPDATE

MS. NINA RADAKOVICH: Yes. I just wanted to give a brief report on the Library Foundation.

CHAIRMAN PHYLLIS D. BAILEY: Oh, good.

MS. NINA RADAKOVICH: We had -- and I mentioned this briefly, I think, to you -- we had the first meeting of our Growth Committee, which we've been planning for some months. Growth Committee is made up of various community leaders who are going to help us make the Library Foundation become bigger and better.

And we had a wonderful first meeting by means of Zoom. We actually had breakouts for this. We divided into subcommittees and met briefly as a subcommittee. But I want to really thank Priscilla, who has agreed to serve on the Growth Committee. And she's on our Outreach Community Relations Committee. We need to forge partnerships and relationships with other organizations and individuals in order to raise more money for the library. So we had a very good first meeting. We had a guest speaker, who is the Executive Director of the Seattle Library Foundation, which is very, very successful. They raise one to two million dollars every year, I think, which is way beyond what we've ever done.

And there are some similarities between their community and ours. So we have a mentor in their Executive Director who's going to help us better.

CHAIRMAN PHYLLIS D. BAILEY: Good.

MS. NINA RADAKOVICH: But, anyway, I really wanted to thank Priscilla for offering her time in helping us with that. And one of the things that came up, many people said -- on the Growth Committee -- we're concerned that the library doesn't have a detailed Strategic Plan. And Gayle would very much like to have a Strategic Plan. So we have been talking about finding a way to pay for that, because that's a big item that the County, I'm sure, doesn't have the money for right now. So that's something to look forward to. And there is a Strategic Planning process. We will be asking the help of the Trustees just to get it done.

In fact, in that constitution, the Board of Trustees has the responsibility for getting an annual Strategic Plan for the Library System. So no one to blame us for getting involved in that because it's actually one of our responsibilities. And the library has gone too long without a formal Strategic Plan. I think they had one that Gabe put together, but it was very general and it did not have specific tasks in it like most of them do.

So we're looking forward to getting that off the ground, the Strategic Plan.

Also, the Foundation has a new Executive Director. Her name is Julia Levy. And I would like to introduce her to you all. Possibly, at our next meeting, we can have her attend and I could interview her very briefly to let you get to know her. But, anyway, that's my -- on the Foundation.

CHAIRMAN PHYLLIS D. BAILEY: Thank you very much. That's very encouraging. I hope that we will certainly see her in July, because we need to address that issue as best we can until we are funded to do such.

Thank you so much, Judge Nina. That's something we really need to do.

MS. NINA RADAKOVICH: Thank you, Priscilla.

CHAIRMAN PHYLLIS D. BAILEY: Yes, Priscilla. You have been quite a volunteer, young lady. We're proud of you. And thank you so much for your service and your expertise. The two of you really been great help to this Board, because legal issues are something that you should know more about than any of us. So thank you both for your service, you, Judge Nina, as Chair of the Foundation, and Priscilla, for volunteering your services with this committee. It's a testimony to the commitment that you have to the library. Thank you.

Zenobia, I guess you're still working with --

MS. ZENOBIA CLAXTON: I am. I think -- I don't know. It's something on her end, I believe. I'm not sure. I'm not sure what happened.

MR. DAMIAN J. DENSON: Zenobia, why can't she just call in on the number that's located on the email?

MRS. ZENOBIA CLAXTON: I gave her the number, and I believe she's still having some problems. I sent her the meeting I.D. and password to just join and see what happens.

CHAIRMAN PHYLLIS D. BAILEY: Hello, Damian. I hadn't seen you there. Glad to see you're aboard.

MR. DAMIAN J. DENSON: I'm not on your screen with everybody else?

CHAIRMAN PHYLLIS D. BAILEY: Yes, you are now.

MR. DAMIAN J. DENSON: Oh, you have your set on only when a person speaks. I have everybody on at the same time, so...

CHAIRMAN PHYLLIS D. BAILEY: Okay. Glad to see you.

Then we'll move on, I guess, because we -- I did want to adjourn the meeting and then go into Executive Session because there's some things that we need to discuss.

MR. JOE PIONTEK: I think we really need to address this issue here. I'd like to have Gayle here while we do it.

CHAIRMAN PHYLLIS D. BAILEY: Well, if she isn't here, are we supposed to sit for the next hour-long wait? I think not. Let's go -- and if Gayle -- Zenobia?

MRS. ZENOBIA CLAXTON: Hold on. Gayle is calling me now, please hold on one second.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Thank you.

MR. PAUL KAPLAN: We need some background music, guys. It's way too quiet. On a Zoom meeting, you don't hear anybody talking. Nothing. Much too quiet.

MS. LINDA JORDAN: Well, I do have a question now, Paul, for the attorney. If we're about to discuss a matter with the -- that deals with personnel, shouldn't we go into Executive Session, because under Georgia law, you have to go into Executive Session on personnel, real estate -- from what I recall -- the Board not being on. Is that correct or not correct? And is this a personnel matter?

CHAIRMAN PHYLLIS D. BAILEY: May I interrupt here? We have arranged to have a special room for this. It's completely closed. It's been arranged already.

MS. LINDA JORDAN: Okay, through Zoom. Okay. Got it. Zoom does have special rooms. Okay. That makes sense.

MR. PAUL KAPLAN: Gayle's coming on now. I can see it.

MRS. ZENOBIA CLAXTON: Okay. Gayle's coming back in.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

MS. LINDA JORDAN: I must admit, sometimes there's some issues with Zoom on various ends. So I've been a victim of that myself.

CHAIRMAN PHYLLIS D. BAILEY: Oh, so you knew about them.

MS. LINDA JORDAN: In some other meetings.

MS. ADEBOLA LAMINKRA: I can hear you. You're just very faint.

MRS. ZENOBIA CLAXTON: Turn your volume up, Gayle, on your computer. Gayle?

MRS. GAYLE H. HOLLOMAN: Yes.

MS. LINDA JORDAN: We can hear you now. Great.

MRS. ZENOBIA CLAXTON: We don't see you.

MRS. GAYLE H. HOLLOMAN: Can you hear me?

MRS. ZENOBIA CLAXTON: Yes.

MRS. GAYLE H. HOLLOMAN: Okay. All right. Thank you. I'm sorry that happened. I don't know what went on.

MRS. ZENOBIA CLAXTON: Mrs. Borders had a question for you before you went out.

MRS. GAYLE H. HOLLOMAN: Okay.

MRS. ZENOBIA CLAXTON: You're on mute, Mrs. Borders.

MRS. PRISCILLA BORDERS: Sorry about that. My question was: Was there a way to have virtual meetings with the library staff as a form of our library visit?

MRS. GAYLE H. HOLLOMAN: Yes. That can be done.

MRS. PRISCILLA BORDERS: Okay. So do we just arrange it with Zenobia, or what do we do?

MRS. GAYLE H. HOLLOMAN: Well, you can arrange it through Zenobia or we can -- we have our manager's meetings that the administrators will meet with their cluster managers once or twice a week. So it can be done basically the same way. I would suggest Zenobia getting with the administrator and, you know, getting you -- and all of you coordinating that.

MRS. PRISCILLA BORDERS: Okay. Thank you.

MRS. GAYLE H. HOLLOMAN: You're welcome.

CHAIRMAN PHYLLIS D. BAILEY: Sounds like a good idea. Are there any other concerns that we need to address before we go into Executive Session?

MRS. GAYLE H. HOLLOMAN: Are we still in New Business?

CHAIRMAN PHYLLIS D. BAILEY: Yes.

MRS. GAYLE H. HOLLOMAN: Okay. I think I sent -- we sent -- I sent through Mrs. Bailey the 2019 year-end review. And I believe you need to look over it. And -- I'm not certain that it goes to a vote or not, but we want to send this out next week. And so what it does is it lists how the library did in 2019 in various categories. How we served the public through Outreach, through our Programming, through Volunteer Service, through Auburn Avenue Research Library with its exhibits and research and archives work, and the Customer Satisfaction at 97.54 percent.

So I just wanted to bring that to your attention. And I would like to have your approval to send it forward.

MR. PAUL KAPLAN: I --

CHAIRMAN PHYLLIS D. BAILEY: Would all the Board members -- I'm sorry. Go ahead.

MR. PAUL KAPLAN: Really, I think it's -- what a great public relations to just announce to people so they know what we did. I think it's terrific.

CHAIRMAN PHYLLIS D. BAILEY: I agree.

MRS. GAYLE H. HOLLOMAN: We haven't had one since I think it was 2017. So Scott worked very hard. The administrators worked very hard to put this together and just want your look-see and your approval.

CHAIRMAN PHYLLIS D. BAILEY: I think it's quite an accomplishment. And I think it's something that will promote the library. And when the public views it, they will see that

the library is truly giving additional services to the community that they actually need. So congratulations. You've done a good job.

Any other comments or concerns regarding the year-end report?

MR. PAUL KAPLAN: Gayle, you don't need a motion for that; do you, Gayle?

CHAIRMAN PHYLLIS D. BAILEY: Gayle?

MR. PAUL KAPLAN: Her speaker is off.

CHAIRMAN PHYLLIS D. BAILEY: I don't know that we -- what are you -- do we need a --

MR. PAUL KAPLAN: I don't think you do.

MRS. GAYLE H. HOLLOMAN: I'm sorry. I went out again in some fashion. But I didn't know if you needed to vote or just want to take a look at it. So I just wanted to make mention of it.

CHAIRMAN PHYLLIS D. BAILEY: I've looked at it. But I don't -- do we need to take a vote on this?

MR. PAUL KAPLAN: I don't see a purpose for a vote.

CHAIRMAN PHYLLIS D. BAILEY: Well, we're all agreeing unanimous opinion. Can we then agree by common consent without having to make a motion?

MRS. PRISCILLA BORDERS: Yes.

MS. LINDA JORDAN: I think so, yes.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Is there any objection to our doing that? If not, then let the record show that by common consent we have agreed to the last year's report that will go out to the public.

Any other comments or concerns? If not, I'd like to get a motion to adjourn the meeting so we can go into Executive Session.

MR. JOE PIONTEK: A point of order.

CHAIRMAN PHYLLIS D. BAILEY: I'm sorry?

MR. JOE PIONTEK: A point of order. The actual agenda item that we were working on was the Library Programs in New Business.

CHAIRMAN PHYLLIS D. BAILEY: The Library Programs, yes. We would -- had not gotten to any programs. Did you want to raise an issue concerning that?

MR. JOE PIONTEK: Well, I thought we needed to talk about what went on with the Library Programs. And I think Gayle has addressed, you know, the origins of it and how it all went down. I think that now we have a -- the great idea is just having the librarians where you can get one or other people would volunteer their time. But one right after another, I started getting lots of email discussion about the -- maybe the homogenous nature of the different readers that we were getting.

CHAIRMAN PHYLLIS D. BAILEY: I think one of the things there -- I think that first of all, all of that should have come across Gayle's desk before it was approved. There should have been no arrangement made through a Library Director or anybody else. It should have come straight to Gayle. And it didn't. So we're going to have to deal with that. And that's one of the things we were going to bring up during Executive Session.

MR. JOE PIONTEK: Okay.

CHAIRMAN PHYLLIS D. BAILEY: So --

MS. LINDA JORDAN: Is it considered a personnel matter? That's why I asked the question, because, personnel, they made some decisions, you know --

CHAIRMAN PHYLLIS D. BAILEY: Yes.

MS. LINDA JORDAN: -- so that's why I brought that up, Joe.

MR. JOE PIONTEK: This is the first time --

CHAIRMAN PHYLLIS D. BAILEY: That's exactly why it's going into Executive Session because it is a personnel matter. You're quite right, Linda.

MR. JOE PIONTEK: All right. Then I'll just have to find that we've covered that item. Thank you.

CHAIRMAN PHYLLIS D. BAILEY: Thank you.

May I then have a motion for adjournment to go into Executive Session?

MS. LINDA JORDAN: So moved.

MR. D. CHIP JOYNER: I make a motion to adjourn.

MR. JOE PIONTEK: Second.

CHAIRMAN PHYLLIS D. BAILEY: Moved and seconded that we will be adjourned and we will now go into Executive Session.

MR. JOE PIONTEK: Is there a link for there somewhere so that we can --

MRS. ZENOBIA CLAXTON: I'm getting ready to set you all up.

CHAIRMAN PHYLLIS D. BAILEY: Thank you.

MS. LINDA JORDAN: And I think we have to have a motion -- correct me if I'm wrong, Attorney, Ms. Attorney. Do we need to have a motion to go into Executive Session? Once we come out of the meeting, we have a motion to go into Executive Session?

CHAIRMAN PHYLLIS D. BAILEY: Right. And one to come out.

MS. LINDA JORDAN: And one to come out. And there are some decisions made, then we announce those decisions; is that correct?

ADJOURNMENT

MOTION

MS. LINDA JORDAN: So I move that we go into Executive Session, that we come out of the Regular Meeting.

I need a second.

CHAIRMAN PHYLLIS D. BAILEY: May I have a second?

MR. JOE PIONTEK: Second. That's what Damian was just dealing with.

CHAIRMAN PHYLLIS D. BAILEY: Okay. It's moved and properly seconded that we will go into Executive Session. Zenobia, you will set it up?

*(Whereupon, the Regular Board of Trustees Meeting
concluded at 5:14 p.m.)*

Director's Report

Gayle H. Holloman, Executive Director

June 2020

Bond Program Update

The renovation projects continued. It is expected that by the end of July, or at least by early August, the remaining six branch libraries under renovations will be completed. Thereafter, the Hapeville Library, a new build; and the Central Library's renovation will remain under construction. That is major good news! The design/build teams continue to work, in the midst of the pandemic and have not experienced any shutdowns.

Digital Presence

Patrons continued to use the Library's virtual resources, increasing overall usage. Year-to-date, there was a 70% increase in e-books and e-audiobooks checked out!

Service Delivery

Library staff returned to work on June 15th. They worked to prepare the libraries and collections to begin curbside service for patrons to pick up items on that were placed on hold since March 13th, the day the Library System and County shut down due to COVID-19 and per state mandates. Curbside Service was set to start on July 1st.

Employees were assigned the following after returning onsite at the libraries:

- Preparation for curbside service with regard to physical logistics of the project
- Designing and preparing the policies and procedures for curbside service
- Designing and preparing marketing materials and website information about curbside service
- 130 Library staff assisted Registrations and Elections, serving as line managers and parking lot attendants for early voting and the main election, on June 9th. Staff at all levels, from support staff to Library administration, worked the polls. Staff worked 14 to 18 hours on June 9th which was Election Day.
- The Library's Ask-a-Librarian service assisted hundreds of callers who sought answers to fairly easy and quick questions; as well as to more difficult questions. More than 30 employees staff this reference line offering, 7 days each week, 8 hours each day.
- Website upgrade plans
- Preparing and presenting virtual programs such as Streaming Storytime for children; Book Break for adults; online reading clubs for teens and adults; cooking, and language learning classes
- We also began cross promoting virtual programs with community partners including the Atlanta Opera and Atlanta Symphony Orchestra
- Soliciting celebrity readers for Steaming Storytime
- Working on readers' advisory materials for patrons who want to know what to read next
- Attended training via webinars
- Attended numerous meetings via teleconferencing

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF JUNE 30, 2020

Doc. #20-33

| SERVICE | 2020 BUDGET | JUNE | 2020 YTD | 2020 YTD | 2020 YTD | 2020 YTD % | BUDGET |
|----------------------|-------------------|------------------|-------------------|------------------|-------------------|------------|-------------------|
| DESCRIPTION | ALLOCATION | EXPENDITURES | EXPENDITURES | ENCUMBRANCES | COMMITTED | COMMITTED | BALANCE |
| REG SALARY | 14,554,566 | 1,045,013 | 7,344,699 | - | 7,344,699 | 50% | 7,209,867 |
| PART TIME SALARY | 484,591 | 31,758 | 210,021 | - | 210,021 | 43% | 274,570 |
| BENEFITS | 7,456,778 | 563,644 | 3,505,661 | - | 3,505,661 | 47% | 3,951,117 |
| BOOKS | 3,046,305 | 48,578 | 220,163 | 937,373 | 1,157,536 | 38% | 1,888,769 |
| OFFICE EQUIP. REPAIR | 16,649 | 2,437 | 6,963 | 1,234 | 8,197 | 49% | 8,452 |
| EQUIPMENT | 22,291 | - | 1,795 | - | 1,795 | 8% | 20,496 |
| OFFICE FURNITURE | 2,082 | - | - | - | - | 0% | 2,082 |
| PROFESSIONAL SERV | 88,545 | 694 | 5,370 | 3,826 | 9,196 | 10% | 79,349 |
| COPIER MACHINE LEASE | 241,824 | - | 58,000 | - | 58,000 | 24% | 183,824 |
| COPIER PAPER | 6,000 | - | - | - | - | 0% | 6,000 |
| SUPPLIES | 103,849 | 117 | 14,701 | 10,260 | 24,961 | 24% | 78,888 |
| SOFTWARE MAINTENANCE | 500,392 | - | 2,800 | 2,739 | 5,539 | 1% | 494,853 |
| BUILDING RENT | 210,843 | 8,774 | 80,526 | 88,935 | 169,461 | 80% | 41,382 |
| OTHER SERVICES | 524,054 | 24,416 | 150,977 | 110,890 | 261,867 | 50% | 262,187 |
| TRAVEL | 40,000 | - | 2,275 | - | 2,275 | 6% | 37,725 |
| HOSPITALITY | 5,583 | - | 35 | - | 35 | 1% | 5,548 |
| VEHICLE MAINTENANCE | 23,850 | - | 12,531 | - | 12,531 | 53% | 11,319 |
| GENERAL INSURANCE | 622,596 | 51,883 | 311,300 | - | 311,300 | 50% | 311,296 |
| CONTINGENCY | 2,270 | - | - | - | - | 0% | 2,270 |
| TOTAL | 27,953,068 | 1,777,314 | 11,927,818 | 1,155,257 | 13,083,075 | 47% | 14,869,993 |

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS JUNE 30, 2020

| ORGANIZATION TYPE | SERVICE DESCRIPTION | 2020 BUDGET ALLOCATION | JUNE EXPENDITURES | 2020 YTD EXPENDITURES | 2020 YTD ENCUMBRANCES | 2020 YTD COMMITTED | 2020 YTD % COMMITTED | BUDGET BALANCE |
|--------------------------|----------------------|------------------------|-------------------|-----------------------|-----------------------|--------------------|----------------------|-------------------|
| PUBLIC SERVICE OPERATION | REG SALARY | 12,578,032 | 904,680 | 6,331,864 | - | 6,331,864 | 50% | 6,246,168 |
| | PART TIME SALARY | 484,591 | 31,758 | 210,021 | - | 210,021 | 43% | 274,570 |
| | BENEFITS | 6,364,776 | 486,097 | 3,014,676 | - | 3,014,676 | 47% | 3,350,100 |
| | BOOKS | 3,046,305 | 48,578 | 220,164 | 937,373 | 1,157,536 | 38% | 1,888,769 |
| | OFFICE EQUIP. REPAIR | 10,889 | 2,437 | 2,437 | - | 2,437 | 22% | 8,452 |
| | EQUIPMENT | 19,000 | - | 1,123 | - | 1,123 | 6% | 17,877 |
| | OFFICE FURNITURE | 1,785 | - | - | - | - | 0% | 1,785 |
| | PROFESSIONAL SERV | 59,803 | - | 3,968 | 3,518 | 7,486 | 13% | 52,317 |
| | COPIER MACHINE LEASE | 231,524 | - | 58,000 | - | 58,000 | 25% | 173,524 |
| | SUPPLIES | 53,795 | - | 1,269 | 1,416 | 2,685 | 5% | 51,110 |
| | BUILDING RENT | 210,843 | 8,774 | 80,525 | 88,935 | 169,461 | 80% | 41,382 |
| | OTHER SERVICES | 293,559 | 13,276 | 81,944 | 59,067 | 141,011 | 48% | 152,548 |
| | VEHICLE MAINTENANCE | 4,000 | - | 1,026 | - | 1,026 | 26% | 2,974 |
| | GENERAL INSURANCE | 404,826 | 33,736 | 202,413 | - | 202,413 | 50% | 202,413 |
| | CONTINGENCY | - | - | - | - | - | 0% | - |
| Total | | 23,763,728 | 1,529,334 | 10,209,431 | 1,090,309 | 11,299,740 | 48% | 12,463,988 |

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS JUNE 30, 2020

| ORGANIZATION | SERVICE | 2020 BUDGET | JUNE | 2020 YTD | 2020 YTD | 2020 YTD | 2020 YTD | BUDGET |
|------------------|----------------------|------------------|----------------|------------------|---------------|------------------|-------------|------------------|
| TYPE | DESCRIPTION | ALLOCATION | EXPENDITURES | EXPENDITURES | ENCUMBRANCES | COMMITTED | % COMMITTED | BALANCE |
| SUPPORT SERVICES | REG SALARY | 1,976,534 | 140,334 | 1,012,835 | - | 1,012,835 | 51% | 963,699 |
| | BENEFITS | 1,092,002 | 77,547 | 490,984 | - | 490,984 | 45% | 601,018 |
| | OFFICE EQUIP. REPAIR | 5,760 | - | 4,526 | 1,234 | 5,760 | 100% | - |
| | EQUIPMENT | 3,291 | - | 672 | - | 672 | 20% | 2,619 |
| | OFFICE FURNITURE | 297 | - | - | - | - | 0% | 297 |
| | PROFESSIONAL SERV | 28,742 | 694 | 1,402 | 308 | 1,710 | 6% | 27,032 |
| | COPIER MACHINE LEASE | 10,300 | - | - | - | - | 0% | 10,300 |
| | COPIER PAPER | 6,000 | - | - | - | - | 0% | 6,000 |
| | SUPPLIES | 50,054 | 117 | 13,432 | 8,844 | 22,276 | 45% | 27,778 |
| | SOFTWARE MAINTENANCE | 500,392 | - | 2,800 | 2,739 | 5,539 | 1% | 494,853 |
| | OTHER SERVICES | 230,495 | 11,140 | 69,033 | 51,823 | 120,856 | 52% | 109,639 |
| | TRAVEL | 40,000 | - | 2,275 | - | 2,275 | 6% | 37,725 |
| | HOSPITALITY | 5,583 | - | 35 | - | 35 | 1% | 5,548 |
| | VEHICLE MAINTENANCE | 19,850 | - | 11,505 | - | 11,505 | 58% | 8,345 |
| | GENERAL INSURANCE | 217,770 | 18,148 | 108,885 | - | 108,885 | 50% | 108,885 |
| | CONTINGENCY | 2,270 | - | - | - | - | 0% | 2,270 |
| Total | | 4,189,340 | 247,980 | 1,718,385 | 64,948 | 1,783,333 | 43% | 2,406,007 |

Fulton Library System June 2020

| Activity and Description | 2020 | | 2019 | | YTD |
|-------------------------------------------------------------------|---------|-----------|---------|------------|--------|
| | June | YTD | June | YTD | |
| Circulation | | | | | |
| Total number of items checked out of the library | 2,848 | 522,100 | 258,641 | 1,441,751 | -64% |
| Holds | | | | | |
| Number of requests by patrons | 11,701 | 126,905 | 43,853 | 269,834 | -53% |
| Inter-Library Loans | | | | | |
| Number of items lent to or borrowed from another library system | - | 967 | 417 | 2,547 | -62% |
| Visits | | | | | |
| Number of people entering a library for any reason | - | 539,692 | 202,384 | 1,244,891 | -57% |
| Computer/Internet Usage | | | | | |
| Number of computer sessions (Internet access and office software) | - | 145,866 | 31,376 | 221,792 | -34% |
| Number of hours of computer use | - | 47,621 | 15,790 | 239,914 | -80% |
| Web hits | | | | | |
| Number of times people have visited the library's website | 290,862 | 2,562,556 | 701,865 | 3,870,851 | -33.8% |
| Online Resources | | | | | |
| Number of times a resource is logged into or a searched performed | 111,938 | 988,353 | 263,446 | 14,418,456 | -93% |
| Computer Classes | | | | | |
| Number of classes | - | 23 | 6 | 56 | -59% |
| Number of attendees | - | 199 | 40 | 376 | -47% |
| Virtual Circulation | | | | | |
| Number of e-books and e-audiobooks checked out | 211,080 | 619,608 | 66,778 | 364,168 | 70% |
| Children's programs | | | | | |
| Library sponsored programs offered for children (birth - 12) | 39 | 789 | 347 | 1,904 | -59% |
| Number of people attending programs | 13,136 | 39,559 | 15,034 | 68,623 | -42% |
| Teen Programs | | | | | |
| Library sponsored programs offered for teens (13 - 17) | 17 | 167 | 52 | 427 | -61% |
| Number of people attending programs | 689 | 5,089 | 924 | 8,991 | -43% |
| Adult Programs | | | | | |
| Library sponsored programs offered for adults (18 +) | 40 | 1,199 | 416 | 2,880 | -58% |
| Number of people attending programs | 86,046 | 122,413 | 10,443 | 60,005 | 104% |
| Programs - Total | | | | | |
| Library sponsored programs offered - total of all programs | 96 | 2,082 | 815 | 5,148 | -60% |
| Number of people attending programs | 99,871 | 153,223 | 26,401 | 136,554 | 12% |
| Meeting Rooms | | | | | |
| Non-library sponsored meetings or activities scheduled | - | 723 | 290 | 2,153 | -66% |
| Number of people attending meetings or activities | - | 14,051 | 5,429 | 36,248 | -61% |

FULTON COUNTY LIBRARY SYSTEM
CIRCULATION REPORT
JUNE 2020

| ORGANIZATION | ADULT | JUVENILE | Y/A | OTHER | JUNE- 2020 | JUNE- 2019 | INCREASE/ DECREASE | PERCENT CHANGE | YTD 2020 | YTD 2019 | INCREASE/ DECREASE | PERCENT CHANGE |
|-------------------------------|--------------|--------------|------------|----------|--------------|----------------|-----------------------|-------------------|----------------|------------------|-----------------------|-------------------|
| NAME | | | | | DATA | DATA | | | CIRC | CIRC | | |
| ADAMS PARK | 0 | 0 | 0 | 0 | 0 | 81 | -81 | -100% | 2,990 | 11,085 | (8,095) | -73% |
| ADAMSVILLE/COLLIER HEIGHTS | 0 | 410 | 35 | 0 | 445 | 2670 | -2225 | -83% | 765 | 48,953 | (48,188) | -98% |
| ALPHARETTA | 485 | 14 | 0 | 0 | 499 | 38818 | -38319 | -99% | 94,395 | 159,998 | (65,603) | -41% |
| BUCKHEAD | 3 | 0 | 0 | 0 | 3 | 12431 | -12428 | -100% | 2,206 | 79,168 | (76,962) | -97% |
| CASCADE (SOUTHWEST) | 0 | 0 | 0 | 0 | 0 | 215 | -215 | -100% | 10,805 | 1,437 | 9,368 | 652% |
| CLEVELAND AVENUE | 0 | 20 | 0 | 0 | 20 | 994 | -974 | -98% | 209 | 9,533 | (9,324) | -98% |
| COLLEGE PARK | 1 | 14 | 0 | 0 | 15 | 430 | -415 | -97% | 4,776 | 13,405 | (8,629) | -64% |
| DOGWOOD | 2 | 0 | 0 | 0 | 2 | 2 | 0 | 0% | 5,602 | 126 | 5,476 | 4346% |
| EAST ATLANTA | 1 | 0 | 0 | 0 | 1 | 8516 | -8515 | -100% | 2,618 | 46,572 | (43,954) | -94% |
| EAST POINT | 17 | 1 | 0 | 0 | 18 | 3595 | -3577 | -99% | 7,710 | 5,048 | 2,662 | 53% |
| EAST ROSWELL | 84 | 13 | 1 | 0 | 98 | 29437 | -29339 | -100% | 47,291 | 149,540 | (102,249) | -68% |
| FAIRBURN | 11 | 1 | 0 | 0 | 12 | 2536 | -2524 | -100% | 4,716 | 4,031 | 685 | 17% |
| GLADYS S. DENARD SOUTH FULTON | 12 | 7 | 2 | 0 | 21 | 7962 | -7941 | -100% | 14,750 | 43,679 | (28,929) | -66% |
| HAPEVILLE | 0 | 0 | 0 | 0 | 0 | 971 | -971 | -100% | 104 | 6,791 | (6,687) | -98% |
| KIRKWOOD | 16 | 8 | 0 | 0 | 24 | 128 | -104 | -81% | 18,018 | 1,005 | 17,013 | 1693% |
| LOUISE E WATLEY @SOUTHEAST | 1 | 1 | 0 | 0 | 2 | 4356 | -4354 | -100% | 9,805 | 24,718 | (14,913) | -60% |
| MARTIN LUTHER KING, JR | 0 | 10 | 0 | 0 | 10 | 1573 | -1563 | -99% | 7,123 | 10,440 | (3,317) | -32% |
| MECHANICSVILLE | 1 | 0 | 0 | 0 | 1 | 961 | -960 | -100% | 135 | 6,676 | (6,541) | -98% |
| METROPOLITAN | 2 | 53 | 0 | 0 | 55 | 9854 | -9799 | -99% | 19,411 | 53,921 | (34,510) | -64% |
| MILTON | 49 | 7 | 0 | 0 | 56 | 32184 | -32128 | -100% | 49,305 | 161,542 | (112,237) | -69% |
| NORTHEAST/SPRUILL OAKS | 11 | 6 | 2 | 0 | 19 | 11888 | -11869 | -100% | 4,817 | 89,236 | (84,419) | -95% |
| NORTHSIDE | 1 | 2 | 0 | 0 | 3 | 10078 | -10075 | -100% | 1,853 | 69,073 | (67,220) | -97% |
| NORTHWEST | 205 | 101 | 23 | 0 | 329 | 9314 | -8985 | -96% | 20,695 | 46,146 | (25,451) | -55% |
| OCEE | 13 | 16 | 0 | 0 | 29 | 22299 | -22270 | -100% | 6,270 | 139,453 | (133,183) | -96% |
| PALMETTO | 1 | 0 | 0 | 0 | 1 | 2379 | -2378 | -100% | 4,589 | 14,956 | (10,367) | -69% |
| PEACHTREE | 34 | 0 | 2 | 0 | 36 | 9757 | -9721 | -100% | 32,079 | 54,519 | (22,440) | -41% |
| PONCE DE LEON | 1 | 1 | 0 | 0 | 2 | 13284 | -13282 | -100% | 2,418 | 70,571 | (68,153) | -97% |
| ROSWELL | 306 | 31 | 5 | 0 | 342 | 1731 | -1389 | -80% | 41,599 | 10,540 | 31,059 | 295% |
| SANDY SPRINGS | 68 | 66 | 3 | 0 | 137 | 3573 | -3436 | -96% | 58,398 | 21,467 | 36,931 | 172% |
| WASHINGTON PARK | 0 | 0 | 0 | 0 | 0 | 81 | -81 | -100% | 7,299 | 449 | 6,850 | 1526% |
| WEST END | 0 | 0 | 0 | 0 | 0 | 559 | -559 | -100% | 4,784 | 1,018 | 3,766 | 370% |
| WOLFCREEK | 1 | 0 | 0 | 0 | 1 | 13195 | -13194 | -100% | 20,677 | 67,124 | (46,447) | -69% |
| BRANCHES TOTAL | 1,326 | 782 | 73 | 0 | 2,181 | 255,852 | (253,671) | -99% | 508,212 | 1,422,220 | (914,008) | -64% |
| CENTRAL | 296 | 336 | 34 | 0 | 666 | 1,157 | (491) | -42% | 4,871 | 5,208 | (337) | -6% |
| OUTREACH SERVICES | 1 | | | 0 | 1 | 195 | (194) | -99% | 409 | 876 | (467) | -53% |
| AUBURN AVENUE | | | | 0 | 0 | 1,437 | (1,437) | -100% | 8,608 | 13,447 | (4,839) | -36% |
| SYSTEM TOTAL | 1,623 | 1,118 | 107 | 0 | 2,848 | 258,641 | -255,793 | -99% | 522,100 | 1,441,751 | -914,812 | -63% |

FULTON COUNTY LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
JUNE 2020

| AGENCY NAME | JUNE CIRCULATION | TOTAL REGISTRATIONS | COMPUTER USAGE | LIBRARY VISITS | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE | NUMBER OF MEETINGS | MEETING ATTENDANCE | VOTER REGISTRATIONS |
|---------------------------------------|---------------------|------------------------|-------------------|-------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|
| ADAMS PARK | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ADAMSVILLE/COLLIER HEIGHTS | 445 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ALPHARETTA | 499 | 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BUCKHEAD | 3 | 226 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CASCADE BRANCH | 0 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CLEVELAND AVE | 20 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| COLLEGE PARK | 15 | 37 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DOGWOOD | 2 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EAST ATLANTA | 1 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EAST POINT | 18 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EAST ROSWELL | 98 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| FAIRBURN | 12 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GLADYS S DENARD @SOUTH FULTON | 21 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HAPEVILLE | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KIRKWOOD | 24 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LOUISE WATLEY LIBRARY @ SOUTHEAST ATL | 2 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MARTIN LUTHER KING, JR | 10 | 47 | 0 | 0 | 13 | 4,433 | 0 | 0 | 0 |
| MECHANICSVILLE | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| METROPOLITAN | 55 | 45 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MILTON | 56 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NORTHEAST/SPRUILL OAKS | 19 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NORTHSIDE | 3 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NORTHWEST | 329 | 27 | 0 | 0 | 1 | 207 | 0 | 0 | 0 |
| OCEE | 29 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PALMETTO | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PEACHTREE | 36 | 183 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PONCE DE LEON | 2 | 188 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ROSWELL | 342 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SANDY SPRINGS | 137 | 210 | 0 | 0 | 3 | 1,865 | 0 | 0 | 0 |
| WASHINGTON PARK | 0 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WEST END | 0 | 32 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WOLFCREEK | 1 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BRANCHES TOTAL | 2,181 | 2,017 | 0 | 0 | 17 | 6,505 | 0 | 0 | 0 |
| CENTRAL | 666 | 94 | 0 | 0 | 5 | 3,496 | 0 | 0 | 0 |
| OUTREACH SERVICES | 1 | 1 | 0 | 0 | 74 | 89,870 | 0 | 0 | 0 |
| AUBURN AVENUE RESEARCH | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SYSTEM TOTAL | 2,848 | 2,113 | 0 | 0 | 96 | 99,871 | 0 | 0 | 0 |

FULTON COUNTY PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
2020 2ND QUARTER

| AGENCY NAME | TOTAL CIRCULATION | TOTAL REGISTRATIONS | COMPUTER USAGE | LIBRARY VISITS | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE | NUMBER OF MEETINGS | MEETING ATTENDANCE | VOTER REGISTRATIONS |
|---------------------------------------|-------------------|---------------------|----------------|----------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| ADAMS PARK | 5 | 48 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ADAMSVILLE/COLLIER HEIGHTS | 543 | 40 | - | 0 | 0 | 0 | 0 | 0 | 22 |
| ALPHARETTA | 866 | 531 | - | 0 | 0 | 0 | 0 | 0 | 50 |
| BUCKHEAD | 26 | 647 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CASCADE BRANCH | 26 | 119 | - | 0 | 0 | 0 | 0 | 0 | 2 |
| CLEVELAND AVE | 95 | 29 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| COLLEGE PARK | 28 | 92 | - | 0 | 0 | 0 | 0 | 0 | 0 |
| DOGWOOD | 3 | 31 | - | 0 | 0 | 0 | 0 | 0 | 24 |
| EAST ATLANTA | 42 | 296 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EAST POINT | 75 | 100 | - | 0 | 0 | 0 | 0 | 0 | 75 |
| EAST ROSWELL | 128 | 165 | - | 0 | 0 | 0 | 0 | 0 | 21 |
| FAIRBURN | 45 | 78 | - | 0 | 0 | 0 | 0 | 0 | 13 |
| GLADYS S DENARD @SOUTH FULTON | 76 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| HAPEVILLE | 43 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KIRKWOOD | 60 | 139 | - | 0 | 0 | 0 | 0 | 0 | 18 |
| LOUISE WATLEY LIBRARY @ SOUTHEAST ATL | 21 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| MARTIN LUTHER KING, JR | 10 | 128 | - | 0 | 15 | 6,295 | 0 | 0 | 0 |
| MECHANICSVILLE | 3 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| METROPOLITAN | 130 | 113 | - | 0 | 10 | 997 | 0 | 0 | 0 |
| MILTON | 279 | 172 | - | 0 | 0 | 0 | 0 | 0 | 37 |
| NORTHEAST/SPRUILL OAKS | 156 | 100 | 0 | 0 | 3 | 570 | 0 | 0 | 0 |
| NORTHSIDE | 43 | 165 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NORTHWEST | 338 | 74 | - | 0 | 1 | 207 | 0 | 0 | 28 |
| OCEE | 253 | 209 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PALMETTO | 2 | 24 | - | 0 | 0 | 0 | 0 | 0 | 20 |
| PEACHTREE | 116 | 439 | - | 0 | 0 | 0 | 0 | 0 | 7 |
| PONCE DE LEON | 121 | 492 | - | 0 | 0 | 0 | 0 | 0 | 0 |
| ROSWELL | 602 | 329 | - | 0 | 0 | 0 | 0 | 0 | 41 |
| SANDY SPRINGS | 407 | 573 | - | 0 | 4 | 1,903 | 0 | 0 | 25 |
| WASHINGTON PARK | 34 | 31 | - | 0 | 0 | 0 | 0 | 0 | 61 |
| WEST END | 5 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WOLFCREEK | 8 | 99 | - | 0 | 0 | 0 | 0 | 0 | 16 |
| BRANCHES TOTAL | 4,589 | 5,463 | - | 0 | 33 | 9,972 | 0 | 0 | 470 |
| CENTRAL | 3,044 | 294 | 0 | 0 | 7 | 6,212 | 0 | 0 | 0 |
| OUTREACH SERVICES | 82 | 6 | 0 | 0 | 165 | | 0 | 0 | 0 |
| AUBURN AVENUE RESEARCH | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SYSTEM TOTAL | 7,715 | 5,765 | 0 | 0 | 205 | 16,184 | 0 | 0 | 470 |

FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
April, May, June 2020

| | April | May | June | 2nd Quarter Total 2020 | 2018 Year to date (Jan- Mar) | 2019 Year to date (Jan- Mar) |
|--------------------------------------------|-------|------|------|---------------------------------|---------------------------------------------|---------------------------------------------|
| • Total Customer Comments Received: | 1098 | 1282 | 1259 | 3,639 | 872 | 482 |
| • Types of Comments: | | | | | | |
| ▪ Compliment | 188 | 192 | 224 | 604 | 92 | 46 |
| ▪ Suggestion | 7 | 5 | 3 | 15 | 117 | 44 |
| ▪ Complaint | 27 | 63 | 43 | 133 | 56 | 97 |
| ▪ Inquiry | 876 | 1022 | 989 | 2887 | 622 | 285 |
| • Format of Comments: | | | | | | |
| ▪ Emails | 0 | 0 | | | 803 | 430 |
| ▪ Postcards | 0 | 0 | 0 | | 69 | 45 |
| ▪ Direct Contact | | | 0 | | 4 | |

FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

April, May, June 2020

3,639 comments were received during the quarter. The majority of comments were overwhelmingly positive customer service experiences by patrons for all months as this quarter represented an unprecedented time in history. The library in the midst of a pandemic was physically closed beginning March 13th with all services lead through a digital platform, the library's website. The overwhelming response from patrons was gratitude for services related to learning online, eBooks and information related to social services. A sampling of complimentary quotes received include:

1. Library Comments – “You’ve made reopening & curbside service very easy, friendly, fast, good communications and safe procedures.
2. Library Comments – “I would like to praise wisdom, foresight and the AFPL leadership for automatically renewing my books during the pandemic.
3. Libanswers -Thank you for helping me troubleshoot my device.”
4. Libanswers – “The online library staff have been very helpful during a difficult time.
5. Libanswers -- “Glad to know librarians are here to assist.”

133 disappointments and suggestions for improvement were received as a result of COVID -19 closure such as library card renewals, book returns and library openings.