



BOARD OF TRUSTEES

MEETING
INFORMATION PACKET

OCTOBER 28, 2020



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VIRTUAL MEETING
DUE TO GOVERNMENTAL GUIDELINES REGARDING COVID-19

FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES VIRTUAL MEETING
OCTOBER 28, 2020 – 4:00 P.M.
AGENDA

- I. Call to Order
- II. Meditation Moment
- III. Public Comments
- IV. Adoption of Agenda* Doc. #20-48
- V. Approval of Minutes – September 23, 2020* Doc. #20-47
- VI. Chairman’s Report
- VII. Construction/Renovation Report – Paul Kaplan
 - Contractor
 - Albion Scaccia** Hapeville
 - Winter Johnson** Central

- I. Director’s Reports Doc. #20-52
 - Monthly Financial Report Doc. #20-49
 - Monthly Usage Summary Doc. #20-50
 - Quarterly Customer Service Report Doc. #20-51
 - Quarterly Library Closure Report
- II. 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
- X. Unfinished Business
 - A. Curbside Service – Update
- XI. New Business
 - A. 2020 Fulton County Library System Holiday/Closing Calendar-Revised* Doc. #19-62
 - B. 2021 Library Board of Trustees Meeting Schedule* Doc. #20-53
 - C. 2021 Fulton County Library System Holiday/Closing Calendar* Doc. #20-54
 - D. Library’s New Website

- XII. Adjournment

*Action is anticipated on this item

Doc. #20-47



FULTON COUNTY LIBRARY SYSTEM
VIRTUAL BOARD OF TRUSTEES MEETING
SEPTEMBER 23, 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 Chairman
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:

(4 Virtual Participants)

Chairman Phyllis D. Bailey called the meeting to order at 4:02 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 4:02 P.M.)

CALL TO ORDER

CHAIRMAN PHYLLIS D. BAILEY: Good afternoon. This is the September meeting for Fulton County Library System Board of Trustees. I'd like to call it to order at 4:02 p.m.

MEDITATION MOMENT

CHAIRMAN PHYLLIS D. BAILEY: The first order of business will be the Moments of Mediation. And I would like to share this with you.

Everyone is blessed with a unique set of gifts and talents. Like the paints on an artist's pallet, these gifts bring richness and vibrancy to our canvass of life. The more we nurture our talents, the more confidently and boldly we can use them. When we know who we are and what our strengths are, we can show up in the world with courage and enthusiasm. Hiding out gets to make life feel dull and devoid of color. Sharing the richness of our talents adds bright, bold, splashes of vibrancy to our lives. Using our abilities, heightens our awareness of other's gifts and the kaleidoscopic range of talents in the world around us.

Let us each share ourselves in doing so. Step out with authenticity and fearless to make the world a much better place. Thank you.

PUBLIC COMMENTS:

CHAIRMAN PHYLLIS D. BAILEY: At this time, we will have the Public Comments. And I understand that there are three.

MRS. ZENOBIA CLAXTON: Good afternoon, everyone. The first one comes from Veronica Kolesnikova. That's K-O-L-E-S-N-I-K-O-V-A (spelling). Her question is: When will the library reopen to the public. That's question number one.

Question number 2 comes from Susan Farner, F-A-R-N-E-R (spelling). She states: Please open up library buildings. Schools are open. My parents are back in their office since June. All cafés, shops, and restaurants are open and working all summer long. Why can't I go to my library? Why? Please open now.

The third one comes from Donna Renfro-Lawson. She states: As a most important detail, per the verbal and written directives from the library leadership on the date, Wednesday, the 26th of August, County Attorney Patrice Perkins-Hooker has been contacted and to no availing reply written or otherwise to date. In addition, the complexities of understanding the order and/or methodologies in which each appointed Library Board of Trustee members serves as and is being questioned.

State librarian, Julie Walker, and Chancellor Steve Wright have been contacted. Appropriate responses has not come forth to date of this submission.

Furthermore, a challenge has been placed to me, Donna Renfro-Lawson, by the Library Board of Trustees' selected Fulton County Library staff, County Manager, Dick Anderson and the seated Commissioners when blurred line processes present as total confusion and for whatever reason projected as right-mind thinking.

For example, the answers provided at the last Library Board of Trustees meeting and regarding the Class Pass project are too vague. If one follows the budget or money trail and the shady business of institutionalized theft and the lack in definitive servicing would reference red flags.

It appears as if no one can fully explain the Chromebook or laptop situation. Not good. Those may be items that APS students can lose and simply write a report on to clear the fines or fees. It is a disadvantage when circulation policies are not clear or published.

Fast forward, but look back. Your written responses are expected to whatever you know about my expulsion from Fulton County Library System.

As Board members, you are to aware, engage, and advocate. All of you are responsible for public service.

She puts in capital letters: I can't vote. I cannot vote in libraries or any polling places because library employees are staffing the polls. This would be a suppression tactic. You know -- you should know how to contact me, because the information has been shared.

Pamela Roshell should be included. Rethink, refresh, and/or resign. I am because God is. Donna Renfro-Lawson.

CHAIRMAN PHYLLIS D. BAILEY: Oh, my. Let's -- well, let's go back to number 1. Number 1, I want the specific question again.

MRS. ZENOBIA CLAXTON: When will the library reopen to the public?

CHAIRMAN PHYLLIS D. BAILEY: Now, I'm sure that Mrs. Holloman can address that. But I can't see that we can reopen until, virtually, the buildings are complete. And, of course, with the virus, we are hammered.

Mrs. Holloman, would you care to address the issue?

MRS. GAYLE H. HOLLOMAN: Yes, Madam Chair, we have been mandated by our County Manager and he has presented it before the Board of Commissioners with no change, that we will continue along the process that we are engaged. And that is to offer curbside service, which allows everyone to place books on hold and to be able to therefore go and pick them up at all of our libraries currently, except for the Hapeville and Central Libraries.

That is where we are at the moment. It is to make sure that we are observing precautions that could possibly become negative in the sense of staff needing to be protected from the virus as well as patrons.

We do have where you can drop off your books. You can return them in any of our Book Drops. We quarantine those items for twenty-four hours. And that is the process at the moment. We understand the concern. We have the same concern. But right now, we have not experienced an uptick with library staff being affected, except in two cases. We're trying to make sure that that remains the case so that we don't have to open, as some of our libraries have done around the nation, open, and then have to close back up again.

CHAIRMAN PHYLLIS D. BAILEY: Thank you, Mrs. Holloman. I hope that that will answer the question. Is there another Board member who might want to have some input? If not, we'll go on to question number 2.

MRS. ZENOBIA CLAXTON: Question 2: Please open up libraries. Schools are open. My parents are back in their office since June. All cafés, shops, and restaurants are open and working all summer long. Why can't I go to my library? Why? Please open now.

CHAIRMAN PHYLLIS D. BAILEY: I think that Mrs. Holloman has covered much of what that question pertains to. But if there's someone else who wishes to make a comment regarding that, as to why the library is not open, I would certainly welcome that. Does any member of the Board wish to say anything more concerning that? If not, I can --

MR. PAUL KAPLAN: I'll say, Phyllis, that following the guidelines of Fulton County and the opening of the libraries involves a lot of employees. And with the way things are at this point, we're following the guidelines of Fulton County and how they're going about opening the buildings or closing the buildings, and we're going to stay with that until we get a clearance and the Health Department also says it's okay. But right now, that's the guidelines we're following at this point.

MRS. GAYLE H. HOLLOMAN: I would like to add, Madam Chair and Mr. Kaplan, that the library staff are back at work. We have been back at work since June. They're in the building. They are providing the curbside service by virtue of pulling the items that need to go out and placing them in the trunks of cars, so. The staff is working and they're in the building. It is not that the staff is away. We are there working. And I have not stopped working the whole time. So just was not able to be at the Central Library because it's under renovation.

So we do have people in place. We are trying to make it work as best we can. We knew going into it it would not be ideal, but we do know that we are trying to, as Mr. Kaplan just stated, follow those guidelines and those mandates that have been placed before us.

CHAIRMAN PHYLLIS D. BAILEY: Thank you both. And I think that that would answer both questions, 1 and 2, more completely. Because we do need to follow the guidelines that's presented -- Mrs. Holloman has presented.

Now, the third question. You don't need to go over the whole thing, but just can you give us the gist of what they said there?

MRS. ZENOBIA CLAXTON: She's relating to last month's meeting and her being expelled from libraries and she's not getting a straight answer. She's also concerned about the voting within the library. She's saying that she can't vote because the libraries are closed.

CHAIRMAN PHYLLIS D. BAILEY: Go ahead. I'm sorry.

MRS. ZENOBIA CLAXTON: -- something about a suppression tactic. I'm not really sure what she's saying there, why?

CHAIRMAN PHYLLIS D. BAILEY: I'm just not following when you're finished.

MRS. ZENOBIA CLAXTON: Her statement is just pretty much one big, gigantic paragraph just comments after comments, and there's no end point to any of it. It's just runs on. But her main concern is about being out of the library and also about the voting.

CHAIRMAN PHYLLIS D. BAILEY: As to the situation with her being out of the library, I think we addressed that last meeting. And we talked about the fact that the expulsion came from a specific place. And that that should be the place to return to seek answers to the questions about reinstatement or whatever the situation develops into.

The Board did not expel her. She was expelled at another -- from another venue. I think you need to return to that venue to get the answers.

Now, according to voting. Voting has been given to members of the library because this is something that the library can do that no other major group can do. And it is, of course, one of the things that we need to keep in mind, that this is a duty of every citizen to vote. And I think that the library has reached out to help in that venue because of the situation we find ourselves in medically.

Now, if are there any other members of the Board or Mrs. Holloman, if you have something to add to that, I'll be very glad to do that, because I do want to answer the question.

MRS. GAYLE H. HOLLOMAN: Madam Chair, if I might. The library staff have been mandated to work elections. It started this summer. So we are assigned to work Early Voting as well as the regular General Elections as they come about. We will be assigned throughout this political season, which means that even on November 3rd, we will be expected to work. So that is how the staff of the library got to be a part of this. We are not the only department, however. There are other departments, Arts, the Senior Center staff, all of those staff are also being asked to serve. And that's what we've been mandated to do.

So that's where some of our staff goes a lot of times. And they're -- right now, we're gearing up for October through November to work every single day, because there's absentee ballots and all that to be handled.

As far as what we said last month, the County Attorney would be the one to go back to that, either in writing and/or perhaps by phone call. We cannot undo or do anything with regard to that process.

There was one other thing that was stated. Again, we talked about Class Pass. I'm not quite clear what is the problem with Class Pass. This was a partnership that we did with the Atlanta Public Schools. It allows children to be able to check out books without fear of fines. And we found that that was a prohibition for all the children. They would lose books or they would have fines and fees and then their cards would be blocked, so therefore, they could not use their card.

Now, they are able to use the school, the I.D. that is assigned to them by their school, as their card number, as their library card account number. That means, they're readily -- they can readily keep that on their brain and in their minds so that they didn't have to worry about having the card with them or not. And they're able to check out books, and hopefully, that would assist them better in being able to make their assignments happen. And that was a positive. That was the whole reason behind it, was to enable children who oftentimes are perhaps not with their parents and they lose their cards or don't have it on them, or the fear of not being able to check out something because they owed a fine. So that was the whole purpose and nothing other than that.

It was instituted through a program that we did when Dr. Gabriel Morley was with us and it was a partnership with the Atlanta Public Schools.

We're trying to also get that partnership with the other school system, which is Fulton County.

MRS. ZENOBIA CLAXTON: Madam Chair, her other concern is about the Chromebook or the laptop situation.

CHAIRMAN PHYLLIS D. BAILEY: Now, that is certainly not something that the Board will be able to handle. The I.T. division perhaps would be able to address that situation much more so than we could.

Now, if there's someone on the Board who is familiar with the I.T.'s operation, then I think that we could let her know that.

MRS. GAYLE H. HOLLOMAN: I'm not exactly sure, Madam Chair, of the exact concern. But before COVID-19 hit, we had a hundred and twenty Chromebooks and a hundred and twenty Hotspots that we had checked out to people, just mostly students. Those are still checked out and they have been able to use. It has made a huge difference.

We've been able to work with Georgia Public Library Service, because at the start of the virus, there were some that had been returned, and we were able to actually meet up with some students to help them be able to finish up their credits and what have you to graduate from college and to move forward and get their high school diploma. Because they had, for some reason, they did own one and they did not have one issued to them at that time. So that's where we are with it. We'd like to have more, but, of course, we have to have funding for that. But that's where we are with Chromebooks and Hotspots. The Hotspots are charged to us through a program with T-Mobile. And so that is how we were able to fund it, through a grant that was written through the Library Foundation. And so that's how we were able to obtain them to begin with. And that was a real -- we were very fortunate to have the Foundation sponsor that for us.

CHAIRMAN PHYLLIS D. BAILEY: Thank you. Any other comments? If not, I think we have answered the three questions that were presented. Any other concerns about them -- about the questions?

MR. JOE PIONTEK: Was there something in there about how we've been appointed?

CHAIRMAN PHYLLIS D. BAILEY: I beg your pardon?

MR. JOE PIONTEK: Wasn't there something in there about how we've been appointed and she wasn't clear on the policy?

CHAIRMAN PHYLLIS D. BAILEY: Was there? It may have been. Let me just check.

MR. JOE PIONTEK: As you said, there's a lot of stuff in there, so.

CHAIRMAN PHYLLIS D. BAILEY: Zenobia, was there something in there about appointments or what have you?

MR. ZENOBIA CLAXTON: No. She's pretty much stating that since you are appointed -- I'm looking at this -- no, nothing about a policy.

MR. JOE PIONTEK: Okay.

CHAIRMAN PHYLLIS D. BAILEY: Anything else from members of the Board and to provide answers? Thank you very much.

MR. DAMIAN J. DENISON: Can I --

CHAIRMAN PHYLLIS D. BAILEY: I'm sorry. Damian?

MR. DAMIAN J. DENISON: -- can I offer clarification? Was she saying that because of her -- let me restate. Is the library she was expelled from her voting precinct? Or am I making that assumption?

CHAIRMAN PHYLLIS D. BAILEY: I have no idea.

MRS. ZENOBIA CLAXTON: No.

MR. DAMIAN J. DENISON: Okay. That wasn't the point that she was attempting to make?

MRS. ZENOBIA CLAXTON: This has something to do with public service. She's saying all of you are responsible for public service and she can't vote.

MR. DAMIAN J. DENISON: Okay.

MRS. ZENOBIA CLAXTON: She can't vote in libraries or any polling place where library employees are staffing the polls.

MR. DAMIAN J. DENISON: Okay. But she's not saying the library is her voting precinct?

MRS. ZENOBIA CLAXTON: No, not in particular.

MR. DAMIAN J. DENISON: Okay.

MS. ADEBOLA LAMIKANRA: And just for --

CHAIRMAN PHYLLIS D. BAILEY: Anything else?

MS. ADEBOLA LAMIKANRA: -- just for clarification. We have explained the -- I think she had some claims of voter suppression. And we did clarify that with her that she is not being blocked from any libraries at this time.

MR. DAMIAN J. DENISON: Okay. Thank you.

20-43 ADOPTION OF AGENDA

CHAIRMAN PHYLLIS D. BAILEY: Anything else? If not, then we will move to the Adoption of the Agenda. If you will review your agenda and I'll entertain a motion.

MOTION

MR. PAUL KAPLAN: I so move that we adopt the agenda as presented.

MRS. PRISCILLA BORDERS: Second.

CHAIRMAN PHYLLIS D. BAILEY: Moved by Mr. Kaplan, seconded by Ms. Borders, that the agenda be adopted as presented. Questions? All in favor?

MR. D. CHIP JOYNER: We have --

CHAIRMAN PHYLLIS D. BAILEY: One question? I'm sorry.

MR. D. CHIP JOYNER: -- we have reference to Attorney Hooker. I think that we should use her full name instead of P.P.-Hooker. Patrise Perkins-Hooker.

CHAIRMAN PHYLLIS D. BAILEY: Is that on the agenda?

MR. D. CHIP JOYNER: I'm sorry. It's in the minutes.

CHAIRMAN PHYLLIS D. BAILEY: Oh, okay. We'll get to that with the minutes. I'd like to have the agenda adopted at this point. Moved by Mr. Kaplan, seconded by -- who seconded the motion?

MR. D. CHIP JOYNER: Second.

CHAIRMAN PHYLLIS D. BAILEY: Seconded by Mr. Joyner that the agenda be adopted as presented. And so, now, questions? All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Thank you. Motion passes.

20-42 APPROVAL OF MINUTES OF THE REGULAR MEETING OF AUGUST 26, 2020

CHAIRMAN PHYLLIS D. BAILEY: Now, we'll look at the minutes and the additions and/or corrections that you may want to make.

MR. D. CHIP JOYNER: Yes. There's a reference to Attorney Hooker. It says, P.P.-Hooker. If we could both use her full name as Patrise Perkins-Hooker.

CHAIRMAN PHYLLIS D. BAILEY: Any other concerns? question? correction? If there are none, may I have a motion for the Approval of the Minutes with correction?

MOTION

MR. PAUL KAPLAN: I so move.

MR. JOE PIONTEK: Second.

CHAIRMAN PHYLLIS D. BAILEY: Seconded by, Damian?

MR. JOE PIONTEK: Piontek.

CHAIRMAN PHYLLIS D. BAILEY: By Mr. Piontek?

MR. JOE PIONTEK: Yes.

CHAIRMAN PHYLLIS D. BAILEY: Oh, okay. I want to be sure that you seconded it. Moved by Mr. Kaplan, seconded by Mr. Piontek, that the minutes of the August 26 meeting be accepted with correction. All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Opposition? Motion carries.

CHAIRMAN'S REPORT

CHAIRMAN PHYLLIS D. BAILEY: Okay. Chairman's Report. I have no real report this month because we're all so cloistered in. There's nothing that we can do.

I went by to look at Hapeville, but I didn't get a chance to really get out because at that time the rain caught up with me, so I didn't go in. But I will be going back later on this week. And, of course, we're looking to open Central. And, hopefully, we'll have something in the way of a celebratory mode to go to. Other than that, I have no other report to make. Thank you.

AFPL FOUNDATION UPDATE - NINA RADAKOVICH

CHAIRMAN PHYLLIS D. BAILEY: Foundation Update. Judge Nina?

MS. NINA RADAKOVICH: Very short today. In spite of everything and the closures, we are making a lot of progress. We have renewed our committees. We have a Development Committee, Finance, and Governance Committee. And we've kind of shuffled our members to get new blood on each committee every month trading places, and all of them have meetings scheduled within the next several weeks.

Most exciting, we have a new method for our annual fund, which normally comes close to the end of the year. One of our new Board members is an employee of Carl Bloom Associates out of New York, which is a professional fundraising company. And she is using their expertise to help us.

We've got a letter drafted for the end of the year and a follow-up letter. I think one's written, one's emailed. But we have the schedule of contacts that we're going to use. And we're going to direct letters to past people who donated. And I just think that it's going to be very effective. And it's going to generate us the bigger list of names to send letters to in the future.

So we're kind of beginning this process that will make us much better and more like bigger Foundations. So we're very excited about this.

And that's all I have to report.

CHAIRMAN PHYLLIS D. BAILEY: Wonderful. Wonderful. Congratulations. You made a major move there.

MS. NINA RADAKOVICH: Thank you.

CONSTRUCTION/RENOVATION REPORT - PAUL KAPLAN

CHAIRMAN PHYLLIS D. BAILEY: Okay. Construction and Renovation. Mr. Kaplan?

MR. PAUL KAPLAN: Well, we had our two and a half hour construction meeting. I figured with the things that are going on, the meeting would get shorter, but they're getting longer. And Mrs. Holloman, there, will know for sure, because she was on the thing also.

Anyway, in short, all the libraries, other than Central and Hapeville, are in the process of doing punch lists. Things that have not been completed yet, little odds and ends. There's a wish list that people want in their library when the manager looks around. And in some of the libraries, we are finishing up our warranty. They've been there about eleven months, so we're doing the final walk-through. And if there is anything else

that needs to be done, they will take care of it, the general contractor. But I find -- and I'll talk to -- I find that somehow our managers at the library, if they see something

wrong, they need to say something. Because I fear that we'll be open, we'll forget about a couple of these punch list items, and guess what, after a year is done, we can get people back in, but it's going to cost us. So that's my fear that some of the punch list items would not be completed. And that's quite a -- you know, you're talking thirty-two libraries. That's a lot of libraries, a lot of construction going on, a lot of different general contractors and subcontractors. So we're trying to stay on target as best we can.

Hapeville is coming along; it's moving. I do not know when they think it's going to be open. But right now, they are -- but they have had a lot of rain, but at least it's dry inside. Central, maybe beginning of December, we will be open. However, they're going to open it up, we're going to have a ribbon cutting. I'm not sure how that's going to get done. I'm looking at my Chairman. I think the Chairman has some involvement with this in getting it set up. But it's moving along. It's been a long, long time. It's just there's a lot of nit and grit. You know, the I.T. Department, they don't have this switch; somebody doesn't have the equipment, the next piece of equipment. And this is not unusual in construction. You just kind of go along with it the best you can. There's a little bit of -- some days you have to raise your voice to try to get something done, but it's working. And I -- hopefully, by the end of this year, we'll be in very good shape. But unless Gayle Holloman has something additional to talk about, I think that's about it. That will cover it.

Anybody have any questions? No questions?

CHAIRMAN PHYLLIS D. BAILEY: Thank you so much, Mr. Kaplan. You're doing -- that's because you're doing a good job. That's why.

MR. PAUL KAPLAN: So that's all I have, Chairman.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Thank you.

20-46 DIRECTOR'S REPORTS

20-44 MONTHLY FINANCIAL REPORT

20-45 MONTHLY USAGE REPORT

CHAIRMAN PHYLLIS D. BAILEY: Director's Report. Mrs. Holloman?

MRS. GAYLE H. HOLLOMAN: Thank you, Madam Chair. Good afternoon, everybody. Glad to be here. Well, we've been very busy, as you can see from some of the information that you have there. Just want to say, the staff is doing an awesome job in this never before known environment, especially with regard to Programming. Our Virtual Programming has just been awesome. The public has really responded extremely well to it. And they are using it a lot. So I just want you to know that that has been a real plus for us. If you look at the page that has the Director's Report, you'll see the usage of our resources,

especially the Virtual Resources, so that we're up to eighty-nine thousand six hundred and thirteen items that were used during this past month.

The other thing I wanted to point out to you is that with curbside service, seventy-five thousand items have been picked up since we started it in earnest on August the 17th with everyone in place, except for Hapeville and Central. So I just want you to know, it is working. Of course, if we were open, the numbers would be even bigger and better. And some of the numbers that you see here, the negatives, that's because we're not in full swing, providing traditional library service. But our service delivery method is where it is right now based on the pandemic. And we know that we've got to at some point revise that. And so we're just waiting to see where we're headed with the numbers with regard to the pandemic and to then see how much further we need to go with it.

But I do want you to know that it is working as far as what we are able to offer. The returns come in all the time. As I said earlier, we are quarantining those items for twenty-four hours all the time. And so that's been a real plus. This month, I have spent this past month I've spent a lot of time working with the Foundation. Calls and meetings about the fact that they are going toward new directions. And I think that's very wonderful. And we're going to be the end result of what they are doing and creating there, and I think that's a real plus for us. So I'm looking forward to continuing our talks and our work with the Foundation. And they are also considering funding the Library Strategic Plan that this group may need to talk about further, if you desire.

And this week I attended the Georgia Public Library Services September Director's Meeting. And that's where all of the directors around the state come together -- this was done via Zoom -- and we have a conference. Usually, we have it in Athens at this time of the year. But no one's doing travel and training right now. So it was done virtually. It was very good. It always allows us to talk with each other, see what everyone else is doing, large and small Library Systems. And the talk request was all about COVID-19 and what we're doing and how we're doing it. So everybody's very much wanting to know what's happening. I'm very much in touch with other directors around the state, and we're always communicating with regard to where we are, what we think our next steps are.

So I just want you to know that we're trying to make sure we align ourselves with what's going on around us, because we always ask what are they doing in our neighboring libraries. And then they're also asking us what are we doing in reference to the nation. And so we're in sync with a lot of the Library

Systems around the nation as well. And I'll keep you abreast as things change.

Does anybody have any questions about any of that right now or the Financial Report or anything like that?

We do have about 1.8 million dollars that we still have with the balance to spend. There are items that have been encumbered. And then there are some requests that -- or orders rather -- that we have sent in that have not been made into the encumbrance category yet. And so those things are pending, and they will soon be made a part of that figure. So we will drastically reduce that.

We're also purchasing additional Collections. And I think that's going to be very exciting for us. The staff is very, very interested and very much working toward that, placing orders. I was told that we have quite a few orders that were placed just this week to build our Collections. So I think that that 1.8 would be significantly reduced. However, you normally leave money sometimes on the table because of the fact that we have -- we have the situation with positions. And when those positions are not filled, then that money remains. And so that is going to happen, because right now, as you know, we are in a hiring freeze.

We were told this week, though, that we will be able to fill those positions if they were vacated as of June 8. So we feel good that it won't be until next year, but we should be able to fill those. But any before that, it appears we've lost to the budget. So there may be a way to try and, you know, make some recommendations to ask for funding for something that we feel is urgent. But in most cases, that doesn't usually happen.

Any questions?

MR. PAUL KAPLAN: I have one question on the Financial Report. You probably know what it is. On the Building Rent, we are negative twenty-three thousand, did they raise the rent on us? I know what we budgeted for. And I see a negative twenty-three thousand.

MRS. GAYLE H. HOLLOMAN: I have not been told. In fact, it was reduced. You know, our leases are M.L. King and Peachtree. And I have not been told that, but I will check into it. That is a great question. We had a reduction last year on the rent at M.L. King, so I don't know if that's an error or just what, but I do need to check into it. And I'll let you know.

MR. PAUL KAPLAN: Okay.

MRS. GAYLE H. HOLLOMAN: Any other questions?

CHAIRMAN PHYLLIS D. BAILEY: Anything else? If there are no further questions. Mrs. Holloman, thank you so much. You have been very, very involved, obviously, in your materials. And I

appreciate that so very much. And I want to thank you again for the kind of work you're doing.

COMMITTEE REPORTS

LIBRARY VISITATION - D. CHIP JOYNER, VICE CHAIRMAN

CHAIRMAN PHYLLIS D. BAILEY: Committee Reports. Mr. Joyner?

MR. D. CHIP JOYNER: Okay. Not that much to report. But I did stop by the Ponce location this morning. They're voting there. Very efficient. Again, this is my second there. The library is great. Then, also, I took a tour. It was unscheduled, but the team accommodated me. That was at the Buckhead Branch yesterday. A gentleman, Eric -- I can't recall his last name -- Mrs. Holloman --

MRS. GAYLE H. HOLLOMAN: Yes. I know of whom you speak.

MR. D. CHIP JOYNER: I was in the area and I saw them outside with a table. And I asked if I could -- I introduced myself and asked if I could pop in and do a visit. He showed me around. He was so excited. Took a lot of time with me. I thought it was going to be a quick stop, but he really spent some time. It really, really looks great. Some of the things that we didn't see in the video last month, was the interior of the restrooms. They look like a Taj Mahal. They're beautiful. So a lot of detail there. The artwork just hasn't gone up yet. But he -- he and the staff and the office space, it just really looks great. You can tell the moral is really going to shoot up there. Only if Hapeville could have such an awesome space. I don't know what Hapeville's going to look like, but don't -- don't take them like Buckhead, because they won't believe the way they're being accommodated over there. But it was a really nice visit. And I hope anyone, when available or when it's appropriate, can get a chance to see the interior of the libraries.

MRS. GAYLE H. HOLLOMAN: Thank you so much, Mr. Joyner. That gentleman is Eric Kennington. And, yes, it is a beautiful library. Of course, it is a lot larger than Hapeville. So we have to sort of adjust our expectations. But Hapeville in and of itself is going to be beautiful. Each one of them is very unique. And as you mentioned, Buckhead is a very, very well-done project. So we're very excited about it as with all of our libraries. All of them have just been magnificent. And there's an interrelatedness with all of them.

If you really look at it, you can pretty much walk into any of our libraries now and know that it's a Fulton County Library. And I think that's a really good thing. Even though all of the designers, all of the architects, what have you, were different on each project. They were never the same. But at the same time, in most cases, they were not. And they brought something different to each one because they listened to the communities.

Fulton County Library System

Virtual Board of Trustees Regular Meeting, 23 September 2020

And they asked them what they wanted and what they wanted to see. And they worked with the staff. So I appreciate the fact that you were, you know, both over by Buckhead. But go to some of the rest of them, because they all have their unique -- the unique way of grabbing at your thoughts and your response.

MR. D. CHIP JOYNER: Excellent. Thank you so much. I appreciate that. I definitely plan on getting by some more. And I hope that all of us can in the near future.

MRS. PRISCILLA BORDERS: Chair Bailey, I just wanted to share that I also had the opportunity to go to the Ponce Library to vote. And I can attest to the fact that the change is -- it's wonderful. Just the sunlight coming in the building and the use of the space, it looks much bigger than it was before. It was kind of tight before with all the bookshelves and everything. But this time it looks -- it's wonderful. It's a whole different library.

CHAIRMAN PHYLLIS D. BAILEY: Anybody else? Thank you so much, Mr. Joyner.

MS. LINDA JORDAN: Oh, yes. I wanted to add something, Madam Chair. I also stopped by the Wolf Creek Library to vote in the runoff. And I must add as well that the library was set up properly. Social distancing and all the CDC guidelines were being used; masks and everything. So I just want to commend everyone who is trying to make sure the next election is going to work properly.

But I must say that Wolf Creek, to me, is ready.

CHAIRMAN PHYLLIS D. BAILEY: Anyone else? Thank you so much, because I think that our interests in the library will reflect in the participants and the library staff knowing that we are concerned and that we will be here with them as they move forward at this particular time.

Thank you all very much.

BYLAWS AND RULES - PRISCILLA BORDERS AND NINA RADAKOVICH

CHAIRMAN PHYLLIS D. BAILEY: Bylaws and Rules. Mrs. Borders and Judge Nina?

MS. NINA RADAKOVICH: We don't have anything to report here, but we -- later in the agenda is the Programming Policy.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

NATIONAL AND STATE DEVELOPMENTS - LINDA JORDAN AND JOE PIONTEK

CHAIRMAN PHYLLIS D. BAILEY: National and State Developments. Ms. Jordan or Mr. Piontek?

MR. JOE PIONTEK: I don't have anything. Linda? She just said, yes, she doesn't have anything to report either. Thank you.

CHAIRMAN PHYLLIS D. BAILEY: Thank you. Unfinished Business.

MS. LINDA JORDAN: Sorry. I was on mute. Sorry about that.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Ms. Jordan? Ms. Jordan, did you have something you wanted to add.

MS. LINDA JORDAN: No. No. I was just saying I was on mute. That's why I didn't report. So thank you, Joe. But, no, I don't have anything else.

UNFINISHED BUSINESS

CURBSIDE SERVICE - UPDATE

CHAIRMAN PHYLLIS D. BAILEY: Okay. Unfinished Business - Curbside Service - Update. Mrs. Holloman?

MRS. GAYLE H. HOLLOMAN: Yes. As I stated earlier, we are working on -- we're on point with it. We will institute it at Hapeville when it's opened. We are looking at just how Central will operate in that type of service delivery, and it's going quite well, as I mentioned. Seventy-five thousand items have been picked up thus far. And that's very exciting. Our libraries are doing quite well with it. And we've gotten very good responses from the community of people feeling very happy about it. And, particularly, the fact that our hours were expanded so that now we are offering it Monday and Tuesday, 10 to 7 p.m. to the public. And then the rest of the week through Saturday from 10 to 4.

So having the late evening hours, as well as the Saturday, has really made a difference. And people have been very appreciative of that.

CHAIRMAN PHYLLIS D. BAILEY: Anything further with the Curbside Service? Questions or comments? Programming Policy. Judge Nina and Mrs. Borders?

PROGRAMMING POLICY - UPDATE

MS. NINA RADAKOVICH: I'll just do a brief overview and then everyone can comment.

Our library currently does not have a Programming Policy. And so when programs come up or suggested or put on, there has been confusion, particularly recently, about programs and what's appropriate and not appropriate.

So a Programming Policy creates a process for people to go through who are doing programs at the library. And rather than reinvent the wheel, Mrs. Holloman showed us a Programming Policy that seems to cover most bases, if not all, from St. Clair County. I believe this is in Alabama.

So we basically tweaked that into what I sent out yesterday to you. And it's in the form of a resolution. And in this resolution -- the whereas clause is at the beginning -- are the why; why we need a policy. And then the body of the resolution, the now, therefore, be it resolved parts, are the what. You know, what is required; the rules for the process. And we have a few sections in it.

The first one has to do with authority. Who has authority to do this policy? And there's specific authority in there about the

chain of command at the library and who needs to get permission for what.

Section Two is really the heart of the whole thing: Use of Facilities For Programs To Be Made Available On An Equitable Basis. We want to make sure that the library is a fair and neutral space.

Section Three is Selection and Presentation of Programs. That has some very helpful criteria about -- basically, it ties programs to the mission of the library. There's no point in having a program that doesn't satisfy some goal that's part of the library mission. So this section spells out what things would be consistent with the mission.

Section Four has to do with attendance, charges, and fees. The point of that is fairness. These are not the reasons for the programs. And then there are rules in there about fundraising at the library.

Finally, Section Five, Rules and Responsibilities. That just talks about expectations of people who are not library related putting on programs, what their requirements are, that they must also comply with the Library System's Meeting Room Policy and that they need to use the library responsibly.

And at the very end, we've got a provision that this policy should be reviewed every three years by the Trustees so that it is kept up to date.

We did look over the language. And this was a joint effort of Priscilla and Phyllis and Gayle and Paul and myself. Everybody added to it and it was very helpful to have all of the perspective -- the perspectives of all of us.

So if anybody has any questions, let me know.

CHAIRMAN PHYLLIS D. BAILEY: Frankly, I think --

MR. PAUL KAPLAN: We'll probably -- we're involved in -- we've seen six different policies or programs throughout the United States in different areas. And after reading it, talking to the committee, you know, they all read about the same, almost the same language. And the one that our director sent to us was fine. We did some tweaking; we did some changes to make it match for Fulton County. But I believe we really have a good policy here. And, you know, it's like everything else. If we see something that maybe you want to add later on, we can always address it. It's fluid. But right now I think we need a Program Policy. It would help out -- it would help everybody out.

CHAIRMAN PHYLLIS D. BAILEY: I agree, Mr. Kaplan. And I think that this will prohibit having to be inundated with a lot of unnecessary questions about what can be and can't be within the focus of the library. I think that the committee has done an

excellent job. And I am very thankful to you. Thank you very, very much.

Any other questions or concerns or comments?

Thank you. And thank you so much, Judge Nina, and the entire committee. Thank you so much.

Any New Business?

MR. PAUL KAPLAN: Let me back up a second.

CHAIRMAN PHYLLIS D. BAILEY: Okay.

MOTION

MR. PAUL KAPLAN: If there isn't any comments, I make a motion that we accept the Program Policy as presented.

MR. D. CHIP JOYNER: Second.

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

MR. JOE PIONTEK: That was Chip, but sure. I think that was Chip.

CHAIRMAN PHYLLIS D. BAILEY: I'm trying to get people to realize that it's kind of... Okay. I'll remember that.

We have a motion by Mr. Kaplan, seconded by Mr. Joyner, that the presentation by the committee for programming be accepted as presented. Any questions? All in favor of doing so, please state by saying aye?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Motion passes. Thank you. Then we will move forward with this. And I think you'll need my signature. And I will do that for you. Okay. Anything further?

NEW BUSINESS

CHAIRMAN PHYLLIS D. BAILEY: Then we'll move on to New Business.

Anything in the way of New Business? No other New Business?

Thank you. Quick meeting.

ADJOURNMENT

MOTION

CHAIRMAN PHYLLIS D. BAILEY: May I have a motion for adjournment?

MR. PAUL KAPLAN: So moved.

CHAIRMAN PHYLLIS D. BAILEY: Moved by Mr. Kaplan. Is there a second?

MS. LINDA JORDAN: Second, Linda Jordan.

CHAIRMAN PHYLLIS D. BAILEY: -- by Ms. Jordan that the meeting be adjourned. All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Thank you. Motion carries. Meeting adjourned.

(Whereupon, the Regular Board of Trustees Meeting concluded at 4:52 p.m.)

Director's Report

Gayle H. Holloman, Executive Director

September 2020

Curbside Service

There 37,121 total items picked up by patrons via curbside service in September.

Items Picked Up by Location

Adams Park Branch	117
Adamsville-Collier Heights Branch	404
Alpharetta Branch	5901
Auburn Avenue Research Library	0
Buckhead Branch	905
Cascade Branch	220
Central Library & Library System Headquarters	0
Cleveland Avenue Branch	38
College Park Branch	62
Dogwood Branch	171
East Atlanta Branch	1197
East Point Branch	219
East Roswell Branch	3315
Fairburn Branch	84
Gladys S. Dennard Library @ South Fulton	504
Hapeville Branch	0
Kirkwood Branch	1744
Louise Whatley Library at Southeast Atlanta	472
Martin Luther King Jr., Branch	662
Mechanicsville Branch	119
Metropolitan Branch	977
Milton Branch	4626
Northeast/Spruill Oaks Branch	960
Northside Branch	1379
Northwest Branch at Scotts Crossing	896
Ocee Branch	4456
Palmetto Branch	172
Peachtree Branch	2477

Items Picked Up by Location

Ponce de Leon Branch	410
Roswell Branch	1212
Sandy Springs Branch	1752

Washington Park Branch	273
West End Branch	252
Wolf Creek Branch	1145
Grand Total	37121

Renovation Projects

The Hapeville Library and the Central Library projects are still moving toward completion. It is expected they will be ready for staff to return onsite by late November or early December.

Staff Engagement

The Library System observed September as Library Card Sign Up Month. The staff continued to be very busy with curbside service; creating content for, and presenting virtual programs; and assisting with Elections by working at voting sites and assisting with absentee voting. Over 100 Library employees are working early voting; and 224 are needed to work Elections on November 3rd.

Staff worked on the tedious process of migrating the Library System to its new website. Staff engaged in the process and gave feedback; followed by feedback and input from the public before the website was launched.

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF SEPTEMBER 30, 2020

Doc. #20-49

SERVICE	2020 BUDGET	SEPTEMBER	2020 YTD	2020 YTD	2020 YTD	2020 YTD %	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
REG SALARY	14,554,566	1,021,484	10,962,924	-	10,962,924	75%	3,591,642
PART TIME SALARY	484,491	28,746	313,335	-	313,335	65%	171,156
BENEFITS	7,456,778	531,544	5,271,175	-	5,271,175	71%	2,185,603
BOOKS	3,196,305	455,441	1,874,250	1,197,269	3,071,518	96%	124,787
OFFICE EQUIP. REPAIR	11,649	710	7,673	1,234	8,907	76%	2,742
EQUIPMENT	7,291	-	2,484	-	2,484	34%	4,807
OFFICE FURNITURE	2,462	-	384	-	384	16%	2,078
PROFESSIONAL SERV	32,190	1,472	11,578	7,062	18,640	58%	13,550
COPIER MACHINE LEASE	173,824	16,846	120,362	-	120,362	69%	53,462
COPIER PAPER	6,000	-	-	-	-	0%	6,000
SUPPLIES	107,584	1,650	29,367	17,473	46,841	44%	60,743
SOFTWARE MAINTENANCE	500,392	-	2,800	11,139	13,939	3%	486,453
BUILDING RENT	210,843	8,580	128,610	106,046	234,656	111%	(23,813)
OTHER SERVICES	549,439	44,837	311,947	118,644	430,591	78%	118,848
TRAVEL	24,600	-	2,275	-	2,275	9%	22,325
HOSPITALITY	5,628	-	35	-	35	1%	5,593
VEHICLE MAINTENANCE	23,850	-	16,496	-	16,496	69%	7,354
GENERAL INSURANCE	622,596	51,883	466,951	-	466,951	75%	155,645
CONTINGENCY	2,270	-	-	-	-	0%	2,270
TOTAL	27,972,758	2,163,193	19,522,646	1,458,867	20,981,513	75%	6,991,245

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS SEPTEMBER 30, 2020

ORGANIZATION	SERVICE	2020 BUDGET	SEPTEMBER	2020 YTD	2020 YTD	2020 YTD	2020 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATION	REG SALARY	12,578,032	881,150	9,458,920	-	9,458,920	75%	3,119,112
	PART TIME SALARY	484,491	28,746	313,335	-	313,335	65%	171,156
	BENEFITS	6,364,776	457,140	4,537,121	-	4,537,121	71%	1,827,655
	BOOKS	3,196,305	455,441	1,874,249	1,197,269	3,071,518	96%	124,787
	OFFICE EQUIP. REPAIR	5,889	710	3,147	-	3,147	53%	2,742
	EQUIPMENT	4,000	-	1,420	-	1,420	36%	2,580
	OFFICE FURNITURE	2,165	-	385	-	385	18%	1,780
	PROFESSIONAL SERV	19,803	1,472	10,176	6,754	16,929	85%	2,874
	COPIER MACHINE LEASE	171,524	16,846	120,362	-	120,362	70%	51,162
	SUPPLIES	43,765	-	2,684	827	3,511	8%	40,254
	BUILDING RENT	210,843	8,580	128,610	106,046	234,655	111%	(23,812)
	OTHER SERVICES	330,309	13,902	185,968	84,605	270,573	82%	59,736
	VEHICLE MAINTENANCE	4,000	-	1,026	-	1,026	26%	2,974
	GENERAL INSURANCE	404,826	33,736	303,620	-	303,620	75%	101,207
	CONTINGENCY	-	-	-	-	-	0%	-
Total		23,820,728	1,897,722	16,941,023	1,395,500	18,336,523	77%	5,484,205

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS SEPTEMBER 30, 2020

ORGANIZATION	SERVICE	2020 BUDGET	SEPTEMBER	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	1,504,002	-	1,504,002	76%	472,532
	BENEFITS	1,092,002	74,404	734,053	-	734,053	67%	357,949
	OFFICE EQUIP. REPAIR	5,760	-	4,526	1,234	5,760	100%	-
	EQUIPMENT	3,291	-	1,064	-	1,064	32%	2,227
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	12,387	-	1,402	308	1,710	14%	10,677
	COPIER MACHINE LEASE	2,300	-	-	-	-	0%	2,300
	COPIER PAPER	6,000	-	-	-	-	0%	6,000
	SUPPLIES	63,819	1,650	26,684	16,647	43,330	68%	20,489
	SOFTWARE MAINTENANCE	500,392	-	2,800	11,139	13,939	3%	486,453
	OTHER SERVICES	219,130	30,935	125,984	34,039	160,023	73%	59,107
	TRAVEL	24,600	-	2,275	-	2,275	9%	22,325
	HOSPITALITY	5,628	-	35	-	35	1%	5,593
	VEHICLE MAINTENANCE	19,850	-	15,469	-	15,469	78%	4,381
	GENERAL INSURANCE	217,770	18,148	163,328	-	163,328	75%	54,443
	CONTINGENCY	2,270	-	-	-	-	0%	2,270
Total		4,152,030	265,471	2,581,623	63,367	2,644,989	64%	1,507,041

Fulton Library System September 2020

Activity and Description	2020		2019		YTD % +/-
	Month	YTD	Month	YTD	
Circulation					
Total number of items checked out of the library	105,504	773,369	225,116	2,205,196	-64.93%
Holds					
Number of requests by patrons	59,750	411,372	45,313	407,313	1.00%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	0	967	432	3,778	-74.40%
Visits					
Number of people entering a library for any reason	0	539,692	219,912	2,194,032	-75.40%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	0	145,866	40,739	358,277	-59.29%
Number of hours of computer use	0	47,621	21,657	351,654	-86.46%
Web hits					
Number of times people have viewed library web pages (page views)	592,435	4,296,845	651,304	5,923,151	-27.46%
Online Resources					
Number of unique library web page sessions (visits)	203,506	1,581,267	160,088	1,640,793	-3.63%
Computer Classes					
Number of classes	0	23	9	75	-69.33%
Number of attendees	0	199	90	570	-65.09%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	88,257	764,494	66,830	567,492	34.71%
Children's programs					
Library sponsored programs offered for children (birth - 12)	37	910	301	2,853	-68.10%
Number of people attending programs	409	5,787	8,686	97,213	-94.05%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	8	184	77	622	-70.42%
Number of people attending programs	42	5,833	1,660	13,008	-55.16%
Adult Programs					
Library sponsored programs offered for adults (18 +)	30	1,269	439	4,249	-70.13%
Number of people attending programs	4,978	127,926	9,586	93,537	36.77%
Programs - Total (includes all-ages not counted above)					
Library sponsored programs offered - total of all programs	92	2,329	817	7,658	-69.59%
Number of people attending programs	8,651	169,241	19,932	202,693	-16.50%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	0	723	301	3,131	-76.91%
Number of people attending meetings or activities	0	14,051	7,346	56,055	-74.93%

FULTON COUNTY LIBRARY SYSTEM SEPTEMBER 2020 CIRCULATION STATS

AGENCY NAME	ADULT	JUVENILE	Y/A	OTHER	Sept-2020	Sept-2019	INCREASE/DECREASE	PERCENT CHANGE	YTD 2020 CIRC	YTD 2019 CIRC	INCREASE/DECREASE	PERCENT CHANGE
ADAMS PARK	271	286	32	0	589	105	484	460.95%	3,983	14,085	-10,102	-71.72%
ADAMSVILLE/COLLIER HEIGHTS	290	178	31	3	502	255	247	96.86%	1,550	14,102	-12,552	-89.01%
ALPHARETTA	4,683	8,701	562	1	13,947	42,094	-28,147	-66.87%	120,161	338,675	-218,514	-64.52%
BUCKHEAD	1,442	1,228	62	0	2,732	942	1,790	190.02%	6,008	85,219	-79,211	-92.95%
CLEVELAND AVE	227	70	46	0	343	40	303	757.50%	11,499	9,986	1,513	15.15%
COLLEGE PARK	387	380	53	0	820	219	601	274.43%	1,838	13,949	-12,111	-86.82%
DOGWOOD	257	266	47	0	570	1,779	-1,209	-67.96%	5,951	2,654	3,297	124.23%
EAST ATLANTA	637	1,189	59	0	1,885	4,413	-2,528	-57.29%	5,090	67,995	-62,905	-92.51%
EAST POINT	708	570	70	0	1,348	4,601	-3,253	-70.70%	10,122	19,582	-9,460	-48.31%
EAST ROSWELL	3,187	5,065	245	1	8,498	23,967	-15,469	-64.54%	66,326	236,376	-170,050	-71.94%
FAIRBURN	360	383	42	0	785	1,912	-1,127	-58.94%	48,728	10,733	37,995	354.00%
HAPEVILLE	4	0	0	0	4	759	-755	-99.47%	4,733	9,254	-4,521	-48.85%
KIRKWOOD	1,212	2,293	128	0	3,633	5,242	-1,609	-30.69%	23,107	12,882	10,225	79.37%
MARTIN LUTHER KING, JR	765	490	59	0	1,314	1,652	-338	-20.46%	3,219	16,498	-13,279	-80.49%
MECHANICSVILLE	79	244	12	0	335	91	244	268.13%	18,596	7,413	11,183	150.86%
METROPOLITAN	836	2,039	75	0	2,950	8,918	-5,968	-66.92%	14,774	82,319	-67,545	-82.05%
MILTON	3,312	5,939	407	0	9,658	25,808	-16,150	-62.58%	26,744	253,589	-226,845	-89.45%
NORTHEAST/SPRUILL OAKS	1,019	1,821	122	0	2,962	2,363	599	25.35%	4,053	99,655	-95,602	-95.93%
NORTHSIDE	1,196	1,261	100	0	2,557	971	1,586	163.34%	22,958	74,657	-51,699	-69.25%
NORTHWEST	1,125	1,656	124	0	2,905	8,967	-6,062	-67.60%	56,200	78,549	-22,349	-28.45%
OCEE	2,058	3,821	407	1	6,287	2,862	3,425	119.67%	16,934	155,290	-138,356	-89.10%
PALMETTO	206	321	12	0	539	1,871	-1,332	-71.19%	2,962	21,685	-18,723	-86.34%
PEACHTREE	2,931	2,855	183	0	5,970	10,768	-4,798	-44.56%	38,603	92,379	-53,776	-58.21%
PONCE DE LEON	1,441	1,984	103	0	3,528	10,572	-7,044	-66.63%	10,962	104,070	-93,108	-89.47%
ROSWELL	3,756	4,105	353	0	8,214	1,746	6,468	370.45%	22,316	16,043	6,273	39.10%
SANDY SPRINGS	4,794	5,853	390	1	11,038	27,170	-16,132	-59.37%	56,317	86,692	-30,375	-35.04%
SOUTHEAST	608	1,108	65	0	1,781	4,585	-2,804	-61.16%	5,680	39,898	-34,218	-85.76%
SOUTH FULTON	1,048	1,345	73	0	2,466	6,904	-4,438	-64.28%	45,358	66,410	-21,052	-31.70%
SOUTH WEST	882	657	92	0	1,631	4,193	-2,562	-61.10%	61,201	13,226	47,975	362.73%
WASHINGTON PARK	250	370	26	0	646	1,581	-935	-59.14%	8,535	3,531	5,004	141.72%
WEST END	565	591	57	0	1,213	2,128	-915	-43.00%	7,275	8,316	-1,041	-12.52%
WOLFCREEK	1,334	1,715	156	1	3,206	11,253	-8,047	-71.51%	26,459	105,725	-79,266	-74.97%
BRANCHES TOTAL	41,870	58,784	4,193	8	104,856	220,731	-115,875	-52.50%	758,242	2,161,437	-1,403,195	-64.92%
CENTRAL	352	107	9	0	468	886	-418	-47.18%	5,879	7,846	-1,967	-25.07%
VIRTUAL CIRCULATION					88,257	62,685	25,572	40.79%	758,522	563,350	195,172	34.64%
OUTREACH SERVICES	53	60	9	0	122	435	-313	-71.95%	580	1,606	-1,026	-63.89%
AUBURN AVENUE RESEARCH	23	34	1	0	58	3,064	-3,006	-98.11%	8,668	34,307	-25,639	-74.73%
SYSTEM TOTAL	42,298	58,985	4,212	8	193,761	287,801	94,040	-32.68%	861,626	2,768,546	-1,906,920	-68.88%

FULTON COUNTY LIBRARY SYSTEM STATISTICS AT A GLANCE SEPTEMBER 2020

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATION
ADAMS PARK	589	26	0	0	0	0	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	502	37	0	0	0	0	0	0	5
ALPHARETTA	13947	294	0	0	0	0	0	0	0
BUCKHEAD	2732	425	0	0	0	0	0	0	0
CASCADE BRANCH	1631	83	0	0	0	0	0	0	0
CLEVELAND AVE	343	25	0	0	0	0	0	0	0
COLLEGE PARK	820	65	0	0	0	0	0	0	0
DOGWOOD	570	21	0	0	0	0	0	0	0
EAST ATLANTA	1,885	160	0	0	0	0	0	0	0
EAST POINT	1,348	63	0	0	0	0	0	0	0
EAST ROSWELL	8,498	162	0	0	0	0	0	0	6
FAIRBURN	785	54	0	0	0	0	0	0	0
GLADYS S DENARD @SOUTH FULTON	2466	55	0	0	0	0	0	0	0
HAPEVILLE	4	18	0	0	0	0	0	0	0
KIRKWOOD	3633	81	0	0	0	0	0	0	4
LOUISE WATLEY LIBRARY @ SOUTHEAST ATL	1,781	26	0	0	0	0	0	0	0
MARTIN LUTHER KING, JR	1,314	50	0	0	0	0	0	0	0
MECHANICSVILLE	335	18	0	0	0	0	0	0	0
METROPOLITAN	2950	50	0	0	2	35	0	0	0
MILTON	9,658	105	0	0	0	0	0	0	1
NORTHEAST/SPRUILL OAKS	2962	164	0	0	0	0	0	0	0
NORTHSIDE	2557	171	0	0	0	0	0	0	0
NORTHWEST	2905	59	0	0	0	0	0	0	0
OCEE	6287	228	0	0	0	0	0	0	1
PALMETTO	539	26	0	0	0	0	0	0	32
PEACHTREE	5,970	237	0	0	0	0	0	0	0
PONCE DE LEON	3,528	386	0	0	0	0	0	0	1
ROSWELL	8,214	284	0	0	5	42	0	0	1
SANDY SPRINGS	11,038	327	0	0	1	2	0	0	3
WASHINGTON PARK	646	28	0	0	0	0	0	0	7
WEST END	1213	43	0	0	0	0	0	0	0
WOLFCREEK	3206	96	0	0	2	20	0	0	0
BRANCHES TOTAL	104856	3867	0	0	10	99	0	0	61
CENTRAL	468	126	0	0	0	0	0	0	0
OUTREACH VIRTUAL PROGRAMS	122	0	0	0	18	7812	0	0	0
VIRTUAL PROGRAMS	0	0	0	0	64	740	0	0	0
AUBURN AVENUE RESEARCH	58	0	0	0	0	0	0	0	0
SYSTEM TOTAL	105504	3993	0	0	92	8651	0	0	61

FULTON COUNTY LIBRARY SYSTEM STATISTICS AT A GLANCE Q3 2020

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATION
ADAMS PARK	993	58	0	0	0	0	1	3	1
ADAMSVILLE/COLLIER HEIGHTS	785	64	0	0	0	0	0	0	5
ALPHARETTA	25766	826	0	0	0	0	0	0	0
BUCKHEAD	3802	902	0	0	0	0	0	0	0
CLEVELAND AVE	1982	57	0	0	0	0	0	0	0
COLLEGE PARK	1152	156	0	0	0	0	0	0	0
DOGWOOD	1425	47	0	0	1	3	0	0	0
EAST ATLANTA	1157	351	0	0	0	0	0	0	0
EAST POINT	2949	159	0	0	0	0	0	0	0
EAST ROSWELL	11885	382	0	0	0	0	0	0	0
FAIRBURN	9150	125	0	0	0	0	0	0	6
Hapeville	798	39	0	0	0	0	0	0	0
KIRKWOOD	7190	229	0	0	0	0	0	0	0
MARTIN LUTHER KING, JR	1805	149	0	0	0	0	0	0	0
MECHANICSVILLE	3876	38	0	0	0	0	0	0	4
METROPOLITAN	3800	142	0	0	13	4433	0	0	0
MILTON	11277	328	0	0	0	0	0	0	0
NORTHEAST/SPRUILL OAKS	1291	295	0	0	0	0	0	0	0
NORTHSIDE	3940	328	0	0	0	0	0	0	0
NORTHWEST	13648	144	0	0	0	0	0	0	1
OCEE	8792	504	0	0	2	35	0	6	0
PALMETTO	3127	57	0	0	1	207	0	0	0
PEACHTREE	14843	583	0	0	0	0	0	0	0
PONCE DE LEON	7451	762	0	0	0	0	0	0	1
ROSWELL	10052	680	0	0	1	19	0	0	32
SANDY SPRINGS	19170	876	0	0	0	0	0	0	0
SOUTHEAST	5009	64	0	0	0	0	0	0	1
SOUTH FULTON	9507	132	0	0	8	1907	0	0	1
SOUTH WEST	12210	175	0	0	1	2	0	0	3
WASHINGTON PARK	1236	48	0	0	0	0	0	0	7
WEST END	2491	103	0	0	0	0	0	0	0
WOLFCREEK	5782	257	0	0	20	6564	0	0	0
BRANCHES TOTAL	208341	9060	0	0	47	13170	1	9	62
CENTRAL	1008	283	0	0	74	89870	0	0	0
VIRTUAL CIRCULATION	180046	0	0	0	105	9374	0	0	0
OUTREACH SERVICES	49	0	0	0	200	109572	0	0	0
AUBURN AVENUE RESEARCH	60	0	0	0	0	0	0	0	0
SYSTEM TOTAL	389504	9343	0	0	426	221986	1	9	62

FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
July, August, September 2020

	July	August	September	3rd Quarter Total 2020	2018 Year to date (July- Sept)	2019 Year to date (Jul- Sept)
• Total Customer Comments Received:	973	895	749	2,617	1994	745
• Types of Comments:						
▪ Compliment	150	123	84	357	99	128
▪ Suggestion	12	15	30	57	151	63
▪ Complaint	33	29	38	100	71	161
▪ Inquiry	778	728	597	2,103	902	383
• Format of Comments:						
▪ Emails					1139	633
▪ Postcards					76	105
▪ Direct Contact					4	

FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

July, August, September 2020

2,617 comments were received during the quarter. The majority of comments were overwhelmingly positive with patrons expressing their gratitude for services offered. Many of the comments are directly related to Circulation services, the wealth of resources on the Digital Library and Virtual Program offerings for all ages. The sample below express just one example of the important services offered and the community's response.

- 1) Library Comments - I wanted to share my story about your volunteer who works at East Roswell Library and who is an admiration for me. I wanted to tell about my beautiful teacher Sonia Gurbaxani. She teaches for free anyone who wants to learn English. She does it every Tuesday without any breaks for 1,5 hours. She did it before at East Roswell library, she did it at Milton library when East Roswell library closed for renovation and she is doing it now online on Zoom. She has been doing that for 18 years of her life. I cannot express fully how grateful I am for meeting her in my life. She is a genuine reminder of how people can be kind and compassionate to each other. She is very patient. Imagine online class with 20 students all with different English knowledge, some have basic English, some have advanced level of the English language. – East Roswell Library
- 2) Library Comments – Thanks for being of service! West End Branch
- 3) Libanswers - The Library is always there to answers questions.
- 4) Libanswers – Thanks for curbside service!

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



Fulton County Library System

2020 HOLIDAY/CLOSING CALENDAR - REVISED

DATE	DAY OF THE WEEK	HOLIDAY	DESCRIPTION
December 31, 2019	Tuesday	New Year's Eve	Holiday – Library Closed (Fulton County Closed)
January 1, 2020	Wednesday	New Year's Day	Holiday – Library Closed (Fulton County Closed)
January 20, 2020	Monday	Martin Luther King, Jr.	Holiday – Library Closed (Fulton County Closed)
February 17, 2020	Monday	President's Day	Holiday – Library Closed (Fulton County Closed)
April 12, 2020	Sunday	Easter	Holiday – Library Closed
May 25, 2020	Monday	Memorial Day	Holiday – Library Closed (Fulton County Closed)
July 3, 2020	Friday	Independence Day	Holiday – Library Closed (Fulton County Closed)
July 4, 2020	Saturday	Independence Day	Holiday – Library Closed (Fulton County Closed)
September 7, 2020	Monday	Labor Day	Holiday – Library Closed (Fulton County Closed)
October 12, 2020	Monday	Columbus Day	Holiday – Library Closed (Fulton County Closed)
November 11, 2020	Wednesday	Veterans Day	Holiday – Library Closed (Fulton County Closed)
November 16, 2020	Monday	Staff Development Day – Canceled	Library Opened
November 25, 2020	Wednesday	Thanksgiving Holiday	Library Closes at 6:00 p.m.
November 26, 2020	Thursday	Thanksgiving Holiday	Holiday – Library Closed (Fulton County Closed)
November 27, 2020	Friday	Thanksgiving Holiday	Holiday – Library Closed (Fulton County Closed)
December 24, 2020	Thursday	Christmas Holiday	Holiday – Library Closed (Fulton County Closed)
December 25, 2020	Friday	Christmas Holiday	Holiday – Christmas Day (Fulton County Closed)
December 31, 2020	Thursday	New Year's Eve	Holiday – Library Closed (Fulton County Closed)
January 1, 2021	Friday	New Year's Day	Holiday – Library Closed (Fulton County Closed)



INTEROFFICE MEMORANDUM

TO: Board of Trustees, Fulton County Library System

FROM: Gayle H. Holloman, Executive Director *Gayle H. Holloman*

DATE: October 21, 2020

SUBJECT: Library Board of Trustees Meeting Schedule - 2021

Please note the following Library Board of Trustees Meeting dates for 2021. This is an action item on your October 28, 2020 agenda.

January 27, 2021
February 24, 2021
March 24, 2021
April 28, 2021
May 26, 2021
June 23, 2021
July 28, 2021
August 25, 2021
September 22, 2021
October 27, 2021
November 17, 2021*
December 15, 2021*

Board of Trustees meetings are held the 4th Wednesday of each month at 4:00 p.m. Due to Governmental Guidelines regarding COVID-19, all meetings will be held virtually until further notice.

*November and December's meetings will be held on the 3rd Wednesday at 4:00 p.m. because of Fulton County holidays. Due to Governmental Guidelines regarding COVID-19, all meetings will be held virtually until further notice.

Thank you.

GHH/zrc



Fulton County Library System 2021 HOLIDAY/CLOSING CALENDAR

DATE	DAY OF THE WEEK	HOLIDAY	DESCRIPTION
December 31, 2020	Thursday	New Year's Eve	Holiday – Library Closed (Fulton County Closed)
January 1, 2021	Friday	New Year's Day	Holiday – Library Closed (Fulton County Closed)
January 18, 2021	Monday	Martin Luther King, Jr.	Holiday – Library Closed (Fulton County Closed)
February 15, 2021	Monday	President's Day	Holiday – Library Closed (Fulton County Closed)
April 4, 2021	Sunday	Easter	Holiday – Library Closed
May 31, 2021	Monday	Memorial Day	Holiday – Library Closed (Fulton County Closed)
June 18, 2021	Friday	Juneteenth Day	Holiday – Library Closed (Fulton County Closed)
June 19, 2021	Saturday	Juneteenth Day	Holiday – Library Closed
July 4, 2021	Sunday	Independence Day	Holiday – Library Closed
July 5, 2021	Monday	Independence Day	Holiday – Library Closed (Fulton County Closed)
September 6, 2021	Monday	Labor Day	Holiday – Library Closed (Fulton County Closed)
November 11, 2021	Thursday	Veterans Day	Holiday – Library Closed (Fulton County Closed)
October 18, 2021	Monday	Staff Development Day	Library Closed
November 24, 2021?	Wednesday	Thanksgiving Holiday	Library Closes at 6:00 p.m.
November 25, 2021	Thursday	Thanksgiving Holiday	Holiday – Library Closed (Fulton County Closed)
November 26, 2021	Friday	Thanksgiving Holiday	Holiday – Library Closed (Fulton County Closed)
December 24, 2021	Friday	Christmas Holiday	Holiday – Library Closed (Fulton County Closed)
December 25, 2021	Saturday	Christmas Holiday	Holiday – Christmas Day (Fulton County Closed)
December 26, 2021	Sunday	Christmas Holiday	Holiday – Library Closed
December 27, 2021	Monday	Christmas Holiday	Holiday – Library Closed
December 31, 2021	Friday	New Year's Eve	Holiday – Library Closed (Fulton County Closed)
January 1, 2022	Saturday	New Year's Day	Holiday – Library Closed
January 2, 2022	Sunday	New Year's Day	Holiday – Library Closed
January 3, 2022	Monday	New Year's Day	Holiday – Library Closed (Fulton County Closed)