



# **BOARD OF TRUSTEES**

MEETING  
INFORMATION PACKET

NOVEMBER 18, 2020



## TABLE OF CONTENTS

| <b>TOPIC</b>  | <b>PAGE #</b> |
|---|---------------|
| BOT MEETING AGENDA  | 3             |
| BOT MEETING MINUTES – OCTOBER 28, 2020                                      | 4-33          |
| DIRECTOR’S REPORT   | 34            |
| MONTHLY FINANCIAL REPORT – TOTAL LIBRARY                                    | 36            |
| MONTHLY FINANCIAL REPORT – BY ORG TYPE                                      | 37-38         |
| MONTHLY USAGE SUMMARY   | 39            |
| MONTHLY CIRCULATION REPORT  | 40            |
| MONTHLY SYSTEM STATS-AT-A-GLANCE  | 41            |
| MONTHLY USAGE SUMMARY – <i>JUNE REVISED</i>                                 | 43            |
| MONTHLY USAGE SUMMARY – <i>JULY REVISED</i>                                 | 45            |
| MONTHLY CIRCULATION REPORT – <i>JULY REVISED</i>                            | 46            |
| MONTHLY SYSTEM STATS-AT-A-GLANCE – <i>JULY REVISED</i>                      | 47            |
| MONTHLY USAGE SUMMARY – <i>AUGUST REVISED</i>                               | 49            |
| MONTHLY CIRCULATION REPORT – <i>AUGUST REVISED</i>                          | 50            |
| MONTHLY SYSTEM STATS-AT-A-GLANCE – <i>AUGUST REVISED</i>                    | 51            |
| MONTHLY USAGE SUMMARY – <i>SEPTEMBER REVISED</i>                            | 53            |
| MONTHLY CIRCULATION REPORT – <i>SEPTEMBER REVISED</i>                       | 54            |
| MONTHLY SYSTEM STATS-AT-A-GLANCE – <i>SEPTEMBER REVISED</i>                 | 55            |
| SYSTEM STATS-AT-A-GLANCE 3 <sup>RD</sup> QUARTER – <i>SEPTEMBER REVISED</i> | 56            |



**VIRTUAL MEETING**  
**DUE TO GOVERNMENTAL GUIDELINES REGARDING COVID-19**

**FULTON COUNTY LIBRARY SYSTEM**  
**BOARD OF TRUSTEES VIRTUAL MEETING**  
**NOVEMBER 18, 2020 – 4:00 P.M.**  
**AGENDA**

- I. Call to Order
- II. Meditation Moment
- III. Public Comments
- IV. AFPL Foundation – Peter Pearson, Interim Executive Director
- V. Adoption of Agenda\* Doc. #20-56
- VI. Approval of Minutes – October 28, 2020\* Doc. #20-55
- VII. Chairman’s Report
- VIII. Construction/Renovation Report – Paul Kaplan
  - Contractor
  - Albion Scaccia** Hapeville
  - Winter Johnson** Central
- I. Director’s Reports Doc. #20-59
  - Monthly Financial Report Doc. #20-57
  - Monthly Usage Summary Doc. #20-58
- 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. Nomination of Chairperson, Library Board of Trustees
- XII. Adjournment
- XIII. Executive Session

\*Action is anticipated on this item

**Doc. #20-55**



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

**Cormier Court Reporting, LLC**

Snellville, Georgia 30039

Tel: 404.695.1923 Fax: 855.4141.CCR

[cormiercourtereporting.com](http://cormiercourtereporting.com)

**Competitive, Committed, Reliable**

**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:**

(6 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 |

**TABLE OF CONTENTS**

CALL TO ORDER..... 5

MEDITATION MOMENT..... 5

PUBLIC COMMENTS..... 5

20-48 ADOPTION OF AGENDA..... 9

        MOTION.....10

20-47 APPROVAL OF MINUTES FROM REGULAR MEETING OF SEPTEMBER 23, 2020.....10

        MOTION.....10

CHAIRMAN’S REPORT.....11

CONSTRUCTION/RENOVATION REPORT – PAUL KAPLAN.....12

20-52 DIRECTOR’S REPORTS.....13

20-49 MONTHLY USAGE SUMMARY.....14

20-50 MONTHLY FINANCIAL SUMMARY .....13

20-51 QUARTERLY CUSTOMER SERVICE REPORT.....15

        QUARTERLY LIBRARY CLOSURE REPORT.....15

COMMITTEE REPORTS.....21

        A. LIBRARY VISITATION – D. CHIP JOYNER, VICE CHAIRMAN.....21

        B. BYLAWS AND RULES – PRISCILLA BORDERS AND NINA RADAKOVICH.....21

        C. NATIONAL AND STATE DEVELOPMENTS – LINDA JORDAN AND JOE PIONTEK.....21

UNFINISHED BUSINESS.....21

        CURBSIDE SERVICE.....21

NEW BUSINESS.....22

1962 A. 2020 FULTON COUNTY LIBRARY SYSTEM HOLIDAY/CLOSING CALENDAR-REVISED.....22

        MOTION.....22

2053 B. 2021 LIBRARY BOARD OF TRUSTEES MEETING SCHEDULE.....23

        MOTION.....24

2054 C. 2021 FULTON COUNTY LIBRARY SYSTEM HOLIDAY/CLOSING CALENDAR.....25

        MOTION.....25

        D. LIBRARY’S NEW WEBSITE.....24

ADJOURNMENT.....30

        MOTION.....30

(VIRTUAL MEETING BEGAN AT 4:02 P.M.)

**CALL TO ORDER**

**CHAIRMAN PHYLLIS D. BAILEY:** Good afternoon, Board Members. I'd like to call the Fulton County Library System Board of Trustees Virtual Meeting to order. Today is October 28, and it is 4:00 p.m.

**MEDITATION MOMENT**

**CHAIRMAN PHYLLIS D. BAILEY:** For our Moments of Meditation, I'd like to share with you a writing that involves a statement on courage.

Courage is resistance to fear and mastery of fear, not the absence of fear. Napoleon called Marshal Ney the bravest man he had ever known. Ney's knees trembled so badly one morning before battle, he had difficulty mounting his horse. When he finally was in the saddle, he shouted contemptuously down at his limbs: shake-away knees. You would shake worse than that if you knew where I was going to take you.

Courage is not a matter of not being afraid, it is a matter of taking action even when you are afraid. Courage is also more than a sheer bravado shouting I can do this and launching out with a do or die attitude over some reckless dare.

True courage is manifest when a person chooses to take a difficult or even dangerous course of action because it is the right thing to do.

Courage is looking beyond yourself to what is best for another. Thank you.

**PUBLIC COMMENTS:**

**CHAIRMAN PHYLLIS D. BAILEY:** I understand that we have three Public Comments. Zenobia, would you give voice to who they are and what they might have to say?

**MRS. ZENOBIA CLAXTON:** Good afternoon, everyone. I have three. The first one comes from Donna Renfro-Lawson. Her question is: The last Library Board of Trustees meeting had a discussion about my comments that should be properly corrected in the public records. The unapproved minutes should reflect editorial statements that need to be clarified to assist the reader.

I will attempt to list my concerns: (a) the new website has technical issues; (b) what is Pamela Roshell's purpose in library management; (c) who can provide the circulation policy for the Chromebooks?

The next question comes from Susan Farner. When will the libraries reopen?

The third comment comes from Greg Breuninger. I



I'll spell that: B-R-E-U-N-I-N-G-E-R (spelling). His question is: When will the libraries reopen? Schools and movie theaters have been open. That's all I have.

Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you.

Okay. The first question from Ms. Renfro-Lawson, Ms. Holloman, do you have any idea of what might be a better answer for her?

**MRS. GAYLE H. HOLLOMAN:** Well, I'm not exactly sure what is being -- to what is being referred. But I do know that we just opened -- started our new website. We just migrated to it this week. There are continued issues with it. We are as anything that you do along those lines -- sometimes you will have problems that will ensue -- and we're still working through that. But staff has been working for over a month now in getting it up and running. We're proud of where we are at the moment, but there are some glitches with it.

So I don't know just what particular glitch that may be -- or what particular problem is being referred to at this point, but we are still working on it. So it is a work in progress.

**CHAIRMAN PHYLLIS D. BAILEY:** Another part of her question had to do with something in the minutes; is that correct, Zenobia?

**MRS. ZENOBIA CLAXTON:** Her second concern talked about what's Pamela Roshell's purpose in library management.

**CHAIRMAN PHYLLIS D. BAILEY:** Well, first of all, Dr. Roshell is in charge of all library operations. And I think that her purpose and her job descriptions are ones that are given through the County. And ones that we do not address, because she is above us and we report to her.

Mrs. Holloman, or any Board member, do you have a comment as to that question?

**MRS. GAYLE H. HOLLOMAN:** Madam Chair, I would like to add that Dr. Roshell is the deputy -- is one of the deputy COOs, Deputy Chief Operating Officers. What has happened over the last few years is that the County Manager set up for each department to have Deputy COOs. And she is the person that was hired or promoted to have that service -- or have that position -- in Health and Human Services. So she has the library and she has other departments as well.

So the library is just one of about four or five departments under her care and administration.

**CHAIRMAN PHYLLIS D. BAILEY:** Anyone else? Any Board member have a comment? If not, what was the third section of the question?

**MRS. ZENOBIA CLAXTON:** The third one is: Who can provide the circulation policy for the Chrome Books?

**CHAIRMAN PHYLLIS D. BAILEY:** Mrs. Holloman, I think that would have to be you, because we don't deal with the circulation issues other than to report you give us at the meeting.

**MRS. GAYLE H. HOLLOMAN:** Right. Thank you, Madam Chair. The Chrome Books are circulated just as the books and other items are circulated. They are checked out to people as they are available. They are returned and that's how it works. So if there are any available Chrome Books, they can be checked out. They have been because of the pandemic. We have had them out, and as all of our situations are happening now, most of them are checked out by young people who are in college or in regular K through 12 grades. And they are -- they have been continually retained and being used by these students. And that's because right now for students we do not have fines and fees, and so they have them checked out. Very few of them have been returned, but we have been able to get a few back. And as they return them, that's what we do is we put them back in circulation. There is no formalized policy, as such, just for Chrome Books.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, Mrs. Holloman. I hope that that will answer the question that Ms. Lawson has presented.

The second question had to do with the opening of the library. And I think the third question was -- the third person's question was the same. So we can address those two together. The opening of the libraries, of course is depending on a number of factors. And that being -- being number one had to do with the COVID-19 virus. We will not put people's health in jeopardy.

Now, I understand that some of you have made the comment that schools are open and that sort of thing. But I will refer to our Director of Libraries, Mrs. Holloman, to tell you more about the kinds of things that the library staff is doing and why it is virtually difficult or nearly impossible to open at this point. Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Thank you.

We are doing all that we can to work toward some semblance of traditional library service. We are not able to fling the doors open as we would love to do and as I know others would love for us to do.

There's a real process that has to be put in place, and we're trying to figure all that out. It seems simple enough. But there are a lot of things that have to go into it with regards to cleanliness of the buildings, being able to maintain the cleanliness of those buildings on a much more daily basis than

what we normally have, which is mainly evening cleaning once we're closed. We're going to have to be able to provide it all during the day. We're going to have to be able to take care of just who does what and when. It's going to be a matter of just trying to keep everybody safe. And we are doing what is the norm right now. For -- about sixty percent of the library systems in the nation are operating with curbside service just as we are doing. We have researched that and found that to be the case. And so that's what we're doing right now. We do not want to continue along this way. But we do have to maintain our way so that once we open in some fashion, we're not having to close it again and that we don't start a rapid problem with the pandemic.

So it is something that's very much on our minds. And we understand that the public wants it. It's not that we're trying not to give it. It's just that we have got to do it in a smart way. And there's a lot of involvement.

Right now, we quarantine our items for twenty-fours. Once we get items where people can just walk in and browse, we're going to have to figure out do we quarantine longer than that. We're going to have to figure out how do we -- what do we do with computers and all of that. They can't all be used at once because you have to socially distance. We're going to have to take furniture away because of social distancing.

So there are a lot of things that go into the mix when you start looking at how to do it in a phased-in process. And we do know that we have to do it phased in. We can't just go and open everything like we did prior to the COVID-19 virus. And so that is where we are right now.

And, also, right now, our staff are all donated out or sent out to work elections. Since June of this year, we have been working Early Voting, so we are going to continue with that right now. Our staff, two hundred and twenty-four staff have already been tasked to work on November 3rd. That's library staff. And then we will have some -- still engage in elections as any runoffs that might take place during November, December, and early January. So we're very committed to all of that right now, and that is taking a lot of our time.

At the very moment, I have over a hundred employees who are working elections. So that's another reason why we wouldn't even have the staffing levels to maintain something outside -- above what we're doing right now with regard to being able to open and do anything more than what we're doing with curbside service. But we will keep you informed. We'll be making all

sorts of announcements as soon as we have something to really say that's concrete.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, Mrs. Holloman. Vice Chair Joyner, did you have something you wanted to add?

**MR. D. CHIP JOYNER:** Yes. I was just wondering if Fulton County and the state libraries, are they all following the same guidelines with regards to reopening?

**MRS. GAYLE H. HOLLOMAN:** Well, various libraries in our area, we always look at what others are doing around the library world in this community. And there are only two that are a lot more open than we are right now. That's Gwinnett County and Forsyth County.

Right now, DeKalb is still doing -- just starting to do curbside service. We've talked with Cobb County. They are doing some modifications of curbside and some ways of being able to come inside. So there are different ways that people are approaching it. Gwinnett County opened with curbside service way before we did and they had to close down because they had COVID cases going up. Now, they are open -- more open to where you can come in and browse and do other things. But -- so we're looking at what others are doing and will it be what we need to do. But we are not going to be able to do it full-fledged right now. We've got to do it smartly, because we don't want people getting sick. We don't want to cause problems that are unnecessary for our patrons. And we want to be fair to patrons. You know, how do you say you can do this over here, but you can't do that over there? We've got to make sure that equity issues are also a part of it. So we're looking at all kinds of things. And I'm working very closely with the staff, with our administrative team, and talking with our staff and working, of course, with County leadership. And we have to bring what we're doing to you all here as a Board of Trustees as to just what it is we would want to offer the public once we venture into something broader than what we're already offering.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you.

Does any other Board member have a comment or anything that they might want to add to this discussion? If not, thank you. I hope that we have answered the questions that have been posed. Certainly we are here for the service to the community. And that is what we hope we'll continue to do even under these trying circumstances.

#### **20-48 ADOPTION OF AGENDA**

**CHAIRMAN PHYLLIS D. BAILEY:** With that, Board members, will you take a look at the agenda. I'd like a motion for adoption, if possible, if there are no changes or additions.

**MOTION**

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

**MS. LINDA JORDAN:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Who was the person who seconded?

**MS. LINDA JORDAN:** Linda Jordan.

**CHAIRMAN PHYLLIS D. BAILEY:** Hello, Linda. How are you?

**MS. LINDA JORDAN:** I'm fine.

**CHAIRMAN PHYLLIS D. BAILEY:** Motion made by Mr. Kaplan.

Seconded by Ms. Jordan that the agenda be adopted as presented. Are there questions? All in favor, please state by aye.

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Those opposed? No nays. The agenda is approved as presented.

**20-47 APPROVAL OF MINUTES OF THE REGULAR MEETING OF SEPTEMBER 23, 2020**

**CHAIRMAN PHYLLIS D. BAILEY:** The minutes were sent out to us from the September 23rd meeting. And if you haven't reviewed them, I'd like for you to do so so that we can carry this through as well.

**MS. NINA RADAKOVICH:** I have a correction.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes

**MS. NINA RADAKOVICH:** Very minor. On page 19 of the materials, halfway down the page the heading is Programming Policy Update.

**CHAIRMAN PHYLLIS D. BAILEY:** Nineteen? Okay. Programming Policy Update. Okay.

**MS. NINA RADAKOVICH:** The beginning of the second paragraph under that Programming Policy -- begins so Programming Policy.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes.

**MS. NINA RADAKOVICH:** The word, 'a', belongs between the word, 'so and programming'. So it would read --

**CHAIRMAN PHYLLIS D. BAILEY:** So 'a' Programming Policy.

**MS. NINA RADAKOVICH:** And then three lines below that. It starts with: Seems to cover most basis. The word, basis, is really bases, B-A-S-E-S (spelling). So it sounds the same, but it's a different spelling; B-A-S-E-S (spelling).

**CHAIRMAN PHYLLIS D. BAILEY:** Does anyone else have corrections or additions? If not, may I have a motion concerning the minutes?

**MOTION**

**MR. PAUL KAPLAN:** I make a motion that we approve the minutes of September 23rd as corrected.

**MR. D. CHIP JOYNER:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan, seconded by Mr. Joyner that the minutes of the September 23rd meeting be approved with corrections? Questions? All in favor?  
(Whereupon, all said aye.)

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition? Motion carries.

**CHAIRMAN'S REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** As for my report, there are a few things I need to say. First of all, I want to issue accommodations or support for the community elections. The library staff has been exceptionally cooperative. And I want them to know just how much we appreciate that. It shows that we are involved with the community and that we support the community in their greatest efforts.

The Naming Process is the second thing. There is going to be some concerns about the Naming Process, especially when the Central Library is opened. And I think that I should leave that to our new chairperson when that person comes on board in December. And I have discussed the matter with Mr. Joyner and some others. I'd like to encourage everyone to vote, if they haven't already, because it is our given right and we need to exercise that right.

But then I come to a situation that is of concern to me and should be a concern to the Board. There have been some inaccurate figures submitted to this Board regarding some issues. That -- those figures were sustained and submitted by a person who was hired by a previous -- by the previous administration. And that person then hired a secondary staff member to whom this task of counting was entrusted. The task was not done correctly. And even though it was known by the original person, nothing was done. And those numbers were submitted from June of this year to this present time.

This has caused a major problem that our Executive Director will discuss when she gives her report. But I was really annoyed -- and annoyed is a very mild term for what I felt -- because this person came onboard with such glowing recommendations.

The other staff member that the person delegated the authority to was not supervised properly. And so this was not the first mistake this person has made. And, of course, nothing was done about it until it came to the attention of our present director. The incorrect numbers, as I said before, were submitted from June up until the present time. And we are going to be asked to vote to accept the new numbers at the next meeting. But I wanted the Board to be aware of how this all came about. And I don't want anybody to think for one moment that this has just developed. It developed from the time from the previous

administration who hired someone who, for whatever reason, was not truly able to do what was said and then assigned it to someone who was even less capable.

The corrections are to be submitted to us in November for our acceptance or rejection. I'm very concerned about it. And I know that there will be additional concerns expressed from other venues, like the Board of Commissioners. So I wanted the Board to be aware of that.

That concludes my report and the Executive Director will give further details on this matter.

Thank you.

**CONSTRUCTION/RENOVATION REPORT - PAUL KAPLAN**

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Kaplan.

**MR. PAUL KAPLAN:** Pretty short. Punch lists are continuing on some of the libraries that have completed a punch list, they're pretty much ready to open. It's going along well. There's some glitches in maybe Central Library on projected dates. I think we're ready to bring books in, it's going to be held up a little bit. But other than that, I think we're doing fine. Hapeville is moving along. It's getting there. And I still say that by the end of this year we will have completed everything, except for odds and ends, little minor things that we can't do. The only thing stopping us finishing some of the punch lists right now us voting. As you know, most of the libraries have the Early Voting going in, but also we have to worry about the main election coming up. So we're holding back on getting some of the things done, because we don't want to hinder the voting portion of it.

So we're moving along. And I'll tell you that I feel good about it. I think we're going to be pretty happy with it. And I know Gayle certainly will love to get out of those construction meetings.

**CHAIRMAN PHYLLIS D. BAILEY:** I'm sure.

**MR. PAUL KAPLAN:** All the meetings just drag on a little bit. That's all. Gayle's smiling, but I'm not going to say anything. Anyway, just to tell you, everything sounds good. And, hopefully, next month I'll have some opening dates for you.

**CHAIRMAN PHYLLIS D. BAILEY:** Very good.

**MR. PAUL KAPLAN:** Let me correct it. Not opening dates, I'm saying when construction is at a point. I better be careful, because I'll get a phone call from somebody, when are you opening? So, anyway, just to tell everybody, everything looks good.

**CHAIRMAN PHYLLIS D. BAILEY:** Anybody else have a comment or question concerning the construction?

Will we have an opening for Hapeville?

**MRS. GAYLE H. HOLLOMAN:** We want to do so. We still have -- we're going to have about a total of thirteen, maybe with Hapeville, fourteen libraries that have yet to have any sort of grand celebration. We were thinking of doing something virtually. It's been suggested that we have just like a ribbon cutting in person with a few people there; the Commissioners, you all, and tape it, and film it so that it could be broadcast out. We're just trying to figure out the best plan. We keeping against hope that some miracle will happen and we'll be able to do some big to-do as we've done in the past. But I think we're just -- it's kind of a fool's paradise with that idea of mine. But we'll keep you posted. We just -- this is -- we don't want to shortchange anybody, but it looks like we can't help it. We just hope that everybody will understand, you know, that we are in unchartered waters and we're trying to figure a best way to do it.

**CHAIRMAN PHYLLIS D. BAILEY:** That's true.

**MRS. GAYLE H. HOLLOMAN:** And it's taken all the wind out of our sails with regard to all of that, particularly, with Central. It's just -- because it's going to be so magnificent and just not be able to do justice to it is just really going to be almost a tragedy.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. Anyone else on the Board have comments or concerns?  
If not, thank you, Mr. Kaplan.

#### 20-52 DIRECTOR'S REPORTS

#### 20-49 MONTHLY FINANCIAL REPORT

**CHAIRMAN PHYLLIS D. BAILEY:** And we'll move on to the Director's Report. Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Okay. Thank you. Good afternoon, everybody. As Madam Chair has pointed out to you all, there are concerns about our Financial Reports -- not our Financial Reports but our reports with regard to some of the other things that we have; Circulation, just our actual numbers with regard to how we function; Programming totals, all of those things. And it's come to light because something else was being reviewed and then it kind of -- one thing led to another. And we got an opportunity to see that from June through August -- it actually was through now, but we were able to catch the ones for September so that these should be accurate that you have in this packet. But June, July, and August, the numbers are not what they should be. So we'll get those to you in the corrected state. I've already discussed it briefly with our -- Madam



County Attorney here, and she is well aware of it. So we will follow suit as to what has already been stated by Madam Chair. If you look at the Financial Report, though, you're going to see that we have -- it appears that we will be leaving six million dollars on the table.

As you know, the County starts to wind down around the latter part of October with regard to budgets, around the latter part of October, the early part of November. There will come a point in November in which we get everything stopped. We cannot buy anything; we cannot spend anything. And so we're working now to make sure we get any encumbrances out, anything we haven't encumbered that we encumber it. That anything that's out in the -- at works -- to be submitted, as far as invoices go, that we do that. So the staff's working very hard with that. So you will notice that we have 6.9 million dollars on that sheet - report.

We still have the Fourth Quarter; October, November, and December numbers' to calculate as to -- against the budget. We have about six million dollars in just salary benefits alone. So those will take up to six million, and we'll have about nine-one, which is almost a million dollars, that will probably go back to the County.

And this year they're really sort of wanting that to happen. In past years, we've kind of been given a hit on the hand because of it. But now, we -- this year, we're not going to be allowed to use Salary Savings. Those positions that we have still available to us we will not be able to fill this year. Those have been put on hold. However, any position that became vacated as of June 8th, we should be able to fill going into next year but not now.

So they know now that we will have money left on the table. And that's not a bad thing is what I've been told, for this year, but we don't want to make that a habit. So we'll make sure that we try to do some things differently next year. But I do want you to know that we will get those -- that update -- those updates to you that have been a problem.

If you look at our -- move forward now with the -- if there are not any questions, I'll move forward with the Usage Summary and other reports. Are there any questions?

#### **20-50 MONTHLY USAGE SUMMARY**

**MRS. GAYLE H. HOLLOMAN:** Usage Summary, you know, everything is down because we are in a COVID environment and we've been doing curbside service. So none of our numbers are going to be in any great comparison. We're all going to be minus in all areas that you have been accustomed to having reviewed, because we're just

not operating in that vein, which is why in my report, my actual written report that's attached here, I did give you an idea of how curbside service is going. So we'll talk about that a little bit later when we get to that part of the agenda.

I also wanted to mention to you the Stats at a Glance, you have those. And you also have the quarterly -- the Third Quarter Stats at a glance. And so you've been provided with that so that you'll see just what we're doing.

Right now, we have a hundred and eighty thousand forty-six Virtual Circulation. And that is phenomenal. So we're just very excited that people have really, really taken to our Virtual Programming and the dollars were well spent to make that happen.

#### **20-51 QUARTERLY CUSTOMER SERVICE REPORT**

**MRS. GAYLE H. HOLLOMAN:** We have a Quarterly Service Report with regards to our Customer Comments. The comments have been good overall. We've got three hundred and fifty-seven compliments for the Third Quarter, against last year, a hundred and twenty-eight. We -- our complaints are down from last year. Last year was a hundred and sixty-one. We're at a hundred. Inquiries are up; two thousand one hundred and three overall against 2019, three hundred and eighty-three. And that's because people are asking the questions that we received just a moment ago from our Public Comment, that people are wanting to know when we're going to open, what's going on. And so we're getting those types of questions. And we knew that we would. So that's what's driving that. We get positive comments, but we also get the comments of people saying, what in the world are you doing? You're not opening. So we knew those things would happen, and we are working toward trying to find a much more traditional way of offering service.

Some of the comments that we received that you'll note there are: Thanks for being of service. That was our patron at the West End Library. The libraries always there to answer questions. I'm sure that -- that sound like it may have come through our library -- Ask A Librarian, which is where people can call in and ask all kinds of questions during the time periods that we're doing curbside service, and they get their answers back.

And another one: Thanks for curbside service.

So those are just a few to give you a little bit of an idea of just where we are with all of that.

#### **QUARTERLY LIBRARY CLOSURE REPORT**

There's also a report that we give you periodically and that's the Central -- I mean, that's the Quarterly Library Closure

Report. We have actually not been closed any more than before we reopened in June, which the staff went back, really, June 15th. We reopened in July with curbside service. And so we've been steadily open and doing those things and not having to close back for any other reason.

In 2019, we did have two and twenty-one hour that we were closed that we were not in a COVID environment, and that was primarily for inclement weather situations.

Since I have the floor here for a moment, unless you have some questions, I wanted to tell you a couple of other things. Any questions about anything so far?

Okay. The other thing I wanted to mention is the Evelyn G. Lowery Library Branch at Cascade received the designation of LEED Gold. As you know, there are different designations for our sustainability and all of that. And they went for, I believe LEED silver, and we got gold. So that's really a plus for us. We should be getting plaques of all kinds of accolades because of that. So if you didn't know already, I wanted to make sure I brought that to your attention.

And the website was talked about. We do have a new website. That website launched this week; [fulcolibrary.org](http://fulcolibrary.org). It is easier to navigate. It is bringing us into the 21st Century, because ours was a little bit cumbersome. It's on par with other library systems websites', and I think that you're going really see a difference if you've been used to going on our website. And I have to say, you had to really search. Even those of who were used to it, had to really look for things a lot more. I think it's a lot plainer. It's a lot simpler. Just people are finding it to be really a welcomed format.

We did have staff input. We had staff to go on for about a week and use it and send in their comments. Then we had the public to go in. They could actually go in and send their comments. And so now we've been able to launch it. There are still things to tweak. There's still some things that's not quite where we need them to be. And so as we move forward you will see changes and updates. And if you're on there and you see something that you think is of concern, please make us aware.

But we've had probably close to fifty people who have provided - - staff members -- who have provided content to make that happen and who have made also some technical things apart of what we do as well as Claudia Strange's team that worked very, very hard with all the graphics and all of those artistic features that you will see there.

So it's a real work in progress. I had never been exposed to website design or anything until now. So it was very, very

interesting and a learning experience for a lot of us who were a part of it. So they are to be applauded for what they've done. Any other -- any questions or anything else that I may not have covered?

**CHAIRMAN PHYLLIS D. BAILEY:** Any further comments or concerns from the Board? Is that Mr. Joyner?

**MR. D. CHIP JOYNER:** Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Yes?

**MR. D. CHIP JOYNER:** Just overall in this new environment, how is the morale of the staff? How is everyone doing? And have we had any outbreaks internally?

**MRS. GAYLE H. HOLLOMAN:** We've only had two outbreaks internally. And I think that has a lot to do with the fact that we are doing what we're doing. And we're holding it together. We've had proper PPE and proper use of PPE. The staff, I think, overall are doing well. A lot of them are extremely concerned about it, as we all are about this whole COVID environment. And they're very concerned about as we move forward to try to provide more traditional library service -- are they going to end up ill or whatever. And we've had a few people who thought that things were happening with regard to them being exposed to COVID, but we followed the protocols that the County has set out, and then they came back, except for the two that I mentioned, and they were fine. But we did have to follow the protocols. We had to let them go out for fourteen days and all that. They had to be tested again. But they followed the protocols and they were fine. But we did have the two occasions where we had to shut -- well, we didn't shut it down. We closed the building. Well, we did shut one of them down on a Saturday. Then they sanitized the building. The staff came back on that Monday.

Another one, we had to have the staff -- another staff come in behind them. All of the staff had to end up going and being quarantined. So that was about seven or eight people that had to be quarantined. So those were the two that we've had. But, as I said, we've had rumors of it. People think that something has happened or they've been exposed. And then each time, so far, they've gone and it has not been anything to cause us to have to shut down or to actually be in a legitimate situation. So we're glad of that because we don't want anyone to get sick. But only two so far. So that's been good.

Staff morale, I think, could be better. I think the fact that people are being asked to work elections -- not everyone will buy into certain things at the same time -- and so they feel, I think, because it's happened so often now that our department

has been called on to serve in elections, just to be honest, I think a lot of people feel put upon. And so that's something that I don't think that we can do much about because the County Manager has declared that it is a priority. It is a number one priority of the County. And so I have taken to it with that same spirit, because, you know, we provide Voter Registration at our library desk, always have. And so we are fully involved in it even when we're not having elections. And so I think as a virtue of that, we have to realize that this is just an extension of the fact that we've always allowed the libraries to offer Voter Registration.

And so with that in mind, it stands to reason that we would be a part of elections. And with us not providing any more than curbside service at the moment, we have some staff that could be afforded to go and serve. And, you know, it's getting to be a little thin some days when we've got to send people to elections, because it's not just a one day thing. If they say, come, you're like there for weeks. So I've got staff that have been there since the beginning of October, and they're going to be there through November the 3rd. So it does become, you know, a little bit of a challenge for us to staff.

So far it has not been a major staffing concern, but it is beginning to get a little bit more of a concern than it was in June, for instance, when we had those elections, so -- or Early Voting.

So that's where we are.

**MR. D. CHIP JOYNER:** Has there been any concern about employment security, or job security?

**MRS. GAYLE H. HOLLOMAN:** Well, people ask those kinds of questions. We -- the County Manager has been very adept in talking with the Commission and making sure that they -- that he keeps them informed as to just, you know, how he feels about that. That was the whole point of -- that was the whole point of him saying that -- or going to the Commissioner and getting the okay to just suspend hiring for right now, because then, you know, you keep that money in the pot. You're not replacing people at the moment.

So that was one way of doing it so that you save jobs. So there are Library Systems around the nation that have furloughed people. And, I mean, it's been really, really a bad situation. People have been laid off that won't come back probably. A lot of Systems have been cut and their budget. And we have not sustained that. In fact, they were good enough in general to give us extra money for our Virtual Resources to help us during this pandemic time.

So I think that the support we have received as a department is really attestament to just how much -- how good they feel, how good the Commission feels about the service that we offer to the public. So I've been very impressed with that. And I just think it's phenomenal, because I keep a real eye on all kinds of ListServs. I keep a real eye on what's happening around the nation. And so that's not the case with most of the libraries around the nation that this is happening. And, you know, we're not the biggest, but we're also not the smallest. And so I think they understand that we have a real commitment and they are appreciative of it. The demand is still there from them for us to do more about opening. But they've been very, very supportive. So -- and I think the staff appreciates it as well.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Anyone else?

**MR. PAUL KAPLAN:** I think you covered it well.

**MRS. GAYLE H. HOLLOMAN:** Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes, you did.

**MR. PAUL KAPLAN:** Again, you're really doing a fantastic job. Very much involved with all the things with construction, and what's happening with the employees. But I'll tell you that the curbside is going great. I've heard nothing but good things, positive things about it.

**MRS. GAYLE H. HOLLOMAN:** It is.

**MR. PAUL KAPLAN:** Maybe some of the employees are a little bit inconvenienced because they have to work the election, but, you know, that's going to pass, and we'd be back in the library again, so...

**MRS. GAYLE H. HOLLOMAN:** Right. Right.

**MR. PAUL KAPLAN:** It's better than sitting home.

**MRS. GAYLE H. HOLLOMAN:** We're asking so. But, anyway, I don't know. I worked fourteen and a half hours on June 9th. And I've got a commitment that I have to serve on November 3rd, so, you know, we're trying to do all that we can to be team players and all of that type of thing. So I think it's going to be, you know, one of those things that we'll be okay.

I do want to go back to the Central Library, though. It's just going to be absolutely fabulous to you all. They started putting in the tower this week. And it's just phenomenal. I mean, just to think about what they're going to do. It's twenty-eight feet tall. And it's going to allow us to have all sorts of wonderful displays that you can see from Peachtree Street. We don't exactly know that works. And, hopefully, at some point, we can get approval from you all to sell time so

that people can -- Coca-Cola sign can flash up, whatever; the Hawks could flash up something, you know, on the media tower. But we haven't gotten to that. But it's really going to open the door for us to do a lot of things that we wanted to do in the past, and to get -- to get that building known. Because I'm from Atlanta, and I still have people say, you work where? You know, because they don't know about that big granite building until I say it's across the street from whatever, whatever. And then they say, oh. So now they'll be able to hopefully recognize it more, and I think it's going to be a great selling point for us.

So I just wanted to let you know that there are exciting things happening. It's a little bit slow in some cases, but it's still happening. And, I mean, that building is going to be phenomenal. All of them are phenomenal. You may have caught some of them on television this week when they show people standing in line at the poles. I know the Wolf Creek Library is always featured. The Buckhead Library seems to be always featured.

In fact, I was trying to get my husband last night to run in real quick so he could see the Buck Storyteller with the little dogs in front of it at the Buckhead Library, because I've been telling him about how the thing is kind of weird looking. It's almost six feet tall. And if you walk up on it the wrong way, you might get startled. But it went off too quick and he didn't get to see it.

But we're in the news in little ways like that. So that's always exciting, too, when I can catch one of our libraries and say, that's -- that's one of ours, you know. So I get excited about the smallest things, but it's also a good time for us in that regard.

**CHAIRMAN PHYLLIS D. BAILEY:** Is there any way, Mrs. Holloman, that as a Board we could get to see the Central Library?

**MRS. GAYLE H. HOLLOMAN:** We want to do a tour. I've been -- I sent -- about three weeks ago, I sent an email to Al Collins asking that he and his team would allow us some dates coming up mid-November to late November that we can do just that. We've had a few tours with Commissioners. But we've tried not to crowd it out too much, because it really becomes a problem for them when they're trying to work. But I have asked for some dates, so I'll let you know as soon as I can get a date and you can come in and see it. It's just amazing. I mean, it's not even anywhere -- there's no furniture in it yet or any of that. That's coming in November. But even with that you can still see what they call on HGTV good bones. And so the good bones are

there, and they're doing a phenomenal job of getting it to a point. So I'll definitely keep you abreast of that date.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. Thank you.

Any other comments or concerns?

Thank you so much, Mrs. Holloman. You've done a fantastic job. The weight of the responsibilities you carry are phenomenal. And I commend you on how gracefully you have carried on with this role.

**MRS. GAYLE H. HOLLOMAN:** Well, thank you.

#### COMMITTEE REPORTS

##### LIBRARY VISITATION - D. CHIP JOYNER, VICE CHAIRMAN

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

**MR. D. CHIP JOYNER:** I have nothing to report at this time.

**CHAIRMAN PHYLLIS D. BAILEY:** I started down to the Hapeville Library, and the sky looked so terribly threatening, I turned around and came back. So I guess I didn't have the courage of my conviction.

##### BYLAWS AND RULES - PRISCILLA BORDERS AND NINA RADAKOVICH

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Mrs. Borders? Judge Nina?

**MS. NINA RADAKOVICH:** We have nothing to report.

##### NATIONAL AND STATE DEVELOPMENTS - LINDA JORDAN AND JOE PIONTEK

**CHAIRMAN PHYLLIS D. BAILEY:** Ms. Jordan and Mr. Piontek, if he available? Is he on?

**MS. LINDA JORDAN:** We have nothing to report today, Madam Chair.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Thank you.

#### UNFINISHED BUSINESS

##### CURBSIDE SERVICE - UPDATE

**CHAIRMAN PHYLLIS D. BAILEY:** Unfinished Business. Looks like Curbside Service - Update.

**MRS. GAYLE H. HOLLOMAN:** Yes. I just wanted to make mention real quickly that you have on page 1 -- well, it seems page 1. I don't know. Oh, I guess -- anyway. You have the Director's Report. And this month I decided to give you an idea of just where we are with items picked up at curbside in the month of September. And so right now we are at thirty-seven thousand one hundred and twenty-one items that were picked up during the month. And you have a listing of how many items were picked up at each location. So just wanted you to have -- get an idea of just what's happening there. People have really responded well to Curbside Service. It is just going along quite well. And it really helped when we were able to bring in the other six libraries that -- like, Buckhead and Northside and all of those -- that had been closed for renovation, although they've not had a great celebration for reopening, but we were able to put them in the mix. And so that took some of the burden off some of the



other libraries, like Peachtree and what have you, that were really getting a bit swamped. And so that's kind of evened it out a little bit more. And I think that helped staff a lot, too, with their response to not feeling overwhelmed by it. But it's going along well. In some areas, it's a little bit more robust than others. But we're getting there. And the people are picking up the items.

**CHAIRMAN PHYLLIS D. BAILEY:** Good idea. I'm glad that the Curbside Service is working so well. I think that this should be an incentive for those who are anxious to be open. And I know I can understand that. But this is at least something that we're doing in a time when we have to be extremely careful about those who are coming to the library, because health reasons would impede anything that you wanted to do at the library. We did recognize that at the beginning.

#### **NEW BUSINESS**

#### **19-62 2020 FULTON COUNTY LIBRARY SYSTEM HOLIDAY/CLOSING**

#### **CALENDAR-REVISED**

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. New Business. Okay. The System Holiday Closing Calendar/Revised.

We will take a look at that. Which part is that?

**MRS. GAYLE H. HOLLOMAN:** Madam Chair --

**CHAIRMAN PHYLLIS D. BAILEY:** Which part is that?

**MRS. GAYLE H. HOLLOMAN:** If I might explain the necessity of that, for those of you who I'm sure would not readily know, we had continued to plan our Annual Staff Development Day Program. And we were going to do it virtually. And things were going along well until we realized just how much we would be involved in elections. And so it was planned to be held on November 16th, I believe the date was. And we've come to realize, as we've got closer and closer, that it's just not going to be doable, because so many of our staff would not be able to participate. And so we decided that why do it because they just won't be there. And so the decision was made to ask you if you would mind revising the calendar this year to just remove that. And so that's what this revision for 2020 is all about. And then you'll see on the one for 2021 what's being suggested for next year. What we're going to do instead of Staff Development Day 2020 is that we will do a Staff Appreciation. It's going to be virtual. We're going to go around and it's going to, I think, a lot of fun. We're going to have participation from the staff. We're still going to do our Spirit Awards to the wonderful Foundation. Those will still be a part of it, and we'll have a way to do it virtually. And then staff can take the virtual presents and they'll be able to look

at it at their leisure. When we send it to them, they'll just be able to go and look at it anytime they want us to instead of us having to be together at one time and all that type of thing on one particular day.

So I hope that that's okay with you all. But we think that would be a better way to handle it. The Staff Appreciation portion would happen in early December, right before the holidays. So that's what we hope to get that video -- or that virtual piece out to all staff. But we just felt like that's the best thing, because as I just said, we're already on tap to offer two hundred and twenty-four staff to be at -- to be on the elections on the 3rd.

So with all that in mind, we just can't do it. We cannot have the Staff Development Day this year.

**CHAIRMAN PHYLLIS D. BAILEY:** Any member of the Board have comments or concerns about this revision?

**MS. LINDA JORDAN:** No. It just makes sense, Madam Chair. I agree. It makes sense.

**CHAIRMAN PHYLLIS D. BAILEY:** Well, I would like the Board to have a motion to accept the revised calendar for the balance of 2020, if I could?

**MOTION**

**MS. LINDA JORDAN:** So moved. I will accept what you just stated. Yes. I accept that. But I'm making that motion.

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

**MRS. PRISCILLA BORDERS:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Was that Ms. Borders? Okay. Moved by Ms. Jordan, and seconded by Ms. Borders, that the revised calendar for the balance of 2002 -- 2020, rather, for the Fulton County Library be accepted as presented.

All in favor?

*(WHEREUPON, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Negative. Anybody against? Motion carries that the revised calendar will be accepted as presented.

**MS. LINDA JORDAN:** Madam Chair, Joe is on, but he's not able to say anything, because I think he's in a different area, but he voted for it as well.

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, okay. Thank you. I appreciate that.

**20-53 2021 LIBRARY BOARD OF TRUSTEES MEETING SCHEDULE**

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Now, the 2021 Library Board of Trustees Meeting Schedule. And what I'd like to do, I'd like to especially have the input for Mr. Joyner, because this is going to impact you more so than the rest of us. And we'll take a look at the calendar as presented for 2021. And you see the

days that are listed there. Are there any comments or concerns that we need to look at?

**MR. D. CHIP JOYNER:** No. It looks good.

**MOTION**

**MR. D. CHIP JOYNER:** I'd like to make a motion that we accept it -- the calendar as presented.

**MS. LINDA JORDAN:** I second it.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Moved by Mr. Joyner; seconded by Ms. Jordan that the calendar for 2021 be accepted as presented. Any questions?

**MS. LINDA JORDAN:** I just have a question. Going forward, say we have a date already established but something comes up. So how far in advance do we have to put notice out that we might have to change the date, or we change the date? Because we don't -- it's so much uncertainty right now. So my question is: How would we go about that?

**CHAIRMAN PHYLLIS D. BAILEY:** Valid question. Does anybody have any idea? How far ahead does this have to be changed, if it's going to be changed, Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Actually, I'm going to have to defer to Zenobia. Zenobia, are you still on?

**MRS. ZENOBIA CLAXTON:** Yes. I would say at least forty-eight hours to get the publication out.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Not a problem then. As long as it isn't any more than that. I don't think it'd be a problem. With that cleared, then the motion to accept the 2021 calendar has been made and seconded. Are there any questions? All in favor?

*(WHEREUPON, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition. No opposition. Motion carries that the 2021 Holiday Closing Calendar is accepted as presented. Thank you so much.

**LIBRARY'S NEW WEBSITE**

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. The website, you talked about. Do you want to add anything to that, Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** No. I think we've pretty much covered everything I needed to say about it. I said it a little earlier in the piece, so I'm okay unless someone has questions. Please do go look at it. Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** I will. Any other questions or concerns that we have?

**MRS. ZENOBIA CLAXTON:** Madam Chair, there's one item to be voted on. That's the Library Schedule for 2021. You voted on the Board of Trustee's Schedule for 2021.

**20-54 2021 FULTON COUNTY LIBRARY SYSTEM HOLIDAY/CLOSING CALENDAR**

**CHAIRMAN PHYLLIS D. BAILEY:** Let's see. Earlier on the one for 2021 that was presented, Holiday Closing Calendar?

**MRS. ZENOBIA CLAXTON:** Yes, ma'am.

**MRS. GAYLE H. HOLLOMAN:** Yes. And I may need to fill you in on a little bit about that, if I might.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Go ahead.

**MRS. GAYLE H. HOLLOMAN:** Okay. The County Manager felt very strongly -- just go back a little bit. The County Manager is very much involved in diversity and inclusion right now as far as things are going on in the world. And he has commissioned that the Office of Diversity and Civil Rights Compliance will do all that they can. And so we've got all kinds of wonderful programs and things planned; a Book Club and all sorts of things for County employees. Just a lot of things that are going on and that we'll be rolling out now through January or so. And part of his movement with this was to change the holiday calendar next year -- starting next year -- so that we won't have a Columbus day in October as we've done in the past. That it would be swapped with Juneteenth.

**CHAIRMAN PHYLLIS D. BAILEY:** Excellent idea.

**MRS. GAYLE H. HOLLOMAN:** So you'll see that in June for the celebration or observance of Juneteenth. And so therefore, with that having been done, I'm asking that October 18 be Staff Development Day for next year.

**CHAIRMAN PHYLLIS D. BAILEY:** That makes sense.

**MRS. GAYLE H. HOLLOMAN:** So that's where we are, and that's the direction behind all of that.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay.

Does anybody have any concerns or questions about the changes for Juneteenth and for the Staff Development Day? If not, may I have a motion to accept the Holiday Closing Calendar for 2021?

**MOTION**

**MR. PAUL KAPLAN:** So moved.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan.

**MR. D. CHIP JOYNER:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. Joyner that the Holiday Closing Calendar for 2021 be accepted, as given the explanation for the changes. All in favor?

*(WHEREUPON, all said aye.)*

**MS. LINDA JORDAN:** And Joe votes, yes, too.

**CHAIRMAN PHYLLIS D. BAILEY:** Well, thank you.

Opposition? If there are no opposition, then the motion carries. And that's your calendar for next year. Now, remember

next month we will be talking about new officers. And we will do the installation of new officers in December. Anything else anyone would want to comment on or make a suggestion for?

**MR. PAUL KAPLAN:** I have a quick comment.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes?

**MR. PAUL KAPLAN:** Ms. Holloman, you're doing such a good job at curbside pickup. It's going so well. I think it's going to become part of the normal thing. When the libraries open, you're going to see some people are going to say, why can't you just give curbside pickup, also, as well as going into the library? It could happen.

**MRS. GAYLE H. HOLLOMAN:** Yes. That's what a lot of Systems -- a lot of Systems are doing just that, Mr. Kaplan. They're continuing curbside and then they find a way to start phasing in others. But they don't get rid of -- they have not gotten rid of curbside. They're still doing it, because people do like it.

**MR. PAUL KAPLAN:** With the amount of people that are using it, how many thousands of people that are going through it, I think you're going to find that's going to happen.

**MRS. GAYLE H. HOLLOMAN:** I think so. The only thing --

**MS. LINDA JORDAN:** I have a question. But don't we have to follow the guidelines of the County, the CDC, and everybody else to figure out when we can allow people to be able to go back, socialize, whatever? We still have to maintain the mask and social distancing and all that. So how can we even allow a good number of people to go into the library when we still are under the CDC guidelines. And the COVID cases are rising more.

**MRS. GAYLE H. HOLLOMAN:** Well, Ms. Jordan, that's exactly the concern. How do you do it and do it in a smart manner that is not likely, might be damaging to us health-wise. So that's the concern.

I mean, right now, it's contained -- the staff -- the staff is -- we're quarantining them. We're going to open it up even more once we let them start coming back inside. And so that's the concern. That is exactly what we have to look at; what the CDC is saying. Do we need to quarantine more at that point? Will we need more PPE? What's going to happen with day porters? Are we going to be able to get enough people to constantly clean and wipe off surfaces? How do we do that? Are we going to have money to buy covers for your -- for the mouse and for the keyboards and all that type of thing? That's what a lot of Systems are spending money on.

But then every time someone uses it, you throw the other one away. So, you know, then the staff has to be asked to make

those changes, to switch all that out using their gloves and what have you. So there's a lot involved. It's a lot more involved than people may think.

**MS. LINDA JORDAN:** And then my other question, too, Gayle, is this: I mean, how do we get those -- this might be something we might -- I don't know -- consider asking the County about -- they're supposed to be coming out with these rapid testing kits. And that's something I think the staff needs to be tested on if they are dealing with, you know, the public.

So how do we incorporate that? Can we get rapid testing kits? And who would be the person from the medical profession to even operate to do that? Is it going to be a nurse? Is it going someone from the County? Fulton County Health Department? Those are the questions I would have before I try to put anybody in harm's way, especially in light of the fact, according to the news today, these numbers are rising. And some of these cities and counties are having to shut down, plan to shut down at any point. I mean, just everybody...

**MRS. GAYLE H. HOLLOMAN:** Well, that's a concern as well. The temperatures -- we were given thermometers for each location. And the manager, or someone there, takes the temperature of each staff member. Some of those machines were found to be a little faulty. They're handheld. And you take the person's temperature, so as they arrive and all that type of thing. So would need all of that to take place as well for the public. We would need to encourage the public to wear face masks. What do you do if they don't want to wear face masks? There are a lot of concerns. Not all of our locations have guards. Are you going to have people who get -- who maybe come very upset if they're asked to wear a mask, you know. So there are a lot of questions and concerns.

But the County has established we're expected to wear masks in our buildings. But right now we have a couple of staff people who don't want to wear them.

**CHAIRMAN PHYLLIS D. BAILEY:** Really?

**MRS. GAYLE H. HOLLOMAN:** So, you know, it's a lot of things like that. And, I mean, if they really have a legitimate concern health-wise, there's a procedure for them to follow to, you know, course of action, if they really feel that there's a problem for wearing a mask.

And so there are just a lot of things that are unknown and a lot of questions that have to be answered.

**MS. LINDA JORDAN:** And I have one final question. Sorry. But this -- because I have an elderly mother. She's eighty-something -- so I do have that thermometer. And every time she

comes to my house, I put her -- before I greet her, take my mask off, I check my temperature and her temperature to make sure the temperature is not over ninety-nine.

Anybody that has a ninety-nine temperature, that's a low grade fever. And that's a sign of COVID. Doesn't mean you have it. So my question is: If somebody comes to the library and you're checking with a thermometer, they have a ninety-nine degree fever, do you tell them to leave? I mean, I would if they came to my house.

I mean, my question is: How do we establish protocol on that? If they do have a ninety-nine degree fever, that's a low grade fever meaning that -- a lot of people think that's COVID, it might be something with COVID -- so I guess my question is: How do we deal with that if that is the case?

**MRS. GAYLE H. HOLLOMAN:** What we're going to do, Ms. Jordan, is we're going to have to establish FAQs about how this is going to be. It has to be based on CDC and legal, you know, legal concerns.

The first question is: Can we take temperatures of the public? We're doing it with the staff. But are we able to do it with the public? You know, I don't know. Adebola might be able to add something to that. But right now we have not ventured into all of that exactly. But those are some of the very questions that we'll have to get answered and we'll have to provide through FAQ's once we move into all of that.

**CHAIRMAN PHYLLIS D. BAILEY:** That's going to be quite a task.

**MRS. GAYLE H. HOLLOMAN:** It is. And that's what we're working - the public may think that we're not engaging ourselves in it, but we are, because it is a process. And that's why we said from the beginning that it has to be phased in, because there are a lot of things at stake when you start talking about all of this. And we want to be fair to everybody. We're not trying to just out for staff. We're trying to look out for the public. We're not just looking out for the public, we're looking out for staff as well. So we've got a lot to think about. And these Library Systems that have done it, they've had some interesting things to come up.

And we're just trying to do the best thing that we think we can do.

**CHAIRMAN PHYLLIS D. BAILEY:** You mentioned -- I'm sorry. Go ahead, whoever that was.

**MS. LINDA JORDAN:** I just want to say, thank you, to Gayle and also, thank you, for, you know, knowing what some of the other libraries are doing and that you are thinking about next steps for us. At least you know what some other places are doing.

And maybe we can incorporate some of that into what Fulton County Library System is doing.

**CHAIRMAN PHYLLIS D. BAILEY:** My question for you is when you were speaking a few minutes ago you said there were members of the staff who refused to wear a mask. How are handling that?

**MRS. GAYLE H. HOLLOMAN:** Well, we're handling that by first you offer them the opportunity to go through what is called -- go to the Department of Civil Rights -- what is it? -- Diversity and Civil Rights Compliance. And there's a process called, Reasonable Accommodation, and you go and you provide that information. You get a doctor's report to say that you do have some health concern. And then we have what's called an interactive meeting. I have set in on ten interactive meetings over the last month where people are saying all kinds of reasons why they can't work due to COVID.

We've even had some who have wanted us to go indefinitely and allow them to not come back to work until COVID is over. And so we've had a lot of different requests. And that would be one of them. They would have to provide that information. And then once that meeting is held and it's determined that, you know, we can do so, I, as the appointed authority, usually am able to try and find a middle ground. And sometimes we have to just say no. We can't do that. And then sometimes that leaves people with decisions to make. Do they want to go leave without pay, or they want to resign or retire or do all kinds of things?

We try to work with people when it's as reasonable as we think it should be. And because it's called, Reasonable Accommodation, it may not be what they consider reasonable, but it might be reasonable for the department, because it has to work, not just for the employee, but it has to be able to work for the department.

So I try to do all that in a humane way so that people don't feel like we're not taking into consideration their needs. But there is still a need to operate the library. And the operation of the library is my responsibility.

So I take it very seriously. But that's what we offer them first is the opportunity to go through a Reasonable Accommodation process.

**CHAIRMAN PHYLLIS D. BAILEY:** That's why I asked, because I was thinking in terms of all the other employees. If one or two decide they didn't want to wear a mask, how would that be handled? But I think you're handling it professionally and capable. Thank you so much for that.

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

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



**MRS. GAYLE H. HOLLOMAN:** I did want to go back with one thing, so I don't get on the record as not giving props to people. I made the mention -- made mention a moment about the County Manager and securing Juneteenth. He did present that to the Board of Commission. And the Commissioners okay'd it. So, as always, those things have to go through the Commission for approval. So I just wanted you to know that. Make sure I have that on the record that I'm not just saying the County Manager did it alone but in concert with the Commission.

**CHAIRMAN PHYLLIS D. BAILEY:** Anything else?

**ADJOURNMENT**

**MOTION**

**CHAIRMAN PHYLLIS D. BAILEY:** If there are no other concerns or questions, I will entertain a motion for adjournment?

**MR. PAUL KAPLAN:** So moved.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan.

**MS. LINDA JORDAN:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by --

**MS. LINDA JORDAN:** Jordan.

**CHAIRMAN PHYLLIS D. BAILEY:** -- Ms. Jordan, okay, that the meeting be adjourned. Any questions? All in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Motion so passes. Thank you and be safe and be blessed.

*(Whereupon, the Regular Board of Trustees Meeting concluded at 5:03 p.m.)*

**Director's Report**

Gayle H. Holloman, Executive Director

**October 2020**

**Curbside Service**

Patrons continued to embrace curbside service in October. That service and early voting were able to coexist very well due to the careful planning and cooperation of the Registrations and Elections staff and Library staff. There were no parking lot issues during voting.

**Renovation Projects**

The renovation of the Central Library continues along with final touches being put on the plaza at the front of the building, as well as work remains on the media tower that will stand 28 feet.

The Hapeville Library's new building is going full steam ahead. The community is really looking forward to the completion of the branch.

**Staff Engagement**

Many Library employees continue to be assigned to work early voting and to assist Elections in a myriad of ways. Staff also presented virtual programs for all ages. They fielded calls that came in about voting; and prepared reading lists as handouts. Ask-a-Librarian was staffed, and handled numerous questions and provided information requested by patrons.

The Library's upgraded and enhanced website was unveiled. It is much more user friendly and brings the System into the 21<sup>st</sup> century.

Staff throughout the Library System dressed in Halloween costumes and handed out candy to children as they and their parents visited the libraries via curbside service.

Some staff presented programs that included the following:

1. Book Club and Writing Class at the Roswell Library
2. Cleveland Avenue Library staff selected children's books for daycare center teachers to check out and pickup at curbside
3. Adamsville Branch staff presented library information to area neighborhood groups via Zoom
4. Staff at the Kirkwood Library treated patrons to the firefighter helmet headband craft
5. Staff at the Northwest Library installed deposit collections at a school
6. Ocee Library staff met via Zoom with high school media specialists to discuss and review the Library's e-resources that were of interest to the educators
7. The Youth Services Librarian at the Palmetto Library distributed 60 craft bags to children

8. Participants in the Southeast Atlanta Library's Book-Club-in-a-Bag received breast cancer awareness materials in partnership with the Fulton County Board of Health
9. Adams Park Library staff promoted "100 Books to Read Before College" to teens
10. The South Fulton Library's adult book club enjoyed reading and discussing Susanne Goldring's book *My Name is Eve* at their monthly virtual event.
11. During the Milton Library's Book Stream for Tweens, the featured title was *A Whale of Wild* by Rosanne Parry
12. Buckhead Library staff created a handout called "Horrible Movies" which is a list of classic horror and slash movies. Patrons loved it!
13. The staff at the Cascade Library created upcoming programs for National Diabetes Month and World Vegan Month
14. Fall Reading Challenge plans were made by staff at the East Atlanta Library
15. During curbside service at the East Roswell Library fun handouts were passed out of take and make craft kits

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF OCTOBER 31, 2020

Doc. #20-57

| SERVICE              | 2020 BUDGET       | OCTOBER          | 2020 YTD          | 2020 YTD         | 2020 YTD          | 2020 YTD % | BUDGET           |
|----------------------|-------------------|------------------|-------------------|------------------|-------------------|------------|------------------|
| DESCRIPTION          | ALLOCATION        | EXPENDITURES     | EXPENDITURES      | ENCUMBRANCES     | COMMITTED         | COMMITTED  | BALANCE          |
| REG SALARY           | 14,554,566        | 987,062          | 11,949,986        | -                | 11,949,986        | 82%        | 2,604,580        |
| PART TIME SALARY     | 484,491           | 29,031           | 342,366           | -                | 342,366           | 71%        | 142,125          |
| BENEFITS             | 7,456,178         | 531,707          | 5,802,882         | -                | 5,802,882         | 78%        | 1,653,296        |
| BOOKS                | 3,263,104         | 148,815          | 2,023,065         | 1,334,360        | 3,357,425         | 103%       | (94,321)         |
| OFFICE EQUIP. REPAIR | 9,649             | -                | 7,673             | 1,234            | 8,907             | 92%        | 742              |
| EQUIPMENT            | 15,691            | -                | 2,484             | 7,438            | 9,922             | 63%        | 5,769            |
| OFFICE FURNITURE     | 1,385             | -                | 384               | -                | 384               | 28%        | 1,001            |
| PROFESSIONAL SERV    | 23,190            | 2,545            | 14,123            | 6,262            | 20,385            | 88%        | 2,805            |
| COPIER MACHINE LEASE | 151,524           | 16,516           | 136,878           | -                | 136,878           | 90%        | 14,646           |
| COPIER PAPER         | -                 | -                | -                 | -                | -                 | 0%         | -                |
| SUPPLIES             | 73,966            | 4,070            | 33,437            | 17,482           | 50,919            | 69%        | 23,047           |
| SOFTWARE MAINTENANCE | 560,789           | 11,139           | 13,939            | 479,567          | 493,506           | 88%        | 67,283           |
| BUILDING RENT        | 210,843           | 30,873           | 159,483           | 75,173           | 234,656           | 111%       | (23,813)         |
| OTHER SERVICES       | 498,839           | 22,214           | 334,168           | 114,928          | 449,096           | 90%        | 49,743           |
| TRAVEL               | 24,600            | -                | 2,275             | -                | 2,275             | 9%         | 22,325           |
| HOSPITALITY          | 628               | -                | 35                | -                | 35                | 6%         | 593              |
| VEHICLE MAINTENANCE  | 17,850            | 779              | 17,275            | -                | 17,275            | 97%        | 575              |
| GENERAL INSURANCE    | 622,596           | 51,884           | 518,835           | -                | 518,835           | 83%        | 103,761          |
| CONTINGENCY          | 2,270             | -                | -                 | -                | -                 | 0%         | 2,270            |
| <b>TOTAL</b>         | <b>27,972,159</b> | <b>1,836,635</b> | <b>21,359,288</b> | <b>2,036,444</b> | <b>23,395,732</b> | <b>84%</b> | <b>4,576,427</b> |

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OCTOBER 31, 2020

| ORGANIZATION             | SERVICE              | 2020 BUDGET       | OCTOBER          | 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        | 847,051          | 10,305,972        | -                | 10,305,972        | 82%         | 2,272,060        |
|                          | PART TIME SALARY     | 484,491           | 29,031           | 342,365           | -                | 342,365           | 71%         | 142,126          |
|                          | BENEFITS             | 6,364,176         | 456,562          | 4,993,683         | -                | 4,993,683         | 78%         | 1,370,493        |
|                          | BOOKS                | 3,263,104         | 148,815          | 2,023,065         | 1,334,360        | 3,357,425         | 103%        | (94,321)         |
|                          | OFFICE EQUIP. REPAIR | 3,889             | -                | 3,147             | -                | 3,147             | 81%         | 742              |
|                          | EQUIPMENT            | 4,000             | -                | 1,420             | -                | 1,420             | 36%         | 2,580            |
|                          | OFFICE FURNITURE     | 1,385             | -                | 385               | -                | 385               | 28%         | 1,000            |
|                          | PROFESSIONAL SERV    | 19,303            | 2,545            | 12,720            | 5,954            | 18,674            | 97%         | 629              |
|                          | COPIER MACHINE LEASE | 151,524           | 16,516           | 136,877           | -                | 136,877           | 90%         | 14,647           |
|                          | SUPPLIES             | 15,471            | -                | 2,684             | 827              | 3,511             | 23%         | 11,960           |
|                          | BUILDING RENT        | 210,843           | 30,873           | 159,471           | 75,173           | 234,644           | 111%        | (23,801)         |
|                          | OTHER SERVICES       | 314,948           | 12,968           | 198,930           | 84,605           | 283,535           | 90%         | 31,413           |
|                          | VEHICLE MAINTENANCE  | 2,000             | -                | 1,026             | -                | 1,026             | 51%         | 974              |
|                          | GENERAL INSURANCE    | 404,826           | 33,736           | 337,355           | -                | 337,355           | 83%         | 67,471           |
|                          | CONTINGENCY          | -                 | -                | -                 | -                | -                 | 0%          | -                |
| <b>Total</b>             |                      | <b>23,817,992</b> | <b>1,578,095</b> | <b>18,519,101</b> | <b>1,500,918</b> | <b>20,020,019</b> | <b>84%</b>  | <b>3,797,973</b> |

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OCTOBER 31, 2020

| ORGANIZATION     | SERVICE              | 2020 BUDGET      | OCTOBER        | 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        | 140,011        | 1,644,013        | -              | 1,644,013        | 83%         | 332,521        |
|                  | BENEFITS             | 1,092,002        | 75,145         | 809,198          | -              | 809,198          | 74%         | 282,804        |
|                  | OFFICE EQUIP. REPAIR | 5,760            |                | 4,526            | 1,234          | 5,760            | 100%        | -              |
|                  | EQUIPMENT            | 11,691           | -              | 1,064            | 7,438          | 8,502            | 73%         | 3,189          |
|                  | OFFICE FURNITURE     | -                | -              | -                | -              | -                | 0%          | -              |
|                  | PROFESSIONAL SERV    | 3,887            | -              | 1,402            | 308            | 1,710            | 44%         | 2,177          |
|                  | COPIER MACHINE LEASE | -                | -              | -                | -              | -                | 0%          | -              |
|                  | COPIER PAPER         | -                | -              | -                | -              | -                | 0%          | -              |
|                  | SUPPLIES             | 58,495           | 4,070          | 30,754           | 16,655         | 47,409           | 81%         | 11,086         |
|                  | SOFTWARE MAINTENANCE | 560,789          | 11,139         | 13,939           | 479,567        | 493,506          | 88%         | 67,283         |
|                  | OTHER SERVICES       | 183,891          | 9,246          | 135,875          | 30,323         | 166,198          | 90%         | 17,693         |
|                  | TRAVEL               | 24,600           | -              | 2,275            | -              | 2,275            | 9%          | 22,325         |
|                  | HOSPITALITY          | 628              |                | 35               | -              | 35               | 6%          | 593            |
|                  | VEHICLE MAINTENANCE  | 15,850           | 779            | 15,603           | -              | 15,603           | 98%         | 247            |
|                  | GENERAL INSURANCE    | 217,770          | 18,148         | 181,475          | -              | 181,475          | 83%         | 36,295         |
|                  | CONTINGENCY          | 2,270            | -              | -                | -              | -                | 0%          | 2,270          |
| <b>Total</b>     |                      | <b>4,154,167</b> | <b>258,538</b> | <b>2,840,160</b> | <b>535,524</b> | <b>3,375,685</b> | <b>81%</b>  | <b>778,482</b> |

## Monthly Usage Summary - October 2020

Doc. #20-58

| Activity and Description  | 2020<br>October | YTD       | 2019<br>October | YTD       | YTD % +/- |
|---|-----------------|-----------|-----------------|-----------|-----------|
| <b>Circulation</b>  |                 |           |                 |           |           |
| Total number of items checked out of the library                          | 90,834          | 822,513   | 230,693         | 2,435,889 | -66%      |
| <b>Holds</b>  |                 |           |                 |           |           |
| Number of requests by patrons   | 52,852          | 337,319   | 42,881          | 448,224   | -25%      |
| <b>Inter-Library Loans</b>  |                 |           |                 |           |           |
| Number of items lent to or borrowed from another library system           | 0               | 967       | 415             | 4193      | -77%      |
| <b>Visits</b>   |                 |           |                 |           |           |
| Number of people entering a library for any reason                        | 0               | 539,692   | 237,261         | 2,431,293 | -78%      |
| <b>Computer/Internet Usage</b>  |                 |           |                 |           |           |
| Number of computer sessions (Internet access and office software)         | 0               | 145,866   | 47,623          | 405,883   | -64%      |
| Number of hours of computer use   | 0               | 47,621    | 97,907          | 449,561   | -89%      |
| <b>Web hits</b>   |                 |           |                 |           |           |
| Number of times people have visited the library's website                 | 688,297         | 4,992,086 | 661,386         | 6,584,537 | -24%      |
| <b>Online Resources</b>   |                 |           |                 |           |           |
| Number of times a resource is logged into or a patron action is committed | 222,742         | 1,813,828 | 156,290         | 1,982,381 | -9%       |
| <b>Computer Classes</b>   |                 |           |                 |           |           |
| Number of classes   | 0               | 23        | 10              | 84        | -73%      |
| Number of attendees   | 0               | 199       | 82              | 652       | -69%      |
| <b>Virtual Circulation</b>  |                 |           |                 |           |           |
| Number of e-books and e-audiobooks checked out                            | 87,301          | 851,782   | 62,440          | 625,787   | 36%       |
| <b>Children's programs</b>  |                 |           |                 |           |           |
| Library sponsored programs offered for children (birth - 12)              | 45              | 882       | 393             | 3246      | -73%      |
| Number of people attending programs                                       | 895             | 45552     | 11094           | 106836    | -57%      |
| <b>Teen Programs</b>  |                 |           |                 |           |           |
| Library sponsored programs offered for teens (13 - 17)                    | 16              | 200       | 80              | 638       | -69%      |
| Number of people attending programs                                       | 455             | 6288      | 2303            | 13200     | -52%      |
| <b>Adult Programs</b>   |                 |           |                 |           |           |
| Library sponsored programs offered for adults (18 + )                     | 36              | 1305      | 470             | 4716      | -72%      |
| Number of people attending programs                                       | 738             | 131,054   | 11752           | 105289    | 24%       |
| <b>Programs - Total</b>   |                 |           |                 |           |           |
| Library sponsored programs offered (includes all-ages not counted above)  | 117             | 2446      | 943             | 8598      | -72%      |
| Number of people attending programs                                       | 2,467           | 187,936   | 25,149          | 227842    | -18%      |
| <b>Meeting Rooms</b>  |                 |           |                 |           |           |
| Non-library sponsored meetings or activities scheduled                    | 0               | 781       | 255             | 3362      | -77%      |
| Number of people attending meetings or activities                         | 0               | 15,503    | 5,529           | 61584     | -75%      |

### Fulton Library System Circulation Stats - October 2020

| AGENCY NAME             | ADULT         | JUVENILE      | Y/A          | OTHER    | Month-2020<br>TOTAL | Month-2019<br>TOTAL | INCREASE/<br>DECREASE | PERCENT<br>CHANGE | YTD 2020<br>CIRC | YTD 2019<br>CIRC | INCREASE/<br>DECREASE | PERCENT<br>CHANGE |
|-------------------------|---------------|---------------|--------------|----------|---------------------|---------------------|-----------------------|-------------------|------------------|------------------|-----------------------|-------------------|
| ADAMS PARK              | 202           | 235           | 19           | 0        | 456                 | 97                  | 359                   | 370.10%           | 4,452            | 11,468           | -7,016                | -61.18%           |
| ADAMSVILLE/COLLIER HGTS | 394           | 241           | 24           | 0        | 659                 | 81                  | 578                   | 713.58%           | 2,196            | 16,897           | -14,701               | -87.00%           |
| ALPHARETTA              | 3,588         | 6,338         | 390          | 0        | 10,316              | 42,341              | -32,025               | -75.64%           | 130,477          | 381,016          | -250,539              | -65.76%           |
| BUCKHEAD                | 1,750         | 1,545         | 88           | 0        | 3,383               | 994                 | 2,389                 | 240.34%           | 9,391            | 86,213           | -76,822               | -89.11%           |
| CLEVELAND AVE           | 245           | 107           | 32           | 0        | 384                 | 58                  | 326                   | 562.07%           | 1,287            | 10,044           | -8,757                | -87.19%           |
| COLLEGE PARK            | 302           | 408           | 15           | 0        | 725                 | 249                 | 476                   | 191.16%           | 7,130            | 14,198           | -7,068                | -49.78%           |
| DOGWOOD                 | 199           | 153           | 23           | 0        | 375                 | 2,035               | -1,660                | -81.57%           | 7,152            | 4,689            | 2,463                 | 52.53%            |
| EAST ATLANTA            | 813           | 1,386         | 45           | 0        | 2,244               | 1,490               | 754                   | 50.60%            | 7,322            | 69,485           | -62,163               | -89.46%           |
| EAST POINT              | 656           | 419           | 58           | 0        | 1,133               | 5,102               | -3,969                | -77.79%           | 11,230           | 24,684           | -13,454               | -54.50%           |
| EAST ROSWELL            | 2,804         | 4,119         | 167          | 0        | 7,090               | 23,487              | -16,397               | -69.81%           | 73,453           | 259,863          | -186,410              | -71.73%           |
| FAIRBURN                | 283           | 258           | 28           | 0        | 569                 | 2,258               | -1,689                | -74.80%           | 6,722            | 12,991           | -6,269                | -48.26%           |
| HAPEVILLE               | 5             | 1             | 0            | 0        | 6                   | 303                 | -297                  | -98.02%           | 149              | 9,557            | -9,408                | -98.44%           |
| KIRKWOOD                | 985           | 1,582         | 72           | 0        | 2,639               | 6,560               | -3,921                | -59.77%           | 28,994           | 19,442           | 9,552                 | 49.13%            |
| MARTIN LUTHER KING, JR  | 602           | 439           | 31           | 0        | 1,072               | 2,117               | -1,045                | -49.36%           | 11,334           | 18,615           | -7,281                | -39.11%           |
| MECHANICSVILLE          | 79            | 276           | 4            | 0        | 359                 | 35                  | 324                   | 925.71%           | 1,089            | 7,448            | -6,359                | -85.38%           |
| METROPOLITAN            | 674           | 1,407         | 70           | 0        | 2,151               | 8,891               | -6,740                | -75.81%           | 26,457           | 91,210           | -64,753               | -70.99%           |
| MILTON                  | 2,708         | 4,761         | 289          | 0        | 7,758               | 24,652              | -16,894               | -68.53%           | 76,517           | 278,241          | -201,724              | -72.50%           |
| NORTHEAST/SPRUILL OAKS  | 1,200         | 2,088         | 119          | 0        | 3,407               | 2,502               | 905                   | 36.17%            | 12,113           | 102,157          | -90,044               | -88.14%           |
| NORTHSIDE               | 1,365         | 1,368         | 96           | 0        | 2,829               | 915                 | 1,914                 | 209.18%           | 8,376            | 75,572           | -67,196               | -88.92%           |
| NORTHWEST               | 1,049         | 1,219         | 78           | 0        | 2,346               | 8,726               | -6,380                | -73.11%           | 30,030           | 87,275           | -57,245               | -65.59%           |
| OCEE                    | 2,050         | 3,890         | 365          | 0        | 6,305               | 2,867               | 3,438                 | 119.92%           | 24,528           | 158,157          | -133,629              | -84.49%           |
| PALMETTO                | 195           | 351           | 8            | 0        | 554                 | 2,245               | -1,691                | -75.32%           | 6,260            | 23,930           | -17,670               | -73.84%           |
| PEACHTREE               | 2,466         | 2,544         | 166          | 1        | 5,177               | 11,760              | -6,583                | -55.98%           | 55,276           | 104,139          | -48,863               | -46.92%           |
| PONCE DE LEON           | 1,813         | 2,212         | 139          | 0        | 4,164               | 10,382              | -6,218                | -59.89%           | 11,182           | 114,452          | -103,270              | -90.23%           |
| ROSWELL                 | 3,510         | 3,208         | 285          | 1        | 7,004               | 2,068               | 4,936                 | 238.68%           | 66,262           | 18,111           | 48,151                | 265.87%           |
| SANDY SPRINGS           | 3,970         | 4,293         | 308          | 1        | 8,572               | 27,820              | -19,248               | -69.19%           | 91,102           | 114,512          | -23,410               | -20.44%           |
| SOUTHEAST               | 446           | 1,099         | 51           | 0        | 1,596               | 4,371               | -2,775                | -63.49%           | 14,805           | 44,269           | -29,464               | -66.56%           |
| SOUTH FULTON            | 795           | 1,006         | 48           | 0        | 1,849               | 7,285               | -5,436                | -74.62%           | 20,489           | 73,695           | -53,206               | -72.20%           |
| SOUTH WEST              | 598           | 515           | 65           | 0        | 1,178               | 4,813               | -3,635                | -75.52%           | 14,808           | 18,039           | -3,231                | -17.91%           |
| WASHINGTON PARK         | 267           | 320           | 29           | 0        | 616                 | 1,770               | -1,154                | -65.20%           | 9,151            | 5,301            | 3,850                 | 72.63%            |
| WEST END                | 475           | 451           | 47           | 0        | 973                 | 2,357               | -1,384                | -58.72%           | 8,248            | 10,673           | -2,425                | -22.72%           |
| WOLFCREEK               | 1,158         | 1,190         | 136          | 1        | 2,485               | 12,179              | -9,694                | -79.60%           | 28,944           | 117,904          | -88,960               | -75.45%           |
| <b>BRANCHES TOTAL</b>   | <b>37,646</b> | <b>49,429</b> | <b>3,295</b> | <b>4</b> | <b>90,374</b>       | <b>222,810</b>      | <b>-132,436</b>       | <b>-59.44%</b>    | <b>806,926</b>   | <b>2,384,247</b> | <b>-1,577,321</b>     | <b>-66.16%</b>    |
| CENTRAL                 | 230           | 114           | 9            | 0        | 353                 | 957                 | -604                  | -63.11%           | 6,232            | 8,803            | -2,571                | -29.21%           |
| OUTREACH SERVICES       | 47            | 48            | 7            | 0        | 102                 | 504                 | -402                  | -79.76%           | 682              | 2,110            | -1,428                | -67.68%           |
| AUBURN AVE RESEARCH     | 2             | 3             | 0            | 0        | 5                   | 6,422               | -6,417                | -99.92%           | 8,673            | 40,729           | -32,056               | -78.71%           |
| <b>SYSTEM TOTAL</b>     | <b>37,925</b> | <b>49,594</b> | <b>3,311</b> | <b>4</b> | <b>90,834</b>       | <b>230,693</b>      | <b>-139,859</b>       | <b>-60.63%</b>    | <b>822,513</b>   | <b>2,435,889</b> | <b>-1,613,376</b>     | <b>-66.23%</b>    |



## FULTON COUNTY SYSTEM STATS AT A GLANCE - OCTOBER 2020

| AGENCY NAME                | TOTAL CIRCULATION | TOTAL REGISTRATIONS | COMPUTER USAGE | LIBRARY VISITS | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE | NUMBER OF MEETINGS | MEETING ATTENDANCE | VOTER REGISTRATIONS |
|----------------------------|-------------------|---------------------|----------------|----------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| ADAMS PARK                 | 456               | 28                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ADAMSVILLE/COLLIER HEIGHTS | 659               | 34                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 5                   |
| ALPHARETTA                 | 10,316            | 377                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| BUCKHEAD                   | 3,383             | 434                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 6                   |
| CLEVELAND AVE              | 384               | 28                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| COLLEGE PARK               | 725               | 42                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| DOGWOOD                    | 375               | 17                  | 0              | 0              | 1                  | 4                  | 0                  | 0                  | 0                   |
| EAST ATLANTA               | 2,244             | 129                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST POINT                 | 1,133             | 70                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST ROSWELL               | 7,090             | 137                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 13                  |
| FAIRBURN                   | 569               | 43                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| HAPEVILLE                  | 6                 | 14                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| KIRKWOOD                   | 2,639             | 66                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MARTIN LUTHER KING, JR     | 1,072             | 59                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MECHANICSVILLE             | 359               | 30                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| METROPOLITAN               | 2,151             | 75                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MILTON                     | 7,758             | 103                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHEAST/SPRUILL OAKS     | 3,407             | 168                 | 0              | 0              | 4                  | 161                | 0                  | 0                  | 0                   |
| NORTHSIDE                  | 2,829             | 182                 | 0              | 0              | 7                  | 12                 | 0                  | 0                  | 1                   |
| NORTHWEST                  | 2,346             | 57                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| OCEE                       | 6,305             | 290                 | 0              | 0              | 2                  | 0                  | 0                  | 0                  | 0                   |
| PALMETTO                   | 554               | 26                  | 0              | 0              | 1                  | 0                  | 0                  | 0                  | 0                   |
| PEACHTREE                  | 5,177             | 196                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PONCE DE LEON              | 4,164             | 364                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 2                   |
| ROSWELL                    | 7,004             | 268                 | 0              | 0              | 8                  | 78                 | 0                  | 0                  | 0                   |
| SANDY SPRINGS              | 8,572             | 351                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTHEAST                  | 1,596             | 14                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH FULTON               | 1,849             | 52                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH WEST                 | 1,178             | 54                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WASHINGTON PARK            | 616               | 11                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WEST END                   | 973               | 51                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WOLFCREEK                  | 2,485             | 97                  | 0              | 0              | 1                  | 12                 | 0                  | 0                  | 7                   |
| <b>BRANCHES TOTAL</b>      | <b>90,374</b>     | <b>3,867</b>        | <b>0</b>       | <b>0</b>       | <b>24</b>          | <b>267</b>         | <b>0</b>           | <b>0</b>           | <b>34</b>           |
| CENTRAL                    | 353               | 113                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| VIRTUAL PROGRAMS           |                   |                     | 0              |                | 90                 | 1,620              |                    |                    |                     |
| OUTREACH VIRTUAL PROGRAMS  | 102               | 0                   | 0              | 0              | 3                  | 580                | 0                  | 0                  | 0                   |
| AUBURN AVENUE RESEARCH     | 5                 | 0                   | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| <b>SYSTEM TOTAL</b>        | <b>90,834</b>     | <b>3,980</b>        | <b>0</b>       | <b>0</b>       | <b>117</b>         | <b>2,467</b>       | <b>0</b>           | <b>0</b>           | <b>34</b>           |



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING**

**NOVEMBER 18, 2020**

**JUNE REVISED MONTHLY REPORTS**  
(JUNE 24, 2020)

## Monthly Usage Summary - June 2020

Doc. #20-34

| Activity and Description  | 2020<br>June | YTD       | 2019<br>June | YTD       | YTD % +/- |
|---|--------------|-----------|--------------|-----------|-----------|
| <b>Circulation</b>  |              |           |              |           |           |
| Total number of items checked out of the library                          | 2,848        | 522,100   | 258,641      | 1,441,751 | -64%      |
| <b>Holds</b>  |              |           |              |           |           |
| Number of requests by patrons   | 11,701       | 126,905   | 43,853       | 269,834   | -53%      |
| <b>Inter-Library Loans</b>  |              |           |              |           |           |
| Number of items lent to or borrowed from another library system           | 0            | 967       | 417          | 2547      | -62%      |
| <b>Visits</b>   |              |           |              |           |           |
| Number of people entering a library for any reason                        | 0            | 539,692   | 202,384      | 1,447,275 | -63%      |
| <b>Computer/Internet Usage</b>  |              |           |              |           |           |
| Number of computer sessions (Internet access and office software)         | 0            | 145,866   | 31,664       | 222,080   | -34%      |
| Number of hours of computer use   | 0            | 47,621    | 15,883       | 240,007   | -80%      |
| <b>Web hits</b>   |              |           |              |           |           |
| Number of times people have visited the library's website                 | 290,862      | 2,562,556 | 701,865      | 3,870,851 | -34%      |
| <b>Online Resources</b>   |              |           |              |           |           |
| Number of times a resource is logged into or a patron action is committed | 222,742      | 988,353   | 263,446      | 1,426,870 | -31%      |
| <b>Computer Classes</b>   |              |           |              |           |           |
| Number of classes   | 0            | 23        | 6            | 55        | -58%      |
| Number of attendees   | 0            | 199       | 40           | 376       | -47%      |
| <b>Virtual Circulation</b>  |              |           |              |           |           |
| Number of e-books and e-audiobooks checked out                            | 87,785       | 496,313   | 66,778       | 364,168   | 36%       |
| <b>Children's programs</b>  |              |           |              |           |           |
| Library sponsored programs offered for children (birth - 12)              | 39           | 716       | 347          | 1904      | -62%      |
| Number of people attending programs                                       | 13136        | 39559     | 15034        | 68623     | -42%      |
| <b>Teen Programs</b>  |              |           |              |           |           |
| Library sponsored programs offered for teens (13 - 17)                    | 17           | 167       | 52           | 363       | -54%      |
| Number of people attending programs                                       | 689          | 5089      | 924          | 7926      | -36%      |
| <b>Adult Programs</b>   |              |           |              |           |           |
| Library sponsored programs offered for adults (18 + )                     | 40           | 1199      | 416          | 2880      | -58%      |
| Number of people attending programs                                       | 86,046       | 124,803   | 10443        | 60005     | 108%      |
| <b>Programs - Total</b>   |              |           |              |           |           |
| Library sponsored programs offered (includes all-ages not counted above)  | 96           | 2082      | 814          | 5146      | -60%      |
| Number of people attending programs                                       | 99,871       | 169,451   | 26,401       | 136554    | 24%       |
| <b>Meeting Rooms</b>  |              |           |              |           |           |
| Non-library sponsored meetings or activities scheduled                    | 0            | 781       | 290          | 2153      | -64%      |
| Number of people attending meetings or activities                         | 0            | 15,503    | 5,419        | 36248     | -57%      |

revised 11/12/20



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING**

**NOVEMBER 18, 2020**

**JULY REVISED MONTHLY REPORTS**  
(JULY 22, 2020)

## Monthly Usage Summary - July 2020

Doc. #20-40

| Activity and Description  | 2020<br>July | YTD       | 2019<br>July | YTD       | YTD % +/- |
|---|--------------|-----------|--------------|-----------|-----------|
| <b>Circulation</b>  |              |           |              |           |           |
| Total number of items checked out of the library                          | 41,694       | 563,794   | 277,202      | 1,718,953 | -67%      |
| <b>Holds</b>  |              |           |              |           |           |
| Number of requests by patrons   | 45,239       | 172,144   | 42,968       | 312,802   | -45%      |
| <b>Inter-Library Loans</b>  |              |           |              |           |           |
| Number of items lent to or borrowed from another library system           | 0            | 967       | 391          | 2938      | -67%      |
| <b>Visits</b>   |              |           |              |           |           |
| Number of people entering a library for any reason                        | 0            | 539,692   | 272,611      | 1,719,886 | -69%      |
| <b>Computer/Internet Usage</b>  |              |           |              |           |           |
| Number of computer sessions (Internet access and office software)         | 0            | 145,866   | 44,673       | 266,753   | -45%      |
| Number of hours of computer use   | 0            | 47,621    | 28,991       | 268,998   | -82%      |
| <b>Web hits</b>   |              |           |              |           |           |
| Number of times people have visited the library's website                 | 543,218      | 3,105,774 | 730,201      | 4,601,052 | -32%      |
| <b>Online Resources</b>   |              |           |              |           |           |
| Number of times a resource is logged into or a patron action is committed | 187,759      | 1,176,112 | 172,303      | 1,599,173 | -26%      |
| <b>Computer Classes</b>   |              |           |              |           |           |
| Number of classes   | 0            | 23        | 3            | 58        | -60%      |
| Number of attendees   | 0            | 199       | 30           | 406       | -51%      |
| <b>Virtual Circulation</b>  |              |           |              |           |           |
| Number of e-books and e-audiobooks checked out                            | 90,177       | 586,490   | 69,664       | 433,832   | 35%       |
| <b>Children's programs</b>  |              |           |              |           |           |
| Library sponsored programs offered for children (birth - 12)              | 57           | 773       | 408          | 2312      | -67%      |
| Number of people attending programs                                       | 1600         | 41159     | 11483        | 80106     | -49%      |
| <b>Teen Programs</b>  |              |           |              |           |           |
| Library sponsored programs offered for teens (13 - 17)                    | 6            | 173       | 65           | 428       | -60%      |
| Number of people attending programs                                       | 74           | 5163      | 65           | 7991      | -35%      |
| <b>Adult Programs</b>   |              |           |              |           |           |
| Library sponsored programs offered for adults (18 + )                     | 27           | 1226      | 400          | 3280      | -63%      |
| Number of people attending programs                                       | 392          | 125,195   | 11153        | 71158     | 76%       |
| <b>Programs - Total</b>   |              |           |              |           |           |
| Library sponsored programs offered (includes all-ages not counted above)  | 102          | 2184      | 872          | 6018      | -64%      |
| Number of people attending programs                                       | 2,653        | 172,104   | 25,218       | 161772    | 6%        |
| <b>Meeting Rooms</b>  |              |           |              |           |           |
| Non-library sponsored meetings or activities scheduled                    | 0            | 781       | 266          | 2419      | -68%      |
| Number of people attending meetings or activities                         | 0            | 15,503    | 5,998        | 42246     | -63%      |

revised 11/12/20

### Fulton Library System Circulation Stats - July 2020

| AGENCY NAME                | ADULT         | JUVENILE      | Y/A          | OTHER      | Month-2020<br>TOTAL | Month-2019<br>TOTAL | INCREASE/<br>DECREASE | PERCENT<br>CHANGE | YTD 2020<br>CIRC | YTD 2019<br>CIRC | INCREASE/<br>DECREASE | PERCENT<br>CHANGE |
|----------------------------|---------------|---------------|--------------|------------|---------------------|---------------------|-----------------------|-------------------|------------------|------------------|-----------------------|-------------------|
| ADAMS PARK                 | 101           | 25            | 5            | 0          | 131                 | 96                  | 35                    | 36.46%            | 3,134            | 11,181           | -8,047                | -71.97%           |
| ADAMSVILLE/COLLIER HEIGHTS | 19            | 3             | 2            | 0          | 24                  | 2,810               | -2,786                | -99.15%           | 776              | 15,615           | -14,839               | -95.03%           |
| ALPHARETTA                 | 2,076         | 2,413         | 290          | 2          | 4,781               | 51,969              | -47,188               | -90.80%           | 99,176           | 248,115          | -148,939              | -60.03%           |
| BUCKHEAD                   | 52            | 33            | 5            | 0          | 90                  | 3,769               | -3,679                | -97.61%           | 2,296            | 82,937           | -80,641               | -97.23%           |
| CLEVELAND AVE              | 47            | 58            | 6            | 0          | 111                 | 323                 | -212                  | -65.63%           | 320              | 9,856            | -9,536                | -96.75%           |
| COLLEGE PARK               | 138           | 158           | 7            | 0          | 303                 | 211                 | 92                    | 43.60%            | 5,079            | 13,616           | -8,537                | -62.70%           |
| DOGWOOD                    | 94            | 130           | 20           | 0          | 244                 | 13                  | 231                   | 1776.92%          | 5,846            | 139              | 5,707                 | 4105.76%          |
| EAST ATLANTA               | 32            | 2             | 1            | 0          | 35                  | 9,413               | -9,378                | -99.63%           | 2,641            | 55,985           | -53,344               | -95.28%           |
| EAST POINT                 | 378           | 117           | 19           | 1          | 515                 | 4,890               | -4,375                | -89.47%           | 8,200            | 9,938            | -1,738                | -17.49%           |
| EAST ROSWELL               | 2,562         | 2,058         | 160          | 4          | 4,784               | 34,059              | -29,275               | -85.95%           | 52,112           | 183,599          | -131,487              | -71.62%           |
| FAIRBURN                   | 161           | 96            | 15           | 0          | 272                 | 2,590               | -2,318                | -89.50%           | 4,988            | 6,621            | -1,633                | -24.66%           |
| HAPEVILLE                  | 3             | 0             | 0            | 0          | 3                   | 863                 | -860                  | -99.65%           | 129              | 7,654            | -7,525                | -98.31%           |
| KIRKWOOD                   | 939           | 1,029         | 76           | 3          | 2,047               | 2,041               | 6                     | 0.29%             | 20,045           | 3,046            | 16,999                | 558.08%           |
| MARTIN LUTHER KING, JR     | 452           | 286           | 25           | 0          | 763                 | 2,351               | -1,588                | -67.55%           | 7,910            | 12,791           | -4,881                | -38.16%           |
| MECHANICSVILLE             | 26            | 97            | 1            | 0          | 124                 | 489                 | -365                  | -74.64%           | 276              | 7,165            | -6,889                | -96.15%           |
| METROPOLITAN               | 316           | 447           | 26           | 0          | 789                 | 10,051              | -9,262                | -92.15%           | 20,126           | 63,972           | -43,846               | -68.54%           |
| MILTON                     | 1,845         | 2,194         | 239          | 3          | 4,281               | 35,446              | -31,165               | -87.92%           | 53,419           | 196,988          | -143,569              | -72.88%           |
| NORTHEAST/SPRUILL OAKS     | 47            | 27            | 8            | 0          | 82                  | 5,603               | -5,521                | -98.54%           | 4,870            | 94,839           | -89,969               | -94.86%           |
| NORTHSIDE                  | 55            | 43            | 4            | 0          | 102                 | 3,302               | -3,200                | -96.91%           | 2,102            | 72,375           | -70,273               | -97.10%           |
| NORTHWEST                  | 999           | 969           | 88           | 0          | 2,056               | 11,961              | -9,905                | -82.81%           | 22,845           | 58,107           | -35,262               | -60.68%           |
| OCEE                       | 648           | 1,057         | 138          | 0          | 1,843               | 9,093               | -7,250                | -79.73%           | 7,949            | 148,546          | -140,597              | -94.65%           |
| PALMETTO                   | 95            | 108           | 4            | 0          | 207                 | 2,354               | -2,147                | -91.21%           | 4,804            | 17,310           | -12,506               | -72.25%           |
| PEACHTREE                  | 2,323         | 1,659         | 128          | 0          | 4,110               | 14,405              | -10,295               | -71.47%           | 36,302           | 68,924           | -32,622               | -47.33%           |
| PONCE DE LEON              | 63            | 19            | 2            | 0          | 84                  | 11,800              | -11,716               | -99.29%           | 2,410            | 82,371           | -79,961               | -97.07%           |
| ROSWELL                    | 2,407         | 1,615         | 261          | 1          | 4,284               | 2,136               | 2,148                 | 100.56%           | 45,815           | 12,676           | 33,139                | 261.43%           |
| SANDY SPRINGS              | 3,201         | 2,533         | 277          | 0          | 6,011               | 10,988              | -4,977                | -45.29%           | 64,303           | 32,455           | 31,848                | 98.13%            |
| SOUTHEAST                  | 198           | 287           | 109          | 0          | 594                 | 5,681               | -5,087                | -89.54%           | 10,541           | 30,399           | -19,858               | -65.32%           |
| SOUTH FULTON               | 314           | 164           | 17           | 0          | 495                 | 8,550               | -8,055                | -94.21%           | 15,376           | 52,229           | -36,853               | -70.56%           |
| SOUTH WEST                 | 384           | 171           | 32           | 0          | 587                 | 3,486               | -2,899                | -83.16%           | 11,414           | 4,923            | 6,491                 | 131.85%           |
| WASHINGTON PARK            | 141           | 113           | 6            | 0          | 260                 | 56                  | 204                   | 364.29%           | 7,559            | 505              | 7,054                 | 1396.83%          |
| WEST END                   | 307           | 226           | 30           | 0          | 563                 | 2,731               | -2,168                | -79.38%           | 5,347            | 3,749            | 1,598                 | 42.62%            |
| WOLFCREEK                  | 392           | 470           | 53           | 0          | 915                 | 14,259              | -13,344               | -93.58%           | 21,592           | 81,383           | -59,791               | -73.47%           |
| <b>BRANCHES TOTAL</b>      | <b>20,815</b> | <b>18,607</b> | <b>2,054</b> | <b>14</b>  | <b>41,490</b>       | <b>267,789</b>      | <b>-226,299</b>       | <b>-84.51%</b>    | <b>549,702</b>   | <b>1,690,009</b> | <b>-1,140,307</b>     | <b>-67.47%</b>    |
| CENTRAL                    | 79            | 11            | 2            | 106        | 198                 | 973                 | -775                  | -79.65%           | 5,069            | 6,181            | -1,112                | -17.99%           |
| OUTREACH SERVICES          | 2             | 0             | 2            | 0          | 4                   | 212                 | -208                  | -98.11%           | 413              | 1,088            | -675                  | -62.04%           |
| AUBURN AVENUE RESEARCH     | 2             | 0             | 0            | 0          | 2                   | 8,228               | -8,226                | -99.98%           | 8,610            | 21,675           | -13,065               | -60.28%           |
| <b>SYSTEM TOTAL</b>        | <b>20,898</b> | <b>18,618</b> | <b>2,058</b> | <b>120</b> | <b>41,694</b>       | <b>277,202</b>      | <b>-235,508</b>       | <b>-84.96%</b>    | <b>563,794</b>   | <b>1,718,953</b> | <b>-1,155,159</b>     | <b>-67.20%</b>    |

## FULTON COUNTY SYSTEM STATS AT A GLANCE - JULY 2020

| AGENCY NAME                | TOTAL CIRCULATION | TOTAL REGISTRATIONS | COMPUTER USAGE | LIBRARY VISITS | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE | NUMBER OF MEETINGS | MEETING ATTENDANCE | VOTER REGISTRATIONS |
|----------------------------|-------------------|---------------------|----------------|----------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| ADAMS PARK                 | 131               | 20                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 1                   |
| ADAMSVILLE/COLLIER HEIGHTS | 24                | 14                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ALPHARETTA                 | 4,781             | 301                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| BUCKHEAD                   | 90                | 244                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| CLEVELAND AVE              | 111               | 19                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| COLLEGE PARK               | 303               | 56                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| DOGWOOD                    | 244               | 8                   | -              | 0              | 1                  | 3                  | 0                  | 0                  | 0                   |
| EAST ATLANTA               | 35                | 118                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST POINT                 | 515               | 47                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST ROSWELL               | 4,784             | 106                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| FAIRBURN                   | 272               | 39                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| HAPEVILLE                  | 3                 | 8                   | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| KIRKWOOD                   | 2,047             | 88                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MARTIN LUTHER KING, JR     | 763               | 54                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MECHANICSVILLE             | 124               | 12                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| METROPOLITAN               | 789               | 58                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MILTON                     | 4,281             | 101                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHEAST/SPRUILL OAKS     | 82                | 85                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHSIDE                  | 102               | 75                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHWEST                  | 2,056             | 45                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| OCEE                       | 1,843             | 150                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PALMETTO                   | 207               | 9                   | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PEACHTREE                  | 4,110             | 208                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PONCE DE LEON              | 84                | 204                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ROSWELL                    | 4,284             | 219                 | -              | 0              | 1                  | 19                 | 0                  | 0                  | 0                   |
| SANDY SPRINGS              | 6,011             | 301                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTHEAST                  | 594               | 17                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH FULTON               | 495               | 38                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH WEST                 | 587               | 54                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WASHINGTON PARK            | 260               | 4                   | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WEST END                   | 563               | 29                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WOLFCREEK                  | 915               | 75                  | -              | 0              | 1                  | 19                 | 0                  | 0                  | 0                   |
| <b>BRANCHES TOTAL</b>      | <b>41,490</b>     | <b>2,806</b>        | <b>-</b>       | <b>0</b>       | <b>3</b>           | <b>41</b>          | <b>0</b>           | <b>0</b>           | <b>1</b>            |
| CENTRAL                    | 198               | 92                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| VIRTUAL PROGRAMS           |                   |                     |                |                | 87                 | 1,562              |                    |                    |                     |
| OUTREACH VIRTUAL PROGRAMS  | 4                 | 0                   | -              | 0              | 12                 | 1,050              | 0                  | 0                  | 0                   |
| AUBURN AVENUE RESEARCH     | 2                 | 0                   | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| <b>SYSTEM TOTAL</b>        | <b>41,694</b>     | <b>2,898</b>        | <b>0</b>       | <b>0</b>       | <b>102</b>         | <b>2,653</b>       | <b>0</b>           | <b>0</b>           | <b>1</b>            |



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING**

**NOVEMBER 18, 2020**

**AUGUST REVISED MONTHLY REPORTS**  
(AUGUST 26, 2020)



## Monthly Usage Summary - August 2020

Doc. #20-45

| Activity and Description  | 2020<br>August | YTD       | 2019<br>August | YTD       | YTD % +/- |
|---|----------------|-----------|----------------|-----------|-----------|
| <b>Circulation</b>  |                |           |                |           |           |
| Total number of items checked out of the library                          | 62,382         | 626,176   | 261,127        | 1,980,080 | -68%      |
| <b>Holds</b>  |                |           |                |           |           |
| Number of requests by patrons   | 52,573         | 224,717   | 47,228         | 360,030   | -38%      |
| <b>Inter-Library Loans</b>  |                |           |                |           |           |
| Number of items lent to or borrowed from another library system           | 0              | 967       | 408            | 3346      | -71%      |
| <b>Visits</b>   |                |           |                |           |           |
| Number of people entering a library for any reason                        | 0              | 539,692   | 254,234        | 1,974,120 | -73%      |
| <b>Computer/Internet Usage</b>  |                |           |                |           |           |
| Number of computer sessions (Internet access and office software)         | 0              | 145,866   | 50,768         | 317,521   | -54%      |
| Number of hours of computer use   | 0              | 47,621    | 60,999         | 329,997   | -86%      |
| <b>Web hits</b>   |                |           |                |           |           |
| Number of times people have visited the library's website                 | 605,580        | 3,711,354 | 670,795        | 5,271,847 | -30%      |
| <b>Online Resources</b>   |                |           |                |           |           |
| Number of times a resource is logged into or a patron action is committed | 211,468        | 1,387,580 | 66,830         | 1,666,003 | -17%      |
| <b>Computer Classes</b>   |                |           |                |           |           |
| Number of classes   | 0              | 23        | 7              | 65        | -65%      |
| Number of attendees   | 0              | 199       | 74             | 480       | -59%      |
| <b>Virtual Circulation</b>  |                |           |                |           |           |
| Number of e-books and e-audiobooks checked out                            | 89,734         | 676,224   | 66,830         | 500,662   | 35%       |
| <b>Children's programs</b>  |                |           |                |           |           |
| Library sponsored programs offered for children (birth - 12)              | 27             | 800       | 240            | 2552      | -69%      |
| Number of people attending programs                                       | 3089           | 44248     | 6950           | 87056     | -49%      |
| <b>Teen Programs</b>  |                |           |                |           |           |
| Library sponsored programs offered for teens (13 - 17)                    | 3              | 176       | 53             | 481       | -63%      |
| Number of people attending programs                                       | 628            | 5791      | 1246           | 9237      | -37%      |
| <b>Adult Programs</b>   |                |           |                |           |           |
| Library sponsored programs offered for adults (18 + )                     | 13             | 1239      | 527            | 3807      | -67%      |
| Number of people attending programs                                       | 143            | 125,338   | 12793          | 83951     | 49%       |
| <b>Programs - Total</b>   |                |           |                |           |           |
| Library sponsored programs offered (includes all-ages not counted above)  | 53             | 2237      | 820            | 6838      | -67%      |
| Number of people attending programs                                       | 4,714          | 176,818   | 20,989         | 182761    | -3%       |
| <b>Meeting Rooms</b>  |                |           |                |           |           |
| Non-library sponsored meetings or activities scheduled                    | 0              | 781       | 387            | 2806      | -72%      |
| Number of people attending meetings or activities                         | 0              | 15,503    | 6,463          | 48709     | -68%      |

revised 11/12/20

### Fulton Library System Circulation Stats - August 2020

| AGENCY NAME                | ADULT         | JUVENILE      | Y/A          | OTHER    | Month-2020<br>TOTAL | Month-2019<br>TOTAL | INCREASE/<br>DECREASE | PERCENT<br>CHANGE | YTD 2020<br>CIRC | YTD 2019<br>CIRC | INCREASE/<br>DECREASE | PERCENT<br>CHANGE |
|----------------------------|---------------|---------------|--------------|----------|---------------------|---------------------|-----------------------|-------------------|------------------|------------------|-----------------------|-------------------|
| ADAMS PARK                 | 213           | 54            | 6            | 0        | 273                 | 85                  | 188                   | 221.18%           | 3,407            | 11,266           | -7,859                | -69.76%           |
| ADAMSVILLE/COLLIER HEIGHTS | 138           | 115           | 6            | 0        | 259                 | 946                 | -687                  | -72.62%           | 1,035            | 16,561           | -15,526               | -93.75%           |
| ALPHARETTA                 | 3,002         | 3,643         | 391          | 2        | 7,038               | 48,466              | -41,428               | -85.48%           | 106,214          | 296,581          | -190,367              | -64.19%           |
| BUCKHEAD                   | 487           | 454           | 39           | 0        | 980                 | 1,340               | -360                  | -26.87%           | 3,276            | 84,277           | -81,001               | -96.11%           |
| CLEVELAND AVE              | 164           | 48            | 28           | 0        | 240                 | 90                  | 150                   | 166.67%           | 560              | 9,946            | -9,386                | -94.37%           |
| COLLEGE PARK               | 219           | 269           | 18           | 0        | 506                 | 114                 | 392                   | 343.86%           | 5,585            | 13,730           | -8,145                | -59.32%           |
| DOGWOOD                    | 157           | 170           | 34           | 0        | 361                 | 736                 | -375                  | -50.95%           | 6,207            | 875              | 5,332                 | 609.37%           |
| EAST ATLANTA               | 244           | 277           | 31           | 0        | 552                 | 7,597               | -7,045                | -92.73%           | 3,193            | 63,582           | -60,389               | -94.98%           |
| EAST POINT                 | 338           | 188           | 23           | 0        | 549                 | 5,043               | -4,494                | -89.11%           | 8,749            | 14,981           | -6,232                | -41.60%           |
| EAST ROSWELL               | 2,704         | 2,887         | 162          | 0        | 5,753               | 28,810              | -23,057               | -80.03%           | 57,865           | 212,409          | -154,544              | -72.76%           |
| FAIRBURN                   | 253           | 110           | 17           | 0        | 380                 | 2,200               | -1,820                | -82.73%           | 5,368            | 8,821            | -3,453                | -39.15%           |
| HAPEVILLE                  | 10            | 0             | 0            | 0        | 10                  | 841                 | -831                  | -98.81%           | 139              | 8,495            | -8,356                | -98.36%           |
| KIRKWOOD                   | 1,033         | 1,542         | 101          | 1        | 2,677               | 4,594               | -1,917                | -41.73%           | 22,722           | 7,640            | 15,082                | 197.41%           |
| MARTIN LUTHER KING, JR     | 580           | 435           | 23           | 0        | 1,038               | 2,055               | -1,017                | -49.49%           | 8,948            | 14,846           | -5,898                | -39.73%           |
| MECHANICSVILLE             | 46            | 69            | 4            | 0        | 119                 | 157                 | -38                   | -24.20%           | 395              | 7,322            | -6,927                | -94.61%           |
| METROPOLITAN               | 373           | 825           | 32           | 0        | 1,230               | 9,429               | -8,199                | -86.96%           | 21,356           | 73,401           | -52,045               | -70.91%           |
| MILTON                     | 2,173         | 3,245         | 264          | 0        | 5,682               | 30,793              | -25,111               | -81.55%           | 59,101           | 227,781          | -168,680              | -74.05%           |
| NORTHEAST/SPRUILL OAKS     | 319           | 482           | 73           | 0        | 874                 | 2,453               | -1,579                | -64.37%           | 5,744            | 97,292           | -91,548               | -94.10%           |
| NORTHSIDE                  | 370           | 494           | 24           | 0        | 888                 | 1,311               | -423                  | -32.27%           | 2,990            | 73,686           | -70,696               | -95.94%           |
| NORTHWEST                  | 903           | 957           | 74           | 0        | 1,934               | 11,475              | -9,541                | -83.15%           | 24,779           | 69,582           | -44,803               | -64.39%           |
| OCEE                       | 1,325         | 2,397         | 265          | 0        | 3,987               | 3,882               | 105                   | 2.70%             | 11,936           | 152,428          | -140,492              | -92.17%           |
| PALMETTO                   | 144           | 205           | 14           | 0        | 363                 | 2,504               | -2,141                | -85.50%           | 5,167            | 19,814           | -14,647               | -73.92%           |
| PEACHTREE                  | 2,467         | 5,224         | 137          | 0        | 7,828               | 12,687              | -4,859                | -38.30%           | 44,130           | 81,611           | -37,481               | -45.93%           |
| PONCE DE LEON              | 482           | 553           | 45           | 0        | 1,080               | 11,127              | -10,047               | -90.29%           | 3,490            | 93,498           | -90,008               | -96.27%           |
| ROSWELL                    | 2,586         | 2,421         | 220          | 2        | 5,229               | 1,621               | 3,608                 | 222.58%           | 51,044           | 14,297           | 36,747                | 257.03%           |
| SANDY SPRINGS              | 3,735         | 3,179         | 274          | 1        | 7,189               | 27,067              | -19,878               | -73.44%           | 71,492           | 59,522           | 11,970                | 20.11%            |
| SOUTHEAST                  | 252           | 552           | 83           | 0        | 887                 | 4,914               | -4,027                | -81.95%           | 11,428           | 35,313           | -23,885               | -67.64%           |
| SOUTH FULTON               | 404           | 371           | 23           | 0        | 798                 | 7,277               | -6,479                | -89.03%           | 16,174           | 59,506           | -43,332               | -72.82%           |
| SOUTH WEST                 | 382           | 173           | 30           | 0        | 585                 | 4,110               | -3,525                | -85.77%           | 11,999           | 9,033            | 2,966                 | 32.84%            |
| WASHINGTON PARK            | 149           | 172           | 9            | 0        | 330                 | 1,445               | -1,115                | -77.16%           | 7,889            | 1,950            | 5,939                 | 304.56%           |
| WEST END                   | 379           | 307           | 29           | 0        | 715                 | 2,439               | -1,724                | -70.68%           | 6,062            | 6,188            | -126                  | -2.04%            |
| WOLFCREEK                  | 743           | 833           | 85           | 0        | 1,661               | 13,089              | -11,428               | -87.31%           | 23,253           | 94,472           | -71,219               | -75.39%           |
| <b>BRANCHES TOTAL</b>      | <b>26,774</b> | <b>32,651</b> | <b>2,564</b> | <b>6</b> | <b>61,995</b>       | <b>250,697</b>      | <b>-188,702</b>       | <b>-75.27%</b>    | <b>611,697</b>   | <b>1,940,706</b> | <b>-1,329,009</b>     | <b>-68.48%</b>    |
| CENTRAL                    | 257           | 75            | 10           | 0        | 342                 | 779                 | -437                  | -56.10%           | 5,411            | 6,960            | -1,549                | -22.26%           |
| OUTREACH SERVICES          | 25            | 18            | 2            | 0        | 45                  | 83                  | -38                   | -45.78%           | 458              | 1,171            | -713                  | -60.89%           |
| AUBURN AVENUE RESEARCH     | 0             | 0             | 0            | 0        | 0                   | 9,568               | -9,568                | -100.00%          | 8,610            | 31,243           | -22,633               | -72.44%           |
| <b>SYSTEM TOTAL</b>        | <b>27,056</b> | <b>32,744</b> | <b>2,576</b> | <b>6</b> | <b>62,382</b>       | <b>261,127</b>      | <b>-198,745</b>       | <b>-76.11%</b>    | <b>626,176</b>   | <b>1,980,080</b> | <b>-1,353,904</b>     | <b>-68.38%</b>    |

## FULTON COUNTY SYSTEM STATS AT A GLANCE - AUGUST 2020

| AGENCY NAME                | TOTAL CIRCULATION | TOTAL REGISTRATIONS | COMPUTER USAGE | LIBRARY VISITS | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE | NUMBER OF MEETINGS | MEETING ATTENDANCE | VOTER REGISTRATIONS |
|----------------------------|-------------------|---------------------|----------------|----------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| ADAMS PARK                 | 273               | 17                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ADAMSVILLE/COLLIER HEIGHTS | 259               | 17                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ALPHARETTA                 | 7,038             | 303                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| BUCKHEAD                   | 980               | 294                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| CLEVELAND AVE              | 240               | 16                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| COLLEGE PARK               | 506               | 51                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| DOGWOOD                    | 361               | 23                  | -              | 0              | 1                  | 5                  | 0                  | 0                  | 0                   |
| EAST ATLANTA               | 552               | 102                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST POINT                 | 549               | 57                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST ROSWELL               | 5,753             | 132                 | -              | 0              | 8                  | 130                | 0                  | 0                  | 0                   |
| FAIRBURN                   | 380               | 40                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| HAPEVILLE                  | 10                | 15                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| KIRKWOOD                   | 2,677             | 76                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MARTIN LUTHER KING, JR     | 1,038             | 60                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MECHANICSVILLE             | 119               | 13                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| METROPOLITAN               | 1,230             | 46                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MILTON                     | 5,682             | 138                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHEAST/SPRUILL OAKS     | 874               | 61                  | -              | 0              | 1                  | 8                  | 0                  | 0                  | 0                   |
| NORTHSIDE                  | 888               | 96                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHWEST                  | 1,934             | 48                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| OCEE                       | 3,987             | 146                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PALMETTO                   | 363               | 24                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PEACHTREE                  | 7,828             | 184                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PONCE DE LEON              | 1,080             | 228                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ROSWELL                    | 5,229             | 214                 | -              | 0              | 2                  | 21                 | 0                  | 0                  | 0                   |
| SANDY SPRINGS              | 7,189             | 313                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTHEAST                  | 887               | 22                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH FULTON               | 798               | 50                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH WEST                 | 585               | 53                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WASHINGTON PARK            | 330               | 20                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WEST END                   | 715               | 34                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WOLFCREEK                  | 1,661             | 99                  | -              | 0              | 3                  | 18                 | 0                  | 0                  | 0                   |
| <b>BRANCHES TOTAL</b>      | <b>61,995</b>     | <b>2,992</b>        | <b>-</b>       | <b>0</b>       | <b>15</b>          | <b>182</b>         | <b>0</b>           | <b>0</b>           | <b>0</b>            |
| CENTRAL                    | 342               | 88                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| VIRTUAL PROGRAMS           |                   |                     |                |                | 25                 | 1,176              |                    |                    |                     |
| OUTREACH VIRTUAL PROGRAMS  | 45                | 0                   | -              | 0              | 13                 | 3,356              | 0                  | 0                  | 0                   |
| AUBURN AVENUE RESEARCH     | 0                 | 0                   | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| <b>SYSTEM TOTAL</b>        | <b>62,382</b>     | <b>3,080</b>        | <b>0</b>       | <b>0</b>       | <b>53</b>          | <b>4,714</b>       | <b>0</b>           | <b>0</b>           | <b>0</b>            |



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING**

**NOVEMBER 18, 2020**

**SEPTEMBER REVISED MONTHLY REPORTS**  
(SEPTEMBER 23, 2020)

## Monthly Usage Summary - September 2020

Doc. #20-50

| Activity and Description  | 2020      |           | 2019      |           | YTD % +/- |
|---|-----------|-----------|-----------|-----------|-----------|
|   | September | YTD       | September | YTD       |           |
| <b>Circulation</b>  |           |           |           |           |           |
| Total number of items checked out of the library                          | 105,503   | 731,679   | 225,116   | 2,205,196 | -67%      |
| <b>Holds</b>  |           |           |           |           |           |
| Number of requests by patrons   | 59,750    | 284,467   | 45,313    | 405,343   | -30%      |
| <b>Inter-Library Loans</b>  |           |           |           |           |           |
| Number of items lent to or borrowed from another library system           | 0         | 967       | 432       | 3778      | -74%      |
| <b>Visits</b>   |           |           |           |           |           |
| Number of people entering a library for any reason                        | 0         | 539,692   | 219,912   | 2,194,032 | -75%      |
| <b>Computer/Internet Usage</b>  |           |           |           |           |           |
| Number of computer sessions (Internet access and office software)         | 0         | 145,866   | 40,739    | 358,260   | -59%      |
| Number of hours of computer use   | 0         | 47,621    | 21,657    | 351,654   | -86%      |
| <b>Web hits</b>   |           |           |           |           |           |
| Number of times people have visited the library's website                 | 592,435   | 4,303,789 | 651,304   | 5,923,151 | -27%      |
| <b>Online Resources</b>   |           |           |           |           |           |
| Number of times a resource is logged into or a patron action is committed | 203,506   | 1,591,086 | 160,088   | 1,826,091 | -13%      |
| <b>Computer Classes</b>   |           |           |           |           |           |
| Number of classes   | 0         | 23        | 9         | 74        | -69%      |
| Number of attendees   | 0         | 199       | 90        | 570       | -65%      |
| <b>Virtual Circulation</b>  |           |           |           |           |           |
| Number of e-books and e-audiobooks checked out                            | 88,257    | 764,481   | 62,685    | 563,347   | 36%       |
| <b>Children's programs</b>  |           |           |           |           |           |
| Library sponsored programs offered for children (birth - 12)              | 37        | 837       | 301       | 2853      | -71%      |
| Number of people attending programs                                       | 409       | 44657     | 8686      | 95742     | -53%      |
| <b>Teen Programs</b>  |           |           |           |           |           |
| Library sponsored programs offered for teens (13 - 17)                    | 8         | 184       | 77        | 558       | -67%      |
| Number of people attending programs                                       | 42        | 5833      | 1660      | 10897     | -46%      |
| <b>Adult Programs</b>   |           |           |           |           |           |
| Library sponsored programs offered for adults (18 + )                     | 30        | 1269      | 439       | 4246      | -70%      |
| Number of people attending programs                                       | 4,978     | 130,316   | 9586      | 93537     | 39%       |
| <b>Programs - Total</b>   |           |           |           |           |           |
| Library sponsored programs offered (includes all-ages not counted above)  | 92        | 2329      | 817       | 7655      | -70%      |
| Number of people attending programs                                       | 8,651     | 185,469   | 19,932    | 202693    | -8%       |
| <b>Meeting Rooms</b>  |           |           |           |           |           |
| Non-library sponsored meetings or activities scheduled                    | 0         | 781       | 301       | 3107      | -75%      |
| Number of people attending meetings or activities                         | 0         | 15,503    | 7,346     | 56055     | -72%      |

revised 11/12/20

### Fulton Library System Circulation Stats - September 2020

| AGENCY NAME                | ADULT         | JUVENILE      | Y/A          | OTHER    | Month-2020<br>TOTAL | Month-2019<br>TOTAL | INCREASE/<br>DECREASE | PERCENT<br>CHANGE | YTD 2020<br>CIRC | YTD 2019<br>CIRC | INCREASE/<br>DECREASE | PERCENT<br>CHANGE |
|----------------------------|---------------|---------------|--------------|----------|---------------------|---------------------|-----------------------|-------------------|------------------|------------------|-----------------------|-------------------|
| ADAMS PARK                 | 271           | 286           | 32           | 0        | 589                 | 105                 | 484                   | 460.95%           | 3,996            | 11,371           | -7,375                | -64.86%           |
| ADAMSVILLE/COLLIER HEIGHTS | 290           | 178           | 31           | 3        | 502                 | 255                 | 247                   | 96.86%            | 1,537            | 16,816           | -15,279               | -90.86%           |
| 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%           | 903              | 9,986            | -9,083                | -90.96%           |
| COLLEGE PARK               | 387           | 380           | 53           | 0        | 820                 | 219                 | 601                   | 274.43%           | 6,405            | 13,949           | -7,544                | -54.08%           |
| DOGWOOD                    | 257           | 266           | 47           | 0        | 570                 | 1,779               | -1,209                | -67.96%           | 6,777            | 2,654            | 4,123                 | 155.35%           |
| EAST ATLANTA               | 637           | 1,189         | 59           | 0        | 1,885               | 4,413               | -2,528                | -57.29%           | 5,078            | 67,995           | -62,917               | -92.53%           |
| EAST POINT                 | 708           | 570           | 70           | 0        | 1,348               | 4,601               | -3,253                | -70.70%           | 10,097           | 19,582           | -9,485                | -48.44%           |
| EAST ROSWELL               | 3,187         | 5,065         | 245          | 1        | 8,498               | 23,967              | -15,469               | -64.54%           | 66,363           | 236,376          | -170,013              | -71.92%           |
| FAIRBURN                   | 360           | 383           | 42           | 0        | 785                 | 1,912               | -1,127                | -58.94%           | 6,153            | 10,733           | -4,580                | -42.67%           |
| HAPEVILLE                  | 4             | 0             | 0            | 0        | 4                   | 759                 | -755                  | -99.47%           | 143              | 9,254            | -9,111                | -98.45%           |
| KIRKWOOD                   | 1,212         | 2,293         | 128          | 0        | 3,633               | 5,242               | -1,609                | -30.69%           | 26,355           | 12,882           | 13,473                | 104.59%           |
| MARTIN LUTHER KING, JR     | 765           | 490           | 59           | 0        | 1,314               | 1,652               | -338                  | -20.46%           | 10,262           | 16,498           | -6,236                | -37.80%           |
| MECHANICSVILLE             | 79            | 244           | 12           | 0        | 335                 | 91                  | 244                   | 268.13%           | 730              | 7,413            | -6,683                | -90.15%           |
| METROPOLITAN               | 836           | 2,039         | 75           | 0        | 2,950               | 8,918               | -5,968                | -66.92%           | 24,306           | 82,319           | -58,013               | -70.47%           |
| MILTON                     | 3,312         | 5,939         | 407          | 0        | 9,658               | 25,808              | -16,150               | -62.58%           | 68,759           | 253,589          | -184,830              | -72.89%           |
| NORTHEAST/SPRUILL OAKS     | 1,019         | 1,821         | 122          | 0        | 2,962               | 2,363               | 599                   | 25.35%            | 8,706            | 99,655           | -90,949               | -91.26%           |
| NORTHSIDE                  | 1,196         | 1,261         | 100          | 0        | 2,557               | 971                 | 1,586                 | 163.34%           | 5,547            | 74,657           | -69,110               | -92.57%           |
| NORTHWEST                  | 1,125         | 1,656         | 124          | 0        | 2,905               | 8,967               | -6,062                | -67.60%           | 27,684           | 78,549           | -50,865               | -64.76%           |
| OCEE                       | 2,058         | 3,821         | 407          | 1        | 6,287               | 2,862               | 3,425                 | 119.67%           | 18,223           | 155,290          | -137,067              | -88.27%           |
| PALMETTO                   | 206           | 321           | 12           | 0        | 539                 | 1,871               | -1,332                | -71.19%           | 5,706            | 21,685           | -15,979               | -73.69%           |
| PEACHTREE                  | 2,931         | 2,855         | 183          | 0        | 5,969               | 10,768              | -4,799                | -44.57%           | 50,099           | 92,379           | -42,280               | -45.77%           |
| PONCE DE LEON              | 1,441         | 1,984         | 103          | 0        | 3,528               | 10,572              | -7,044                | -66.63%           | 7,018            | 104,070          | -97,052               | -93.26%           |
| ROSWELL                    | 3,756         | 4,105         | 353          | 0        | 8,214               | 1,746               | 6,468                 | 370.45%           | 59,258           | 16,043           | 43,215                | 269.37%           |
| SANDY SPRINGS              | 4,794         | 5,853         | 390          | 1        | 11,038              | 27,170              | -16,132               | -59.37%           | 82,530           | 86,692           | -4,162                | -4.80%            |
| SOUTHEAST                  | 608           | 1,108         | 65           | 0        | 1,781               | 4,585               | -2,804                | -61.16%           | 13,209           | 39,898           | -26,689               | -66.89%           |
| SOUTH FULTON               | 1,048         | 1,345         | 73           | 0        | 2,466               | 6,904               | -4,438                | -64.28%           | 18,640           | 66,410           | -47,770               | -71.93%           |
| SOUTH WEST                 | 882           | 657           | 92           | 0        | 1,631               | 4,193               | -2,562                | -61.10%           | 13,630           | 13,226           | 404                   | 3.05%             |
| 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%           |
| <b>BRANCHES TOTAL</b>      | <b>41,870</b> | <b>58,784</b> | <b>4,193</b> | <b>8</b> | <b>104,855</b>      | <b>220,731</b>      | <b>-115,876</b>       | <b>-52.50%</b>    | <b>716,552</b>   | <b>2,161,437</b> | <b>-1,444,885</b>     | <b>-66.85%</b>    |
| CENTRAL                    | 352           | 107           | 9            | 0        | 468                 | 886                 | -418                  | -47.18%           | 5,879            | 7,846            | -1,967                | -25.07%           |
| 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%           |
| <b>SYSTEM TOTAL</b>        | <b>42,298</b> | <b>58,985</b> | <b>4,212</b> | <b>8</b> | <b>105,503</b>      | <b>225,116</b>      | <b>-119,613</b>       | <b>-53.13%</b>    | <b>731,679</b>   | <b>2,205,196</b> | <b>-1,473,517</b>     | <b>-66.82%</b>    |

## FULTON COUNTY SYSTEM STATS 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 REGISTRATIONS |
|----------------------------|-------------------|---------------------|----------------|----------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| ADAMS PARK                 | 589               | 26                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| ADAMSVILLE/COLLIER HEIGHTS | 502               | 37                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 5                   |
| ALPHARETTA                 | 13,947            | 294                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| BUCKHEAD                   | 2,732             | 425                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| CLEVELAND AVE              | 343               | 25                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| COLLEGE PARK               | 820               | 65                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| DOGWOOD                    | 570               | 21                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST ATLANTA               | 1,885             | 160                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST POINT                 | 1,348             | 63                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| EAST ROSWELL               | 8,498             | 162                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 6                   |
| FAIRBURN                   | 785               | 54                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| HAPEVILLE                  | 4                 | 18                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| KIRKWOOD                   | 3,633             | 81                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 4                   |
| MARTIN LUTHER KING, JR     | 1,314             | 50                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MECHANICSVILLE             | 335               | 18                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| METROPOLITAN               | 2,950             | 50                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| MILTON                     | 9,658             | 105                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 1                   |
| NORTHEAST/SPRUILL OAKS     | 2,962             | 164                 | -              | 0              | 2                  | 35                 | 0                  | 0                  | 0                   |
| NORTHSIDE                  | 2,557             | 171                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| NORTHWEST                  | 2,905             | 59                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| OCEE                       | 6,287             | 228                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 1                   |
| PALMETTO                   | 539               | 26                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 32                  |
| PEACHTREE                  | 5,969             | 237                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| PONCE DE LEON              | 3,528             | 386                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 1                   |
| ROSWELL                    | 8,214             | 284                 | -              | 0              | 5                  | 42                 | 0                  | 0                  | 1                   |
| SANDY SPRINGS              | 11,038            | 327                 | -              | 0              | 1                  | 2                  | 0                  | 0                  | 3                   |
| SOUTHEAST                  | 1,781             | 26                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH FULTON               | 2,466             | 55                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTH WEST                 | 1,631             | 83                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WASHINGTON PARK            | 646               | 28                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 7                   |
| WEST END                   | 1,213             | 43                  | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| WOLFCREEK                  | 3,206             | 96                  | -              | 0              | 2                  | 20                 | 0                  | 0                  | 0                   |
| <b>BRANCHES TOTAL</b>      | <b>104,855</b>    | <b>3,867</b>        | <b>-</b>       | <b>0</b>       | <b>10</b>          | <b>99</b>          | <b>0</b>           | <b>0</b>           | <b>61</b>           |
| CENTRAL                    | 468               | 126                 | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| VIRTUAL PROGRAMS           |                   |                     |                |                | 64                 | 740                |                    |                    |                     |
| OUTREACH VIRTUAL PROGRAMS  | 122               | 0                   | -              | 0              | 18                 | 7,812              | 0                  | 0                  | 0                   |
| AUBURN AVENUE RESEARCH     | 58                | 0                   | -              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| <b>SYSTEM TOTAL</b>        | <b>105,503</b>    | <b>3,993</b>        | <b>0</b>       | <b>0</b>       | <b>92</b>          | <b>8,651</b>       | <b>0</b>           | <b>0</b>           | <b>61</b>           |

## 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               | 63                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 1                  |
| ADAMSVILLE/COLLIER HEIGHTS | 785               | 68                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 5                  |
| ALPHARETTA                 | 25,766            | 898                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| BUCKHEAD                   | 3,802             | 963                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| CLEVELAND AVE              | 694               | 60                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| COLLEGE PARK               | 1,629             | 172                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| DOGWOOD                    | 1,175             | 52                  | 0              | 0              | 2                  | 8                  | 0                  | 0                  | 0                  |
| EAST ATLANTA               | 2,472             | 380                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| EAST POINT                 | 2,412             | 167                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| EAST ROSWELL               | 19,035            | 400                 | 0              | 0              | 8                  | 130                | 0                  | 0                  | 6                  |
| FAIRBURN                   | 1,437             | 133                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| HAPEVILLE                  | 17                | 41                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| KIRKWOOD                   | 8,357             | 245                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 4                  |
| MARTIN LUTHER KING, JR     | 3,115             | 164                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| MECHANICSVILLE             | 578               | 43                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| METROPOLITAN               | 4,969             | 154                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| MILTON                     | 19,621            | 344                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 1                  |
| NORTHEAST/SPRUILL OAKS     | 3,918             | 310                 | 0              | 0              | 3                  | 43                 | 0                  | 0                  | 0                  |
| NORTHSIDE                  | 3,547             | 342                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| NORTHWEST                  | 6,895             | 152                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| OCEE                       | 12,117            | 524                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 1                  |
| PALMETTO                   | 1,109             | 59                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 32                 |
| PEACHTREE                  | 17,907            | 629                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| PONCE DE LEON              | 4,692             | 818                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 1                  |
| ROSWELL                    | 17,727            | 717                 | 0              | 0              | 8                  | 82                 | 0                  | 0                  | 1                  |
| SANDY SPRINGS              | 24,238            | 941                 | 0              | 0              | 1                  | 2                  | 0                  | 0                  | 3                  |
| SOUTHEAST                  | 3,262             | 65                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| SOUTH FULTON               | 3,759             | 143                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| SOUTH WEST                 | 2,803             | 190                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| WASHINGTON PARK            | 1,236             | 52                  | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 7                  |
| WEST END                   | 2,491             | 106                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| WOLFCREEK                  | 5,782             | 270                 | 0              | 0              | 6                  | 57                 | 0                  | 0                  | 0                  |
| <b>BRANCHES TOTAL</b>      | <b>208,340</b>    | <b>9,665</b>        | <b>0</b>       | <b>0</b>       | <b>28</b>          | <b>322</b>         | <b>0</b>           | <b>0</b>           | <b>62</b>          |
| CENTRAL                    | 1,008             | 306                 | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| VIRTUAL PROGRAMS           | 0                 | 0                   | 0              | 0              | 176                | 3,478              | 0                  | 0                  | 0                  |
| OUTREACH VIRTUAL PROGRAMS  | 171               | 0                   | 0              | 0              | 43                 | 12,218             | 0                  | 0                  | 0                  |
| AUBURN AVENUE RESEARCH     | 60                | 0                   | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                  |
| <b>SYSTEM TOTAL</b>        | <b>209,579</b>    | <b>9,971</b>        | <b>0</b>       | <b>0</b>       | <b>247</b>         | <b>16,018</b>      | <b>0</b>           | <b>0</b>           | <b>62</b>          |