



# **BOARD OF TRUSTEES**

MEETING  
INFORMATION PACKET

OCTOBER 23, 2019



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FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES REGULAR MEETING  
OCTOBER 23, 2019



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING  
AUBURN AVENUE RESEARCH LIBRARY  
OCTOBER 23, 2019 – 4:00 P.M.  
AGENDA**

- I. Call to Order
- II. Meditation Moment
- III. Public Comments
- IV. Adoption of Agenda\* Doc. #19-51
- V. Approval of Minutes – September 25, 2019\* Doc. #19-50
- VI. Chairman's Report
- VII. Construction/Renovation Report – Paul Kaplan
  - Contractor
  - Hogan** Group 1: Roswell
  - Evergreen** Group 2: Buckhead, Ocee, Northeast, Northside, Mechanicsville
  - CT Darnell Construction** Group 3: Adams Park, Adamsville, Cleveland, College Park, Ponce, East Atlanta
  
  - Albion Scaccia** Hapeville
  - Winter Johnson** Central
- VIII. Director's Reports Doc. #19-55
  - Monthly Financial Report Doc. #19-52
  - Monthly Usage Summary Doc. #19-53
  - Quarterly Customer Service Report Doc. #19-54
  - Quarterly Library Closure Report
- IX. 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. Meeting Room Policy – Discussion
  - B. Policy for Friends of the Library – Discussion
- XI. New Business Doc. #19-56
  - A. 2020 Library Board of Trustees Meeting Schedule\*
- XII. Adjournment

\*Action is anticipated on this item

**Doc. #19-50**



**FULTON COUNTY LIBRARY SYSTEM**

**BOARD OF TRUSTEES MEETING**

**SEPTEMBER 25, 2019 – 4:00 P.M.**

**AUBURN AVENUE RESEARCH LIBRARY  
ON AFRICAN AMERICAN CULTURAL AND HISTORY**

**Jamison Professional Services, Inc.**  
East Point, Georgia 30344  
Tel: 404.684.6008 x29 Fax: 404.684.0011  
[www.jps-online.com](http://www.jps-online.com)



<b>Members Present</b>	Bailey, Phyllis D., Chairman Joyner, D. Chip, Vice Chairman Kaplan, Paul Piontek, Joe Radakovich, Nina
<b>Members Absent</b>	Borders, Priscilla Denson, Damian J. Jordan, Linda
<b>Also In Attendance</b>	Claxton, Zenobia – Assistant to Director’s Office Holloman, Gayle H. – Division Manager Morley, Dr. Gabriel – Executive Director Lamikanra, Adebola – Assistant County Attorney
<b>Visitors Present</b>	Frasier, Denise - Assistant to Commissioner Liz Hausmann Renfro-Lawson, Donna – Library Patron

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**Chairman Phyllis D. Bailey called the meeting to order at 4:00 p.m. at the Fulton County Library System.**

**Transcript Legend**

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

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

**CALL TO ORDER**

**CHAIRMAN PHYLLIS D. BAILEY:** Ladies and gentlemen, it is 4 o'clock. At this time, I'd like to call to order the September meeting of the Fulton Board of Trustees.

**MS. DONNA RENFRO-LAWSON:** It's not quite 4 o'clock according to the clock out front.

**CHAIRMAN PHYLLIS D. BAILEY:** At this time, I will ask that we'll be able to -- was there a speaker? We have the meditation moment and then we will have the speaker.

**MEDITATION MOMENT**

**CHAIRMAN PHYLLIS D. BAILEY:** My inspirational words for today: We often regret that we have spoken, never that we have been silent. When Western Union asked Thomas Edison to "name his price" for the ticker he had invented, he asked for several ways to consider it. His wife suggested \$20,000, but he thought such an amount was exorbitant. At the appointed time, he went to meetings still unsure as to what his price would be. When the official asked how much, he tried to say \$20,000 but the word just wouldn't come out of his mouth. The official finally broke the silence and asked well, how about \$100,000? Often silence allows others to say something better than we could have said ourselves. By keeping quiet, others will have greater interest in our thoughts and, when have an interesting audience, our words will have a greater impact. The Bible tells us that even a fool may be thought of as wise when his mouth is kept shut. In that sense, silence can keep us from embarrassing ourselves. People may think that we are smarter than we really are. When you feel moved to express an opinion, weigh the impact of your words and keep this thought in mind: the less said, the best said. We can't get in trouble with what we don't say. Like Edison, we might even benefit from our silence. Thank you.

**PUBLIC COMMENTS**

**CHAIRMAN PHYLLIS D. BAILEY:** At this time, we have Mrs. Lawson who would like a public comment.

**MS. DONNA RENFRO-LAWSON:** Yes. I am Donna Renfro-Lawson, and I appreciate this opportunity. I am here because I can't seem to get in contact with the administration as appropriate. Donna Smith, the branch manager at the East Point Library, refused to give me a Code of Conduct a couple of Sundays ago when the police were called. I have a letter sent to me by Dr. Gabriel Morley with an O.C.G.A. in it that is not quite making sense saying that I am banned from Gladys Dennard Library. I can't seem to get a branch manager to tell me how is a person banned from the library. Steven Rosenburg, who would be Fulton County system's ORR and supervising attorney -- I believe ORR meaning



open records request in case you don't know -- he's confused as well. Mr. Gabriel Morley they say can only be contacted by e-mail. For some reason, my e-mail is down right now; IT is supposed to be looking into that. I'm very concerned about operations. I'm very concerned that the public wasn't given a proper notice to the closings of the library on yesterday. I do believe there was a notation put in on Board of -- something was highlighted about a reapproved calendar, but it didn't say there was going to be a change on there, so you have to dig kind of deep. The notes and minutes are often very confusing. Sounds like it's more of a plaything than the serious undertaking with the \$27 million we pump into this library every year. So I'm still looking for Dr. Morley to answer about the letter that someone wrote, and I think it was him. And I do have a copy here that says that I am banned from Gladys Dennard Library, and I had no idea I was banned from Gladys Dennard Library. And I don't know who came up with the notation; I believe was Anja Davis -- don't know who she is -- that sent some kind of comments in. Comments are just out of control, erratic nonsense. She had three different dates on there; I got that information from Steven Rosenburg.

I am concerned about Patricia Hooker sending me a threat in the mail saying that I could not talk to anybody about Gayle Hunter Holloman forging my ID saying I had a ID card, a library card. I did not apply for a library card, and Gayle Hunter Holloman said that she has the authority to do that and the authority to make others do library cards. So what's the point of September library sign-up month? I've been waiting for answers for a year plus. Who is the Judge that gets paid a salary through the State or something to that effect in the minutes? The minutes are quite confusing. I am very concerned. I think I deserve answers. I study libraries and communities. My name is Donna Renfro-Lawson. I'm concerned about the negativity from the Board in the notes. I really am not interested in your grandchildren; thank God you have them. All kinds of comments are in those notes. I just told Mr. Joyner I've been trying to reach him for a while. I will leave him my information today. Anybody can contact me that needs to contact me. Hopefully, we will start putting this meeting on the Fulton County TV channel. I believe it can be recorded, audio and video, without charge. Anybody wants to come here and do it can do it. I believe that I expressed that to a couple of communication managers that deal with the cities that are involved with Fulton County. I also believe that there's a -- some kind of plan for one of the cities to take over their portion of the library. I kind of agree with that because Julie Walker as a state librarian is very unresponsive, and she's not so happy about Fulton County as

well, my interpretation of what she has written to me. My name is Donna Renfro-Lawson. I hope that it goes in the notes correctly because I have a bunch of questions, but my priority question is why can Gayle Hunter Holloman forge my identification and say that I have a library card. I am fully grown, I'm a senior adult, and I know how to process a library card. I am fully grown so when I get something from Gabriel Morley written in the manner that it's written and cannot get a question answered from Dr. Morley, he is overdue to be out of this building. I understand that the commissioners have more power than they should have but they wouldn't have that power if the constituents did not vote for them.

I believe we have an election coming up October 15 with two J brothers running for the seat. Sojourner Grant did not win, and you supported her. Hopefully she will look at it a little differently and put her support toward the person that is most interested in making sure our libraries are functioning properly. They are an extension of education. Federal, state, and local dollars go to the library and a lot of blood sweat and tears that are never accounted for. My name is Donna Renfro-Lawson; I'm available. I will be giving Mr. Chip Joyner my contact information. I believe that Mr. Chip Joyner represents Marvin Arrington who we never can get in contact with. Last time I saw Marvin Arrington was in East Point's library opening, and that East Point library is a wreck through management as well as set up. It's an endangering environment for constituents like me that want to go in there and simply receive services. Thank you for listening.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, Ms. Lawson.

#### **19-46 ADOPTION OF AGENDA**

Ladies and gentlemen, if you will take a look at your agenda. Are there any additions or corrections?

#### **MOTION**

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

**CHAIRMAN PHYLLIS D. BAILEY:** We do not need an executive session, so we need to remove that.

**MR. PAUL KAPLAN:** Okay.

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

**MR. PAUL KAPLAN:** I'll correct it. I make a motion that we adopt the agenda as presented except executive session has been dropped off.

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Kaplan has made a motion to accept the agenda. Is there a second?

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Chip Joyner. Thank you. All in favor?

**THE BOARD:** Aye.

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

**THE BOARD:** (No Response.)

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. The agenda is adopted.

**19-45 APPROVAL OF MINUTES - August 28, 2019**

**CHAIRMAN PHYLLIS D. BAILEY:** Please take a look at your minutes for August 28, 2019. I would encourage each of you to read and review these before we get to the meeting so that in case we have a long one as we have today we will not have to wait much longer. The meeting today will not be that long, certainly.

**MR. PAUL KAPLAN:** I make a motion that we approve the minutes as presented for August 28, 2019.

**MOTION**

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan that the minutes for August 28, 2019, be adopted. Is there a second?

**MS. NINA RADAKOVICH:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Judge Nina. All in favor?

**THE BOARD:** Aye.

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

**THE BOARD:** (No Response.)

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. Minutes are approved.

**CHAIRMAN'S REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** For my report -- first of all, I want to say thank you to Dr. Morley for the institution and carrying out of the 2 o'clock conference that we have every Friday just so you keep abreast of the things that are going on. Thank you very much for that, and I appreciate it. It's quite informative, and I really appreciate what you've done and how much information you were able to share. I visited two libraries, Fairburn and Palmetto. But this is Fairburn; that's the flooding incident, and I wanted to see first-hand just what it looked like, and it was quite a mess. Much of what was done as far as renovation has been harmed. The carpeting, flooring, of course, is in pretty bad shape. The plumber somehow jettison material out of the commode into the floor and, of course, that created quite a problem, and the environmental people now have to come to check it to make sure that it is now viable for people to be there health wise. And so that is, at this point, in process. And, of course, the carpeting that had to be replaced, it didn't have quite enough materials to replace it as it was and so they're dealing with that issue as well. I visited Palmetto and things are going well there. There are several people who have transferred from other -- these other libraries and they are quite happy and doing well and so things are going along well. In fact, they had a class going on that I observed at the time I was there. We have a new Board member

coming on, and I will welcome him when he comes in. That new Board member will represent Kirkwood and East Atlanta because those two branches have not had a viable spokesperson up until this point, and I'm concerned that they do not have a voting representative because of that. Hopefully, we will not have the extended meeting like we had last time because that was quite something. I think everybody was tired to the point of exhaustion afterwards.

The situation concerning the court reporter, I will speak with Zenobia about and we will have that resolved as the time that she gets word back as to what's going to be happening. With that, I have no further report to give other than thank you very much for your support and for your attendance at this meeting.

Thank you.

**CONSTRUCTION/RENOVATION REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** Construction and Renovation Report, Mr. Kaplan.

**MR. PAUL KAPLAN:** Well, it's going along. It's slowly going on. We have a couple things going on. Yet, Roswell probably is going to be delayed somewhat because there's going to be some changes on some of the fixtures and things that the commissioner made a change on. They went over and took a look at it. Don't look like it. Not enough light and so on. The only probably I have with that is restocking charge for the things that we have already ordered, where does that cost go? And I, I worry that we're going to eat some of that cost for restocking, and I don't know how much it's going to be. And I'm not sure how much we're changing but that's, that's the -- it might delay the opening. I think we were shooting for the end of the first week of October to get -- occupancy so that we can get in start doing our books, start getting the shelves going, but I think we're going to be delayed. I just like to get it open before Thanksgiving that's all that we're really shooting for, but we'll see what happens on this stuff.

Buckhead, Ocee, and all them, they're moving along. I don't know of any changes. Right now, I don't have any openings on schedule. I'm looking at Gayle.

**MRS. GAYLE HOLLOMAN:** No, nothing right now. We were hoping to be able to have two in October, but it looks as though there may be three opening in November before Thanksgiving. That's the plan, and Roswell would be one of those.

**MR. PAUL KAPLAN:** Yep.

**MRS. GAYLE HOLLOMAN:** So there may be some delays, and as far as the restocking goes, some things we may be able to go ahead and pay the restocking fee but, of course, it comes out of the regular budgets that we have for the program.

**MR. PAUL KAPLAN:** Yes, that's, that's the thing I'm worried about.

**MRS. GAYLE HOLLOMAN:** And then some though they won't take back, and so we just have to decide if we can use them someplace else or not.

**MR. PAUL KAPLAN:** Well, that's, that's the one part I was worried about. And then as far as group three is concerned, we're moving along. I mean, that's all we can do at this time. Hapeville, I don't know where we're at, Dr. Morley. I'm not even sure. Did we finally get the okay to do anything over there, or they still fighting between, between the city and Hapeville?

**DR. GABRIEL MORLEY:** Closing October 7<sup>th</sup> and moving out October 15<sup>th</sup>. I think it's the day after Columbus Day.

**MR. PAUL KAPLAN:** So that means they're going to start building -- can start. Okay.

**DR. GABRIEL MORLEY:** And it'll probably be a year. I think 11 to 12 months was our timeline for Hapeville.

**MR. PAUL KAPLAN:** And is everything at Ponce straightened out yet?

**DR. GABRIEL MORLEY:** We are submitting a plan that closes one entrance to the parking lot and adds four parking spaces.

**CHAIRMAN PHYLLIS D. BAILEY:** Is that a compromise, or is that --

**MR. PAUL KAPLAN:** Other words, we don't --

**DR. GABRIEL MORLEY:** It's a compromise on our part, but I'm not sure that anyone else is going to feel that same way.

**MR. PAUL KAPLAN:** So it stays open?

**DR. GABRIEL MORLEY:** Until we get a permit.

**MR. PAUL KAPLAN:** Until we get a permit.

**DR. GABRIEL MORLEY:** We're right back to where we were several months ago where we don't want to close until we're sure we have that permit, so we're submitting that paperwork to the city. We don't foresee any problems so it should be a relatively quick matter, but we thought it was going to be quick last time too.

**MR. PAUL KAPLAN:** And Central's going along. Finally have the -- figured out the --

**DR. GABRIEL MORLEY:** They're doing well. One panels came off the front. I saw the crane was there the other day, but no additional panels were off today, so I don't know if -- Gayle had a meeting this morning; I don't know if they had some kind of difficulty or if they were just trying to get re-set up.

**MRS. GAYLE HOLLOMAN:** It's just taking a little bit longer because they couldn't take them off in one piece. They had to cut it into fours --

**MR. PAUL KAPLAN:** They had to cut it down.

**MRS. GAYLE HOLLOMAN:** Yes, so they could -- because they couldn't get the bigger -- the larger crane in close enough to

be able to lift because they weigh five tons, so they have to cut it in four places and then take them out so it's taking a little bit longer.

**DR. GABRIEL MORLEY:** But the inside still moving along.

**MR. PAUL KAPLAN:** This group is very good.

**DR. GABRIEL MORLEY:** Yes, I don't foresee any problems.

**MR. PAUL KAPLAN:** No.

**DR. GABRIEL MORLEY:** They fixed the plumbing issues. All the holes are cut in the floor. I think they started the new service elevator piece. We still got to build a new staircase, but the rest of it should just be smaller stuff. You know, the mechanical equipment is in already so it's sheetrock, flooring, finishes. The artwork, we've got to work with the artist to do that piece. And then get the technology in.

**MR. PAUL KAPLAN:** I think it's going to be a real showpiece when they finish it.

**DR. GABRIEL MORLEY:** Yes. I mean, it's only like six or seven months and that will be just about ready for us to get back in the hockey puck and start doing the shelving and furniture and all that kind of stuff. I mean, unless there's some catastrophe but the big things, the difficult thing, reinforcing the floor, cutting the holes, getting the panels off, that's going to be the big issue. And then getting the windows in. As long as the windows go in, we'll be good, but the windows are notorious for being difficult to order and, you know, material running out, cost surging. You know, that happened to us at, at Sandy Springs. You know, the price of the window shot up between when we priced them and when we needed them. But no real big issues.

**MR. PAUL KAPLAN:** Okay.

**DR. GABRIEL MORLEY:** The big major things have been accomplished except for the, the panels. But other than that, I don't think we'll have other issues at Central.

**MR. PAUL KAPLAN:** Okay. That's all I have. That's it.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, Mr. Kaplan.

**19-49 DIRECTOR'S REPORTS**

**19-47 MONTHLY FINANCIAL REPORT**

**19-48 MONTHLY USAGE SUMMARY**

**CHAIRMAN PHYLLIS D. BAILEY:** Director's Report.

**DR. GABRIEL MORLEY:** Yes, I don't have any other building updates. I think some of these are moving along well. They've just about, I think, got, got some of these in groups two all cleaned out and demo'd and ready to start the next part of their construction phrase. Hapeville will -- like I said, they'll -- they will probably put up a fence. You know, they've got to demolish the whole building, make a parking lot, so there's several steps to what's going to happen to Hapeville, but that was all built into the timeline they gave us a year or so ago,

so that, that one should be okay. I was going to point out a few things in the statistics because now that we've reopened some of these, we're starting to see some life come back. So, you know, we're still down on the total number of visits but, if you look at these two numbers, the 254,000 for August 2019 versus the 278 for August 2018, that's pretty good when you think about 14 of our libraries are closed. So we're almost holding steady in visitation even with 14 branches closed. Our circulation also is doing fairly well. It's not really reflected in these numbers but, if you look at the real guts of our circulation how it works, we're doing very well there. Our virtual circ continues to, to increase and climb. Remember, we had an extra 600,000 this year that we put into it in order to, to help it grow. We could probably use some more money for it next year but, at some point, we're going to reach a precipice and we'll hit that tipping point for virtual circ until we see another big surge come in. And I was going to point out another thing too that the total number of programs -- I said this when we were talking about the summer reading and what a monumental effort the staff made to have more summer reading programs this year than we had in any other year even with libraries closed, and you'll see that's also reflected in these numbers of programs. So remember all of these libraries we've had closed all of these months for all of this year and we're still up on the total number of people attending programs. We've increased that with ten percent even with our libraries closed. So we're still doing a lot of good things even though some of these places don't have a, a real space. We branched out into different places; the parks, the churches, some city halls up in the northern part of the county. So we're still trying to get out and reach people even though the summers over and it seems like we're in the middle of this long project. We are, but we still have some life in us. And if you -- if you look through to your next page you can see some interesting things if you look at the ones we've recently reopened. I was telling some people yesterday if you look at the circulation report on the next page and then go down to Sandy Springs and run your finger across to the August 2019 circ data, they circulated 27,000 items, yes, in one month. So the first month to reopen here they are pushing on the door of 30,000 items which is a fantastic resurgent. I think confirmation of what Paul and I have been trying say all along that once these are reopened, people are flocking back to them to use them even more so in some cases than before. So keep your eye on some of those if you're interested in how they're progressing. We think they're doing well, and the staff is -- the staff is still overloaded in some places because we have so many closed. So that's I think

one of the things Gayle was worried about we're not going to be able to reopen Adams Park and College Park when we thought so now those people have to stay wherever they've been relocated but now the Hapeville people have to get relocated. East Atlanta maybe next week starts to get relocated. So we don't have the same relief we were hoping for. But, but, but truthfully, I mean, if we can get those three back open, if we can reopen Adams Park, College Park, and then Roswell, you know, that will be a huge relief because then we can redistribute some of the staff again that relieve some of the pressure at the branches that are overloaded with people. And I think everyone knows having Roswell open again will really help with our public image, and we have a lot of people trying to get back into those libraries that are up there that have been closed for a long time because Roswell's been closed for over a year.

**MR. PAUL KAPLAN:** A year?

**DR. GABRIEL MORLEY:** For a very long time.

**MR. D. CHIP JOYNER:** Dr. Morley, with the extra personnel's on these locations, is there a way to use that labor in non-traditional ways or?

**DR. GABRIEL MORLEY:** Sort of as long as they're not being worked out of class. I mean, in some cases, we've sent some people to do outreach, but we have to be careful about what they are allowed to do based on their job classification. I mean, we can't ask a library assistant to open the library, for example, or supervise three people. So that's part of the challenge I think Gayle has faced is how do we get the right people to the right branch where they can be supervised, fall in line with what their duties are and not be compelled to do some other duties that are not in line with what their job specs so.

**MR. D. CHIP JOYNER:** Can they -- is it, I guess, local schools can encourage use of their cards or --

**DR. GABRIEL MORLEY:** It depends on what classification. The managers are doing that already. Remember, they did not have to get reassigned; their job was to stay in their community and do outreach events in their community, and they were supposed to work with their children's person or their assistant manager to do those things too. And they've all done them very well. I mean, unless there's, there's something we don't know about, they've all been very successful in doing that, but the lower level librarians and lower staff we've tried to keep at the branch to maintain that classification so they're not doing things that are beyond the scope of their job. It's very strict.

And I will say one other thing too about the budget. Phyllis and I talked about this, and we talked about this at the last library Board meeting and remember we, we addressed the security



issue for next year, and we had intended to ask for more money and then we were told the county would be taking over security as a shared service. So we were also notified in the last month or so that all of our security money for the year is expended so we've asked for some extra money from a salary savings to fulfill the security we have today for the remainder of the year. But what that discussion also surfaced was the idea that the finance department believed the police had already had a conversation with us asking about our specific needs. And so that conversation had not happened, so the finance department at the county, I believe, is going to go back and talk with the police and see how we can, you know, shore that up because we will definitely need not only the money we have today and the additional money we've requested but even more money for these other branches when they get open to include Central Library. If we put the x-ray machine at Central Library, we have to man it with security guards and that's going to be on top of what we're paying today. So we're monitoring that, we're trying to work with the county and everyone to ensure that that there's also a buffer of flexibility for if something happens at a branch we can call out of guard and not have to say oh, we don't have any money. But I think we also have a commitment from the police department to be more involved and engaged in what's happening at some of these libraries. Stay tuned for that; keep your ears open. And as we go through the budget process in the next month or so, the next time we meet, I might have a better update for us. And again, it's not just us too. Remember the senior centers have security guards. There are multiple departments that have security personnel, and the goal for the county is to have an overall plan that works for everyone. So we just need to make sure that they understand our plan was only working because we were supplementing the salary savings every year. So that may not be an option going forward, so we need to make sure that it's fully funded from the get-go. That was all I have.

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

**COMMITTEE REPORTS**

**LIBRARY VISITATION**

**CHAIRMAN PHYLLIS D. BAILEY:** Committee Reports. Mr. Joyner, Library Meeting Visitations.

**MR. D. CHIP JOYNER:** Has anyone had a chance to visit any of the libraries since our last meeting?

**MR. JOE PIONTEK:** Dr. Morley, did they tell you that the Roswell DDA has come up with 20,000 to invest in streetscapes and they're putting it towards the streetscape around the Roswell library? So the communities trying to come back in and also try to contribute towards the look of our library right in that --

in that quarter that we're expanding into.

**DR. GABRIEL MORLEY:** That will be good.

**MR. JOE PIONTEK:** Yes.

**DR. GABRIEL MORLEY:** We have some agenda items on the next BOC agenda to do the storm water credits. You also have been involved in those. Signed off on the storm water credits and whatever else we needed to get out of the way so we can keep moving forward with that project.

**MR. JOE PIONTEK:** I'm pretty sure Commissioner Hausmann. I just heard about it the other day.

**DR. GABRIEL MORLEY:** Yes, that'll be good. The Friends asked about putting up a fence or something to try and stop trash from getting in the bushes, so Al also has on his list to look at any ways we could enhance but also minimize the landscaping so it's not a burden.

**MR. D. CHIP JOYNER:** That's interesting; that came up at the Ponce location too that there's a space, a fenced space behind the building. Is that going to be used or enhanced or mitigated with the remodel? A little challenge for some people.

**DR. GABRIEL MORLEY:** I don't think so.

**MR. D. CHIP JOYNER:** Around trash --

**DR. GABRIEL MORLEY:** Since we scrapped cutting the tree, I think it's going to remain just how it is. We're going to get the dumpster out of there. The county is trying to get away from having a dumpster, so that would be gone from there. But I'm sure there will be some minor landscaping that they may put down, pine straw and some kind of bushes or something. We tried to spruce up every one of them as we, we renovated.

**MR. D. CHIP JOYNER:** Is the fencing going to change where maybe it's a little more secure than that where people just can't hang out there?

**DR. GABRIEL MORLEY:** Not that I know of. I mean, I think the plan we're submitting, at least the majority of that alone, you know, because originally, remember we were going to cut all those trees to have the drive-thru, so that was going to totally redo everything that was happening. But now that we're not doing that drive-thru, I don't think there's any plans, or there's no plan that I know of. I mean, there are no extra landscaping or anything. I can ask Al to look at it and see. I don't know how it's all going to shake out when once it gets there. He may need to make a turn-around in there where people can back in and then come forward. I just don't think -- or I don't know today what that looks like.

**MR. D. CHIP JOYNER:** But if he can perhaps just get some feedback from some of the libraries there about some of their concerns or some of the ongoing challenges they have sometimes

with that back area. They felt -- they just said there's some opportunity to improve it.

**DR. GABRIEL MORLEY:** I think the lighting is improving. I think we were definitely adding --

**MRS. GAYLE HOLLOMAN:** Yes.

**DR. GABRIEL MORLEY:** More lightning, and the cameras will be back there. That may have been his approach was to have better lighting and cameras to cut down on that activity. And the dumpster will go gone so there's no more hiding place either. It'll just be wide open with the lights on and then you know that department or whatever is right there on top of them. Right out the back.

**MR. D. CHIP JOYNER:** And also, with library visitations, I wanted to know as a group should we set a goal for this next year for the number of visitations we want to do. We've tried it this, you know. We didn't set targets this past year, but I think this year, in our next meeting, if we can get some feedback on what's a good goal as a team to try to meet where not only do we hit at least all of them in our own districts but perhaps a visit one or two in someone else's district or a team where can't visit. But please come back with your thoughts in the next meeting and let's put that on, on one of our goals toward this next year.

**DR. GABRIEL MORLEY:** And you could come to the Roswell where we do our tour October 4th at 2 o'clock. City leaders, a few commissioners. And I don't -- is it still a hard hat?

**MRS. GAYLE HOLLOMAN:** Oh, yes.

**DR. GABRIEL MORLEY:** All right. Okay, so make sure you wear hard-soled shoes.

**MRS. GAYLE HOLLOMAN:** They usually provide them too.

**DR. GABRIEL MORLEY:** You'll need to wear a hat and vest like we did at Central.

**CHAIRMAN PHYLLIS D. BAILEY:** I did visit Palmetto and Fairburn.

**MR. D. CHIP JOYNER:** I wasn't aware of the leak. Did that go out in an e-mail?

**CHAIRMAN PHYLLIS D. BAILEY:** Well, what happened was the sewage clogged, and it was found to be a piece of cloth, a rag, and --

**MR. D. CHIP JOYNER:** In the restrooms?

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. And the plumber came in and, from what I understand -- Dr. Morley, correct me if I'm wrong -- he decided to jettison the material out of commode and without knowing what really was there, and it all came back onto the floor -- so here is a picture the library sent me -- and it ruined much of the carpeting and so forth they had to put down during the renovation. So now they're in the process trying to locate materials to replace what's been ruined. And that was presented a problem because we had completed the renovation

there so now, we're back almost to square one as far as this is concerned. Environmental people have to come in to approve it because after the materials were all over the floor it was -- presented a health issue for anyone who's going in there. So I made the point to go out because I want to see for myself just what happened, and it's just bad as they say.

**DR. GABRIEL MORLEY:** The public area is back operational. It's carpeted. It's the staff area where we don't have enough added stock to put in new carpet. We got to fix the drywall, that kind of stuff.

**MR. D. CHIP JOYNER:** So can the administrative staff access that area at all --

**DR. GABRIEL MORLEY:** Yes. It's just a concrete floor; they just moved up the carpet.

**MR. D. CHIP JOYNER:** Did -- now, did this go out to all of us? Did I miss it in an e-mail?

**CHAIRMAN PHYLLIS D. BAILEY:** No, no. This was sent to me because I went to the library and talked with the librarian, and she sent this to me to let me see the picture.

**MR. D. CHIP JOYNER:** That's all on library visits.

#### **BYLAWS AND RULES**

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. Bylaws and Rules.

**MS. NINA RADAKOVICH:** We have no report. No report.

#### **NATIONAL AND STATE DEVELOPMENTS**

**CHAIRMAN PHYLLIS D. BAILEY:** National and State Developments.

**DR. GABRIEL MORLEY:** September 12<sup>th</sup>.

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

**MR. JOE PIONTEK:** Yes, ma'am; I'm sorry about that.

**CHAIRMAN PHYLLIS D. BAILEY:** National and State Developments, anything?

**MR. JOE PIONTEK:** No. No. I didn't have any on mine. Did not hear from Linda either so.

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

#### **UNFINISHED BUSINESS**

**CHAIRMAN PHYLLIS D. BAILEY:** Unfinished Business. Discussion concerning Meeting Room Policy.

**MR. PAUL KAPLAN:** You know, I'm going to take two of these things. The first thing we're going to do, the Policy for the Friends of the Library, I'm putting that on hold at this point. Our new attorney is sitting right over here, and I already sent her -- I just gave her a copy of a rough draft, and I'm going to meet up with her and we're going to go over it. So there's no reason for me to discuss it at this point until we go through legal part of it.

#### **MEETING ROOM POLICY - DISCUSSION**

#### **POLICY FOR THE FRIENDS OF THE LIBRARY - DISCUSSION**

**MR. PAUL KAPLAN:** Meeting Room Policy. All right, so I'm going to ask the Board. What are we -- what are we looking for in meeting room policy? Are we looking to, to cause -- okay, all of this happened in Alpharetta. Also, at Ponce. And I'm not sure -- and I'm looking at Dr. Morley or Gayle -- as a library branch, did we do everything proper as far as the clients are concerned? You know, so this thing was full, and I guess they were giving tickets out, and they put some stuff outside. Was everything done the way it should be normally done? Was it something that we missed out on that portion of it? Because I can go ahead and I can rewrite a meeting room policy, but I know what happened in Alpharetta that -- did we have a problem with the -- because you heard what the women were talking about at the last meeting, and my question is did we do everything proper on our side as far as setting up blinds, not allowing some people to come in the room because it was full? I'm not sure; I was not there.

**DR. GABRIEL MORLEY:** Dominique investigated all that when she did an official report. She said we did everything we were supposed to do.

**MR. PAUL KAPLAN:** So everything we did as far as -- we aren't concerned we did it correctly.

**DR. GABRIEL MORLEY:** The Fulton County's legal department did an internal investigation and interviewed all of the people involved and issued a formal report that said they believed that we did everything appropriate.

**MR. D. CHIP JOYNER:** Did they make any recommendations to an event --

**DR. GABRIEL MORLEY:** For this Board to consider a new meeting room policy.

**MR. PAUL KAPLAN:** Well, here is where I'm coming from --

**DR. GABRIEL MORLEY:** I mean, the ticketing is a misnomer. We're using the ticketing to ensure that we're not over capacity so it's not really you can't only get in if you have a ticket. It may seem that way but we have no other means of saying 700 people don't show up to this program where we can only do 50 people so we commonly will say hey, you know, reserve a spot or, you know, indicate you want a ticket so we can gauge how many people are coming. But in reality, it means absolutely nothing if 50 other people showed up who had not RSVP'd or not ticketed, they can still come in. It's first come first serve. So that's some of the way we're colloquially using ticket and ticketing is confused with the way other people believe ticket and ticketing. And in this case, it wasn't our program. Remember, it was a private individual who was allegedly doing these things, so we did what we needed to do. And I think I sent that report months ago from Dominique. It's probably --

**MR. PAUL KAPLAN:** Well, that, that, that's one part of it. The second part about it, and I'm asking for it, let's talk about censorship. Are we going to censor some of these things that go on the library? She mentioned about that we should not have R-rated movies at any of the libraries at all, we should only have PG. Things about the thing at the Alpharetta library say it's causing problems with our children because it's not demoralizing them but accepting the way some people live their life, whatever you want to call it. I'll speak for myself. I do not censor. I'm sorry, on the library, libraries are supposed to be open to the public. If you don't want your child there then don't bring them there. I don't know where the parents got to come in and have to come into it. I don't know where to go with this. I mean, if I can write up a policy, I can -- I can write up a meeting room policy, and I can put in a note that we don't allow anything that is over capacity; we don't allow anything that's going to cause problems. We think there's going to be problems. I don't know where to go. I don't know. I'm looking at you Joe; what do you think?

**MR. JOE PIONTEK:** Well --

**MR. PAUL KAPLAN:** I know you --

**MR. JOE PIONTEK:** I know. I just turned quickly to Gayle, and I asked her if we had a meeting room policy. Apparently, we did.

**MRS. GAYLE HOLLOMAN:** We do.

**MR. JOE PIONTEK:** As we should. But I don't think it was the best censorship, Paul; I think it was more about there was a changing of this, you know, this room was taken, and it was employees that signed up for it, or maybe seats were taken and it was employees. Think the employees got pointed to several times during this as being part of the -- apart of the conflict, and I don't think that they were; I think the students did a good job here with what he had to work with. The meeting room policy -- and I'm not sure what it is but it doesn't -- apparently, it doesn't have to be written down, or is there a sheet or something where we keep track of?

**MRS. GAYLE HOLLOMAN:** It's written down. It's also on the website.

**MR. JOE PIONTEK:** Oh, okay. So they formally have to put down that they are going to reserve the room?

**MRS. GAYLE HOLLOMAN:** Oh, yes. There's, there's a -- you have to -- there's a heating application and it's reviewed at the branch and then the decision is made that you meet the requirements to get the room. The main thing is to have a library card that's in good standing.

**MR. JOE PIONTEK:** And employees have to fill that out as well as a general --

**MRS. GAYLE HOLLOMAN:** Usually, employees don't use the meeting

room for their own gain. You know, that's always been frowned upon. But umm, so --

**MR. JOE PIONTEK:** That was the only thing that I saw in there that was maybe a little -- maybe it was a little hard to understand.

**MR. PAUL KAPLAN:** Well, there's one portion here it said the event was formally sponsored by the library. Just stop right there. Does that mean that that is something that really has turned off a couple of the commissioners why we had formerly using Fulton County as sponsoring this program. They don't want their name involved with that because it's a program, that's fine, but they don't want to sponsor these things -- have this written down as being a sponsor. Now, I don't know if it was stated that way. It had Fulton County on it, I'm not sure but what happened apparently, the Fulton County have decided to drop that thing out completely -- not by the library, but by Fulton County -- and then a woman, I believe, who lived in that area rented the room -- I'm trying to get all this correct -- rented the room out and brought that same program into the library, but we didn't sponsor it. I'm looking to see -- I'm trying to get this straightened out in my mind because if we just let it go and we don't answer it back it's going to come right back here where we were. I'm looking for some answers; I don't know. I mean, I had something written out, and I told you that last week or last month that one library system in -- this happened to be in Illinois -- that they refused to sponsor a program that was the Neo-Nazis wanted to rent the room out. And what they did they wrote out a thing of policy and, if that's going to happen, they have to put down a one-million-dollar bond. They had all kinds of things in there. You got to do this before that you can enter and rent the room out. Now, we want something like that, fine. I don't want to get involved; I know they got sued, but I'm just telling you that I don't want to be sued as an individual. So, Nina, what do you think?

**MS. NINA RADAKOVICH:** I think it's a difficult question because the library is a public forum which is a legal term and that means that first amendment rights are protected in the library so a crucial distinction here is who reserves the room. The public is entitled to access to those rooms, and we might want to ask our attorney to look at this issue specifically for libraries because the question here is about library-sponsored programs. I think our meeting room policy does give priority to library-sponsored programs and that can mean anything from a reptile expert who comes to talk to children, to a movie, to a Friend's book sale. All of these are library sponsored. Now, when you get into library sponsoring controversial material then what happens. What standards can the library set as far as

library-sponsored programs, and I don't know the answer to that.

**CHAIRMAN PHYLLIS D. BAILEY:** Madam attorney, is that something you would be able to tell us about, say, next meeting?

**MS. ADEBOLA LAMIKANRA:** Yes, I can look into that.

**CHAIRMAN PHYLLIS D. BAILEY:** Please.

**MR. D. CHIP JOYNER:** How do we distinguish between sponsored and non-sponsored in the public realm?

**MS. NINA RADAKOVICH:** It's pretty clear if a library personnel reserves the room generally, that is going to be a library-sponsored program and it's paid for by the library or some of it is voluntary. But, basically, the non-sponsored programs fill out the application and because those rooms are under the control of the library, there's no need to fill out a form; the library is aware of who's doing it and so on. And then there's the question well, how far up in the chain of command does that request go for a library personnel or staff to sponsor a program.

In the past it's not -- it's not generated controversial until recently. Is that right or has there been questions --

**MRS. GAYLE HOLLOMAN:** Not that I'm aware of. I mean, not as a general rule. I mean, every now and then in the years past there may be a question that has come up about someone but, in those cases, most of the time it's been where people were found to be charging. So use of the room we had a lady who worked for us some years ago and she would -- she had the responsibility of people calling and she would arrange for the meeting room use by them and she would discover from -- maybe they would give her a website or something -- she would go on the website and find out they were really asking people to put some money into Pay Pal and pay for this event, and it cannot be -- it has to be free and open to the public or they would put some stipulation that only a certain group could come. And so she would find that out and we would tell them no, you can't do that. But so those were the main things that we had back in the day as a problem. This is kind of a new situation that has developed. I think because of the sign of the times and the way things are changing just in the course of society, but --

**MS. NINA RADAKOVICH:** I think the meeting room policy we have now is very good. I think it has contemplated other first amendment issues and addressed those based on what you just said. You know, it has to be free and open to the public which a public forum permit should be but, as far as the content, it doesn't really address that. But the things that I've seen on this topic -- and I haven't looked specifically for this -- but and going to ALA meetings and hearing people talk about meeting rooms, most, most say they don't censor things.

**MRS. GAYLE HOLLOMAN:** We don't.



**MS. NINA RADAKOVICH:** But I don't see -- I have not seen a discussion of library-sponsored programs and how -- what consideration is given to which programs will be put on by that are sponsored by the library. But there, there might be cases.

**MS. ADEBOLA LAMIKANRA:** Yes, I'll definitely take a look at that.

**MS. NINA RADAKOVICH:** There's also somebody whose kind of over all the legal issues and specifically first amendment issues because it's a big thing with libraries generally at the American Library Association. And I can't think of her name, but I saw her put on a program and she was very welcoming as far as coming to discuss these issues, and she is aware of the most -- the most recent cases.

**MR. PAUL KAPLAN:** Well, I bring it up because I think it needs to be brought up.

**CHAIRMAN PHYLLIS D. BAILEY:** It does from what I'm hearing.

**MR. PAUL KAPLAN:** And as far as programming for each individual library system, for each -- I'm sorry, each library itself, that's up to the manager. The branch manager knows what's coming up. He books the room and sometimes the Friends bring something in, sometimes the schools bring it in. I mean, I got a call on one where somebody thought man, that's not really appropriate. No, I'm sorry, it was the wrong -- well, it wasn't Republican, and it wasn't Democrat, let's put it this way. I'll just leave it like that. And they thought I should check into it. I can't sit there and check every program. It is what it is. It becomes all too consuming. We're on the Board of Trustees. We set policy and hire, hire the director and do all that, but I can't sit there now and check every single program. They want to make me -- have me put the meeting room policy that covers everything; I'll never be able to do it. However, since we turned everything over to our attorney here, and since I got to sit and talk to you about the policy for the Friends meeting, we'll sit and talk about that too at the same time and have a report at the next meeting and go from there.

**CHAIRMAN PHYLLIS D. BAILEY:** I think that it's worthwhile bringing these up because it has created some controversy but, again, if you're balancing between censorship and -- rights, so we need a legal opinion on that before any decision is made. And I can appreciate that, and I thank both of you for having worked so hard on this. You have to try to get around and deal with the implications of a lot of the things that are said. So with that, we will wait until you have gotten a legal opinion and be able to move forward on the issue. Are there any concerns or questions from the members of the Board who wish to address the issue further?

**MR. JOE PIONTEK:** The concept was about the difference between a library-sponsored event and just a publicly registered event. I don't think that we would ever have trouble with saying the library's sponsoring children's reading time. There was a level of detail beyond that that caused the trouble and it did not when it was at Ponce de Leon and it did when it was in Alpharetta. So again, as -- and even the last time director and I spoke about it said yes, it's different communities, different programs, and that's what we do at the library here. So I don't know; is somebody supposed to judge that in the end?

**CHAIRMAN PHYLLIS D. BAILEY:** That's what it comes down to, I'm afraid, and that's where we have the problem legally because if we allow judgements -- personal judgments to come into this, we're going to run into some major problems; we just cannot do that. Any further comments or considerations? Thank you all very much. We will wait to hear from you concerning both of these issues.

**NEW BUSINESS**

**CHAIRMAN PHYLLIS D. BAILEY:** New Business. If there's no new business, I would like to at this time address our new attorney and say welcome aboard. Hope you'll stay this time. Thank you.

**MR. PAUL KAPLAN:** This is a tough Board. Very tough Board.

**MS. NINA RADAKOVICH:** And you're just wading the water; you're going to get thrown in.

**CHAIRMAN PHYLLIS D. BAILEY:** Mrs. Or Ms.?

**MS. ADEBOLA LAMIKANRA:** Ms.

**CHAIRMAN PHYLLIS D. BAILEY:** Ms. Adebola Lamikanra.

**MS. ADEBOLA LAMIKANRA:** Lamikanra.

**CHAIRMAN PHYLLIS D. BAILEY:** Lamikanra. I'm trying.

**MS. ADEBOLA LAMIKANRA:** It's okay.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Would you like to have something to say to the Board of yourself or background.

**MS. ADEBOLA LAMIKANRA:** Yes. I've been practicing law for almost nine years now. I joined the county attorney's office like three weeks ago.

**CHAIRMAN PHYLLIS D. BAILEY:** And they really threw you in, didn't they?

**MS. ADEBOLA LAMIKANRA:** Yes. And I'm just excited to work with you guys, and I do have cards so if you need to contact me, feel free to.

**CHAIRMAN PHYLLIS D. BAILEY:** Any questions or comments from any Board members? If not, welcome aboard, and we look forward to being able to work with you. Hope you can help us out of some of the mess that we get into. And we do get into some very rather difficult questions sometimes. So we look forward to

your help and thank you for being with us. Any other new business?

**MR. PAUL KAPLAN:** I was at the Friends council meeting with -- Dr. Morley who spoke very well. And Dr. Morley kind of told them pretty much everything. He's going ahead with construction. We just kind of verified it and they're happy. The one that wants to go through the \*\* right now is Roswell. They do want that place open, so it will be Ocee and Spruill Oaks -- while. That's it.

**CHAIRMAN PHYLLIS D. BAILEY:** Anything else? Since we do not need the executive session, that bring us to an end.

**ADJOURNMENT**

**MOTION**

**MR. PAUL KAPLAN:** I make the motion to adjourn.

**MR. JOE PIONTEK:** That'll second that.

**CHAIRMAN PHYLLIS D. BAILEY:** Motioned by Mr. Kaplan --

**MS. DONNA RENFRO-LAWSON:** Before you all adjourn, your sign out there said you had to confirm to come into this meeting and do a reservation. And I'm almost sure that that's inappropriate and out of order. The assistant attorney general has asked for a copy of the signs that are posted, and I was told I could not take a picture.

**CHAIRMAN PHYLLIS D. BAILEY:** We'll see about that.

**MS. DONNA RENFRO-LAWSON:** Yes, it's out there. You can go out there and see it. I think a public meeting means open without reservations.

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Kaplan, you made the motion?

**MR. PAUL KAPLAN:** Yes.

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Piontek second the motion. Are there any objections? If none, all in favor?

**THE BOARD:** Aye.

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

**THE BOARD:** (No Response.)

**CHAIRMAN PHYLLIS D. BAILEY:** All right. Meeting adjourned.

**(Whereupon, the Regular Session of the Library Board of Trustees Meeting concluded at 4:57 p.m.)**

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

October 2019

### **Summary of September 2019 Activities**

#### **Personnel**

- We hired a new financial manager this month. He has been with Fulton County for 12 years. His previous experience at FULCO has been in the budget office and with the board of health.

#### **Bond Update**

- Central Library – Several panels have been removed from the front of the library in anticipation of the installation of the new windows. Work continues on schedule.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – All of these libraries have re-opened except Roswell. We are working to re-open Roswell before Thanksgiving, but product delays may move this opening into December.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – Construction is ongoing at all these libraries.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – Adams Park, College Park, Cleveland Avenue, Adamsville-Collier Heights, and East Atlanta are closed. College Park and Adams Park are on schedule to re-open in December. We have a partial permit for Ponce and anticipate a full permit before the October board meeting.
- The Hapeville project is moving forward with move out activities.

### **VOLUNTEER SERVICES**

- Volunteer Services recorded 424 volunteers who served 2,921 hours at 27 locations including at outreach events. This included 82 new volunteers.
- 108 volunteers assisted with shelving tasks and 150 volunteers assisted with programs across the system.
- 16 volunteers taught meditation, Tai Chi and yoga sessions at nine different locations. 14 volunteers and their dogs provided 21 pet storytime programs at Alpharetta, East Roswell, Milton, Northeast/Spruill Oaks outreach and Sandy Springs. Seven volunteers taught ESL sessions at Alpharetta, East Roswell, Milton and Sandy Springs. 11 volunteers taught art programs with Central outreach, East Roswell, Milton, Ocee, Palmetto, Peachtree, Ponce and Wolf Creek. Six volunteers taught coding and STEM

sessions at Alpharetta, Metropolitan, Milton and Wolf Creek. Four volunteers also led dance and music classes at Alpharetta, Palmetto and South Fulton and 10 volunteers led games at Alpharetta, Milton and Wolf Creek. Junior League volunteers provided *Pete the Cat* programs at Metropolitan, Washington Park, West End and Southwest. An AARP volunteer provided a safe driving course at Sandy Springs. The Ocee Library worked with volunteers leading a Career Fair at the Alpharetta City Hall and both Ocee and Wolf Creek held sign language storytimes led by volunteers.

### **WEST END**

- The branch participated in the “Literacy Night” at KIPP Strive Academy in the West End, and the “*Taste of the West End*” Community Festival in the park sponsored by Willie A. Watkins Funeral Home

### **WASHINGTON PARK**

- ABC Back to School Storytime for pre-k children at M. Agnes Jones Elementary. Children listened to two stories. The first one "Pete the Cat" and the "Itsy Bitsy Spider" by James Dean and "ABC Ready for School" by Celeste C. Delaney. We discussed Class Pass and what they could do with it and because most had library card, each student received a "Kids Go Free" pass to LEGOLAND.
- Students at Booker T. Washington High School had a chance to view the library's webpage and peruse some of the databases that were listed. Their favorite was Georgia Driver's Test site. Several students took turns practicing the test on the library's website. Also students were told they had a class pass and what it was and how they could use it to access the databases.
- Seniors at New Horizon Senior Center created *Button Trees* using a stencil of different types of trees and colorful buttons in all shapes and sizes. They glued the buttons on the stencil and some made holes for the button that had stem on the back of the button.

### **PALMETTO**

- September is National Suicide Prevention Awareness Month, Baby Safety Month, National Preparedness Month, and Library Card Sign-up Month. We also observe Spanish Heritage in September. Displays were set-up in recognition of these special events. In collaboration with Chattahoochee Hills Charter School, Palmetto Library organized two special library card drive events for the school on September 13th and 19th. Arrangements were made with Palmetto Elementary, Creek Side High School, Bear Creek Middle, The Right Start Early Learning Academy, and ABC Learning Center for library card drive events during the month of September.

**FULTON COUNTY LIBRARY SYSTEM**  
**MONTHLY FINANCIAL REPORT**

AS OF SEPTEMBER 30, 2019

Doc. #19-52

<b>SERVICE</b>	<b>2019 BUDGET</b>	<b>SEPTEMBER</b>	<b>2019 YTD</b>	<b>2019 YTD</b>	<b>2019 YTD</b>	<b>2019 YTD</b>	<b>BUDGET</b>
<b>DESCRIPTION</b>	<b>ALLOCATION</b>	<b>EXPENDITURES</b>	<b>EXPENDITURES</b>	<b>ENCUMBERED</b>	<b>COMMITTED</b>	<b>% COMMITTED</b>	<b>BALANCE</b>
REG SALARY	14,515,273	1,068,706	11,018,512	-	11,018,512	76%	3,496,761
PART TIME SALARY	511,920	29,586	348,748	-	348,748	68%	163,172
BENEFITS	7,474,079	522,296	5,095,660	-	5,095,660	68%	2,378,419
BOOKS	2,585,836	34,483	1,480,958	750,152	2,231,109	86%	354,727
OFFICE EQUIP. REPAIR	10,260	2,987	3,467	4,809	8,276	81%	1,984
EQUIPMENT	40,791	261	20,017	14,020	34,037	83%	6,754
OFFICE FURNITURE	3,082	520	1,113	-	1,113	36%	1,969
PROFESSIONAL SERV	134,306	4,450	31,646	17,121	48,767	36%	85,539
COPIER MACHINE LEASE	159,824	-	85,598	-	85,598	54%	74,226
COPIER PAPER	18,000	-	14,263	-	14,263	79%	3,737
SUPPLIES	178,340	29,027	97,482	37,064	134,546	75%	43,794
SOFTWARE MAINTENANCE	555,392	-	-	1,500	1,500	0%	553,892
BUILDING RENT	203,641	18,689	132,618	70,758	203,376	100%	265
LYRASIS CHARGES	200	-	-	21	21	11%	179
OTHER SERVICES	223,139	12,463	113,767	36,250	150,017	67%	73,122
SECURITY SERVICES	419,000	65,527	413,734	5,266	419,000	100%	-
TRAVEL	40,000	-	10,644	-	10,644	27%	29,356
VEHICLE MAINTENANCE	13,850	2,058	5,694	-	5,694	41%	8,156
GENERAL INSURANCE	585,361	48,780	430,703	-	430,703	74%	154,658
CONTINGENCY	8,720	-	-	-	-	0%	8,720
<b>TOTAL</b>	<b>27,681,014</b>	<b>1,839,832</b>	<b>19,304,623</b>	<b>936,962</b>	<b>20,241,585</b>	<b>73%</b>	<b>7,439,429</b>

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT -BY ORG TYPE

AS OF SEPTEMBER 30, 2019

ORGANIZATION	SERVICE	BUDGET	SEPTEMBER	2019 YTD	2019 YTD	2019 YTD	2019 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,299,575	914,443	9,387,767	-	9,387,767	76%	2,911,808
	PART TIME SALARY	511,920	29,586	348,748	-	348,748	68%	163,172
	BENEFITS	6,297,554	447,383	4,347,375	-	4,347,375	69%	1,950,179
	BOOKS	2,585,836	34,483	1,480,958	750,152	2,231,109	86%	354,727
	OFFICE EQUIP. REPAIR	1,000	-	-	560	560	56%	440
	EQUIPMENT	37,500	-	19,756	13,896	33,652	90%	3,848
	OFFICE FURNITURE	2,785	520	1,113	-	1,113	40%	1,672
	PROFESSIONAL SERV	106,564	4,450	20,731	5,775	26,506	25%	80,058
	COPIER MACHINE LEASE	141,524	-	80,767	-	80,767	57%	60,757
	SUPPLIES	95,945	24,031	62,767	18,097	80,864	84%	15,081
	BUILDING RENT	203,641	18,689	132,618	70,758	203,376	100%	265
	OTHER SERVICES	46,926	560	10,471	3,810	14,281	30%	32,645
	SECURITY SERVICES	419,000	65,527	413,734	5,266	419,000	100%	-
	VEHICLE MAINTENANCE	2,000	-	862	-	862	43%	1,138
	GENERAL INSURANCE	400,866	33,406	292,332	-	292,332	73%	108,534
	CONTINGENCY	4,420	-	-	-	-	0%	4,420
<b>Total</b>		<b>23,157,056</b>	<b>1,573,077</b>	<b>16,599,999</b>	<b>868,313</b>	<b>17,468,312</b>	<b>75%</b>	<b>5,688,744</b>

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT -BY ORG TYPE

AS OF SEPTEMBER 30, 2019

ORGANIZATION	SERVICE	BUDGET	SEPTEMBER	2019 YTD	2019 YTD	2019 YTD	2019 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICE OPERATIONS	REG SALARY	2,215,698	154,263	1,630,745	-	1,630,745	74%	584,953
	BENEFITS	1,176,525	74,913	748,285	-	748,285	64%	428,240
	OFFICE EQUIP. REPAIR	9,260	2,987	3,467	4,249	7,716	83%	1,544
	EQUIPMENT	3,291	261	261	124	385	12%	2,906
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	27,742	-	10,915	11,347	22,262	80%	5,480
	COPIER MACHINE LEASE	18,300	-	4,831	-	4,831	26%	13,469
	COPIER PAPER	18,000	-	14,263	-	14,263	79%	3,737
	SUPPLIES	82,395	4,996	34,715	18,968	53,682	65%	28,713
	SOFTWARE MAINTENANCE	555,392	-	-	1,500	1,500	0%	553,892
	LYRASIS CHARGES	200	-	-	21	21	11%	179
	OTHER SERVICES	176,213	11,902	103,295	32,440	135,736	77%	40,477
	TRAVEL	40,000	-	10,644	-	10,644	27%	29,356
	VEHICLE MAINTENANCE	11,850	2,058	4,832	-	4,832	41%	7,018
	GENERAL INSURANCE	184,495	15,375	138,371	-	138,371	75%	46,124
	CONTINGENCY	4,300	-	-	-	-	0%	4,300
<b>Total</b>		<b>4,523,958</b>	<b>266,755</b>	<b>2,704,625</b>	<b>68,649</b>	<b>2,773,273</b>	<b>61%</b>	<b>1,750,685</b>



## Fulton County Public Library System September 2019

Activity and Description	2019		2018		YTD
	September	YTD	September	YTD	
<b>Circulation</b>					
Total number of items checked out of the library	225,116	2,205,196	255,141	2,413,193	-9%
<b>Holds</b>					
Number of requests by patrons	45,313	407,313	46,756	445,656	-9%
<b>Inter-Library Loans</b>					
Number of items lent to or borrowed from another library system	432	3,778	469	3,613	5%
<b>Visits</b>					
Number of people entering a library for any reason	219,912	2,194,032	246,261	2,806,459	-22%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	40,739	358,277	40,119	592,240	-40%
Number of hours of computer use	21,657	351,654	25,818	346,220	2%
<b>Web hits</b>					
Number of times people have visited the library's website	651,304	5,923,151	670,349	6,259,996	-5.4%
<b>Online Resources</b>					
Number of times a resource is logged into or a searched performed	160,088	1,640,793	156,593	1,316,361	25%
<b>Computer Classes</b>					
Number of classes	9	75	2	105	-29%
Number of attendees	90	570	4	884	-36%
<b>Virtual Circulation</b>					
Number of e-books and e-audiobooks checked out	62,685	563,350	47,985	416,082	35%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	301	2,853	315	3,298	-13%
Number of people attending programs	8,686	97,213	9,879	108,716	-11%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	77	622	68	685	-9%
Number of people attending programs	1,660	13,008	2,103	12,647	3%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	439	4,249	407	3,982	7%
Number of people attending programs	9,586	93,537	9,323	65,604	43%
<b>Programs - Total</b>					
Library sponsored programs offered - total of all programs	817	7,658	790	7,985	-4%
Number of people attending programs	19,932	202,693	21,305	186,957	8%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	301	3,131	329	3,870	-19%
Number of people attending meetings or activities	7,346	56,055	4,978	62,105	-10%

FULTON COUNTY PUBLIC LIBRARY SYSTEM  
CIRCULATION REPORT  
SEPTEMBER 2019

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	SEPT 2019 DATA	SEPT 2018 DATA	INCREASE/DECREASE	PERCENT CHANGE	YTD 2019 CIRC	YTD 2018 CIRC	INCREASE/DECREASE	PERCENT CHANGE
ADAMS PARK	19	81	5	0	105	4,269	(4,164)	-98%	14,085	21,309	(7,224)	-34%
ADAMSVILLE/COLLIER HEIGHTS	143	91	21	0	255	3,009	(2,754)	-92%	14,102	39,602	(25,500)	-64%
ALPHARETTA	13,907	26,903	1,196	88	42,094	28,587	13,507	47%	338,675	211,120	127,555	60%
BUCKHEAD	470	439	32	1	942	12,839	(11,897)	-93%	85,219	131,880	(46,661)	-35%
CLEVELAND AVENUE	18	22		0	40	9,787	(9,747)	-100%	9,986	24,226	(14,240)	-59%
COLLEGE PARK	125	93	1	0	219	3,736	(3,517)	-94%	13,949	21,828	(7,879)	-36%
DOGWOOD	788	861	126	4	1,779	28	1,751	6254%	2,654	15,566	(12,912)	-83%
EAST ATLANTA	1,423	2,814	166	10	4,413	7,310	(2,897)	-40%	67,995	53,781	14,214	26%
EAST POINT	2,579	1,836	171	15	4,601	323	4,278	1324%	19,582	20,100	(518)	-3%
EAST ROSWELL	9,898	13,519	520	30	23,967	20,904	3,063	15%	236,376	142,955	93,421	65%
FAIRBURN	935	918	50	9	1,912	222	1,690	761%	10,733	10,943	(210)	-2%
HAPEVILLE	392	343	20	4	759	1,585	(826)	-52%	9,254	11,607	(2,353)	-20%
KIRKWOOD	1,414	3,670	151	7	5,242	285	4,957	1739%	12,882	21,337	(8,455)	-40%
MARTIN LUTHER KING, JR	1,002	578	58	14	1,652	1,349	303	22%	16,498	8,325	8,173	98%
MECHANICSVILLE	42	43	5	1	91	4,931	(4,840)	-98%	7,413	20,917	(13,504)	-65%
METROPOLITAN	3,414	5,147	347	10	8,918	8,245	673	8%	82,319	60,212	22,107	37%
MILTON	8,013	17,179	592	24	25,808	22,021	3,787	17%	253,589	173,207	80,382	46%
NORTHEAST/SPRUILL OAKS	751	1,545	65	2	2,363	22,192	(19,829)	-89%	99,655	185,958	(86,303)	-46%
NORTHSIDE	359	584	27	1	971	15,975	(15,004)	-94%	74,657	108,211	(33,554)	-31%
NORTHWEST	3,265	5,426	270	6	8,967	5,860	3,107	53%	78,549	49,071	29,478	60%
OCEE	1,005	1,738	112	7	2,862	23,486	(20,624)	-88%	155,290	238,700	(83,410)	-35%
PALMETTO	693	1,123	53	2	1,871	2,174	(303)	-14%	21,685	17,157	4,528	26%
PEACHTREE	5,208	5,285	214	61	10,768	7,113	3,655	51%	92,379	66,563	25,816	39%
PONCE DE LEON	5,005	5,220	322	25	10,572	13,202	(2,630)	-20%	104,070	109,549	(5,479)	-5%
ROSWELL	969	723	53	1	1,746	3,075	(1,329)	-43%	16,043	164,451	(148,408)	-90%
SANDY SPRINGS	11,008	15,210	899	53	27,170	3,595	23,575	656%	86,692	157,909	(71,217)	-45%
SOUTHEAST	1,642	2,759	182	2	4,585	3,924	661	17%	39,898	28,761	11,137	39%
SOUTH FULTON	2,691	3,979	233	1	6,904	8,613	(1,709)	-20%	66,410	62,199	4,211	7%
SOUTHWEST	1,980	1,993	216	4	4,193	512	3,681	719%	13,226	28,192	(14,966)	-53%
WASHINGTON PARK	590	919	68	4	1,581	147	1,434	976%	3,531	13,467	(9,936)	-74%
WEST END	1,025	1,007	94	2	2,128	138	1,990	1442%	8,316	13,039	(4,723)	-36%
WOLFCREEK	4,385	6,087	731	50	11,253	10,249	1,004	10%	105,725	83,920	21,805	26%
<b>BRANCHES TOTAL</b>	<b>85,158</b>	<b>128,135</b>	<b>7,000</b>	<b>438</b>	<b>220,731</b>	<b>249,685</b>	<b>(28,954)</b>	<b>-12%</b>	<b>2,161,437</b>	<b>2,316,062</b>	<b>(154,625)</b>	<b>-7%</b>
CENTRAL	587	261	19	19	886	2,428	(1,542)	-64%	7,846	66,628	(58,782)	-88%
OUTREACH SERVICES	384	34	17	0	435	65	370	569%	1,606	2,128	(522)	-25%
AUBURN AVENUE	2,654	369	41	0	3,064	2,963	101	3%	34,307	28,375	5,932	21%
<b>SYSTEM TOTAL</b>	<b>88,783</b>	<b>128,799</b>	<b>7,077</b>	<b>457</b>	<b>225,116</b>	<b>255,141</b>	<b>-30,025</b>	<b>-12%</b>	<b>2,205,196</b>	<b>2,413,193</b>	<b>-213,929</b>	<b>-9%</b>

FULTON COUNTY PUBLIC LIBRARY SYSTEM  
SYSTEM STATS AT A GLANCE  
SEPTEMBER 2019

AGENCY NAME	SEPTEMBER CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	105	23	0	0	0	0	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	255	50	0	0	0	149	0	0	0
ALPHARETTA	42,094	667	2,077	25,488	70	1,685	30	711	25
BUCKHEAD	942	211	0	0	0	0	0	0	0
CLEVELAND AVE	40	29	0	0	6	78	0	0	0
COLLEGE PARK	219	69	0	0	0	0	0	0	0
DOGWOOD	1,779	72	1,092	3,332	12	263	7	80	4
EAST ATLANTA	4,413	148	583	2,746	0	0	0	0	1
EAST POINT	4,601	317	6,566	11,258	16	552	0	0	7
EAST ROSWELL	23,967	514	1,564	11,541	53	1,143	24	255	11
FAIRBURN	1,912	199	361	2,500	7	132	8	65	10
HAPEVILLE	759	48	2,551	2,372	19	365	0		0
KIRKWOOD	5,242	243	914	21,378	15	351	16	287	9
MARTIN LUTHER KING, JR	1,652	81	0	0	0	0	0	0	0
MECHANICSVILLE	91	15	0	0	0	0	0	0	0
METROPOLITAN	8,918	232	3,990	12,078	38	435	67	1,034	0
MILTON	25,808	373	373	9,631	77	994	15	142	13
NORTHEAST/SPRUILL OAKS	2,363	234	0	0	0	0	0	0	0
NORTHSIDE	971	93	0	0	8	119	0	0	0
NORTHWEST	8,967	181	3,281	15,137	21	533	10	497	14
OCEE	2,862	192	0	0	46	1,004	0	0	0
PALMETTO	1,871	157	865	3,675	30	1,237	0	0	2
PEACHTREE	10,768	374	1,936	11,844	30	667	15	180	3
PONCE DE LEON	10,572	403	1,715	17,440	24	198	2	15	1
ROSWELL	1,746	254	0	0	0	0	0	0	0
SANDY SPRINGS	27,170	993	3,185	29,585	77	1,015	30	298	7
SOUTHEAST	4,585	112	0	0	0	0	0	0	0
SOUTH FULTON	6,904	443	3,534	9,777	45	394	0	0	1
SOUTH WEST	4,193	336	2,300	13,482	28	591	43	3,007	1
WASHINGTON PARK	1,581	76	1,753	0	16	369	4	33	40
WEST END	2,128	157	0	0	7	70	5	50	4
WOLFCREEK	11,253	276	1,777	14,010	52	696	18	633	17
<b>BRANCHES TOTAL</b>	<b>220,731</b>	<b>7,572</b>	<b>40,417</b>	<b>217,274</b>	<b>697</b>	<b>13,040</b>	<b>294</b>	<b>7,287</b>	<b>170</b>
CENTRAL	886	211	0	0	7	143	0	0	0
OUTREACH SERVICES	435	463	0	0	86	5,304	0	0	0
AUBURN AVENUE RESEARCH	3,064	5	322	2,638	27	1,445	7	59	0
<b>SYSTEM TOTAL</b>	<b>225,116</b>	<b>8,251</b>	<b>40,739</b>	<b>219,912</b>	<b>817</b>	<b>19,932</b>	<b>301</b>	<b>7,346</b>	<b>170</b>

FULTON COUNTY PUBLIC LIBRARY SYSTEM  
SYSTEM STATS AT A GLANCE

2019 3RD QUARTER

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	3,000	193	-	0	0	0	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	1,297	375	1,839	8,316	9	273	6	54	0
ALPHARETTA	142,529	2,275	4,359	51,597	143	3,121	72	1,313	42
BUCKHEAD	6,051	915	-	0	0	0	0	0	0
CLEVELAND AVE	453	217	-	0	23	579	0	0	0
COLLEGE PARK	544	329	-	0	0	0	0	0	0
DOGWOOD	2,528	140	1,826	8,231	35	901	14	93	14
EAST ATLANTA	21,423	723	2,816	15,609	28	878	11	87	20
EAST POINT	14,534	762	15,739	41,017	81	1,769	16	200	81
EAST ROSWELL	86,836	1,587	5,384	39,281	181	3,528	73	750	29
FAIRBURN	6,702	468	2,365	4,746	7	132	8	65	15
HAPEVILLE	2,463	145	2,551	2,372	34	723	0	0	0
KIRKWOOD	11,877	574	2,150	30,601	34	934	25	507	27
MARTIN LUTHER KING, JR	6,058	301	4,001	21,307	16	339	0	0	0
MECHANICSVILLE	737	139	1,350	4,050	0	0	6	62	0
METROPOLITAN	28,398	676	13,744	38,213	94	1,279	205	3,502	0
MILTON	92,047	1,388	2,128	34,253	244	3,674	33	335	69
NORTHEAST/SPRUILL OAKS	10,419	714	-	0	33	562	0	0	0
NORTHSIDE	5,584	486	-	0	28	594	0	0	0
NORTHWEST	32,403	633	13,887	71,058	60	1,451	34	1,669	55
OCEE	15,837	874	-	0	125	2,335	0	0	0
PALMETTO	6,729	320	36,606	14,011	74	2,733	8	530	10
PEACHTREE	37,860	1,095	6,164	41,684	55	979	48	623	6
PONCE DE LEON	33,499	904	5,636	55,360	66	829	10	89	1
ROSWELL	5,503	980	-	0	42	389	0	0	0
SANDY SPRINGS	65,225	2,684	6,066	83,978	139	3,441	47	589	19
SOUTHEAST	15,180	374	5,474	28,444	88	1,806	48	575	0
SOUTH FULTON	22,731	1,280	11,557	32,227	69	1,511	52	655	4
SOUTH WEST	11,789	994	7,025	24,306	46	821	79	3,938	1
WASHINGTON PARK	3,082	149	2,799	1,640	27	755	4	33	55
WEST END	7,298	401	-	0	30	464	17	179	25
WOLFCREEK	38,601	945	5,949	41,164	148	2,268	66	2,495	43
<b>BRANCHES TOTAL</b>	<b>739,217</b>	<b>24,040</b>	<b>161,415</b>	<b>693,465</b>	<b>1,959</b>	<b>39,068</b>	<b>882</b>	<b>18,343</b>	<b>516</b>
CENTRAL	2,638	740	-	0	27	566	0	0	0
OUTREACH SERVICES	730	526	-	0	239	16,577	0	0	0
AUBURN AVENUE RESEARCH	20,860	15	1,029	8,339	90	4,029	28	201	0
<b>SYSTEM TOTAL</b>	<b>763,445</b>	<b>25,321</b>	<b>162,444</b>	<b>701,804</b>	<b>2,315</b>	<b>60,240</b>	<b>910</b>	<b>18,544</b>	<b>516</b>

**FULTON PUBLIC LIBRARY SYSTEM**  
**Customer Service Comments**  
**Quarterly Report**  
**July, August, September 2019**

	July	August	September	2nd Quarter Total	2018 Year to date (Jan- Sept)	2019 Year to date (Jan- Sept)
• <b>Total Customer Comments Received:</b>	95	98	70	263	1,994	745
• <b>Types of Comments:</b>						
▪ Compliment	27	38	17	82	99	128
▪ Suggestion	11	3	5	19	151	63
▪ Complaint	29	27	8	64	71	161
▪ Inquiry	28	30	40	98	902	383
• <b>Format of Comments:</b>						
▪ Emails	80	65	58	203	1,139	633
▪ Postcards	15	33	12	60	76	105
▪ Direct Contact					4	

# FULTON COUNTY LIBRARY SYSTEM

## *Customer Service Snapshot*

*July, August, September 2019*

- **263 comments were received during the quarter.** The majority of comments were directly related to positive customer service experience by patrons. The remainder were directly related to a variety of comments concerning the newly renovated branches and reopening's.
- A sampling of complimentary quotes received include:
  1. Alpharetta - "I want to thank the library for being progressive in programming".
  2. Outreach – "Facebook Live Storytime on Thurs. night rocks my Family's world".
  3. Kirkwood – "Staff did a great job showcasing the new library and explaining the new services".
  4. Metropolitan – "I have lived in other cities and this library is like no other, excellent service".
- **61 disappointments and suggestions for improvement** were received during this quarter indicating patrons felt the service they received that time was worse than what they had experienced in the recent past.
- A sampling of suggestions received appears below:
  1. Temperature adjustments of new buildings
  2. Sunday hours at smaller branches
  3. Library needs a community bulletin board in new buildings
  4. Improved Security
  5. Drive-up book drop



## INTEROFFICE MEMORANDUM

**TO:** Board of Trustees, Fulton County Library System

**FROM:** Gabriel Morley, Executive Director *gm*

**DATE:** October 16, 2019

**SUBJECT:** Library Board of Trustees Meeting Schedule - 2020

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Please note the following Library Board of Trustees Meeting dates for 2020. This is an action item on your October 23, 2019 agenda.

January 22, 2020  
February 26, 2020  
March 25, 2020  
April 22, 2020  
May 27, 2020  
June 24, 2020  
July 22, 2020  
August 26, 2020  
September 23, 2020  
October 28, 2020  
November 18, 2020\*  
December 16, 2020\*

Board of Trustees meetings are held the 4<sup>th</sup> Wednesday of each month at 4:00 p.m. at the Auburn Avenue Research Library on African American Culture & History.

\*November and December's meetings will be held on the 3<sup>rd</sup> Wednesday at 4:00 p.m. at the Auburn Avenue Research Library on African American Culture & History, due to Fulton County holidays.

Thank you.

GM/zrc