



BOARD OF TRUSTEES

MEETING INFORMATION PACKET

APRIL 24, 2019



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**Revised
 FULTON COUNTY LIBRARY SYSTEM
 BOARD OF TRUSTEES MEETING
 AUBURN AVENUE RESEARCH LIBRARY
 APRIL 24, 2019 – 4:00 P.M.
 AGENDA**

- I. Call to Order
- II. Meditation Moment
- III. Adoption of Agenda* Doc. #19-18
- IV. Approval of Minutes – March 27, 2019* Doc. #19-17
- V. Chairman’s Report
- VI. Construction/Renovation Report – Paul Kaplan
 - Contractor
 - Hogan** Group 1: Roswell, Sandy Springs, Dogwood, Kirkwood, Washington Park, West End, Southwest
 - Evergreen** Group 2: Buckhead, Ocee, Northeast, Northside, Mechanicsville
 - CT Darnell Construction** Group 3: Adams Park, Adamsville, Cleveland, College Park, Ponce, East Atlanta
 - BuildSmart/Tebarco** Group 4: East Point, Fairburn
 - Albion Scaccia** Hapeville
 - Winter Johnson** Central
- VII. Director’s Reports Doc. #19-22
 - A. Monthly Financial Report Doc. #19-19
 - B. Monthly Usage Summary Doc. #19-20
 - C. Quarterly Customer Service Report Doc. #19-21
 - D. Quarterly Library Closure Report
- VIII. Foundation - Update
- IX. Committee Reports:
 - A. Library Visitation – D. Chip Joyner, Vice Chairman
 - B. Bylaws and Rules – Priscilla Border and Nina Radakovich
 - C. National and State Developments – Linda Jordan and Joe Piontek
- X. Unfinished Business
- XI. New Business
- XII. Executive Session
- XIII. Adjournment

*Action is anticipated on this item

Doc. #19-17



FULTON COUNTY LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

MARCH 27, 2019 – 4:00 P.M.

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

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Members Present

Bailey, Phyllis D., Chairman
Jordan, Linda
Joyner, D. Chip, Vice Chairman (Via Teleconference)
Kaplan, Paul
Piontek, Joe (Via Teleconference)
Radakovich, Nina

Absent:

Borders, Priscilla

Also In Attendance

Claxton, Zenobia – Assistant to Director’s Office
Holloman, Gayle H. – Division Manager
Morley, Dr. Gabriel – Executive Director

Visitors Present

Abdullah, Zain, Patron
Lawson, Donna Renfro, Patron

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: Good afternoon, ladies and gentlemen. It's 4 o'clock. I'd like to call the March meeting of the Atlanta Fulton County Library Board of Trustees to order.

MEDIATION MOMENT

CHAIRMAN PHYLLIS D. BAILEY: To begin with, I'd like to share with you a Moment of Meditation. And it's called, Remember the Banana. I know that sounds odd, but when you hear this, you'll understand.

The next time you visit a very dense forest try to imagine what is taking place right under your feet. Scientists now know that when the roots of trees come in contact with one another, a substance is released which encourages the growth of a particular kind of fungus. That fungus helps link the roots of different trees, even those of dissimilar species.

If one tree has access to water, another to nutrients, and a third to sunlight, the fungus enables the transfer of these items to trees that may be unique, thus, the trees have the means of sharing with one another to preserve them all.

Our culture today applauds individualism. This isolates people from one another. It cuts them off from the mainstream of life. With more and more people working at home or in walled offices and the schedules crammed tighter than ever with work and activities, feelings of loneliness are more likely to increase than decrease.

Don't allow isolation to overcome you. Reach out to others. Begin to give where you can. Learn to receive when others give to you. Build a network of friends, not just colleagues. And above all, root yourself into a group that nourishes you spiritually and emotionally.

Remember the banana. When it left the bunch, it got skinned. Please think on this so that what do can enhance the lives of those we come in contact with.

19-13 ADOPTION OF THE AGENDA

CHAIRMAN PHYLLIS D. BAILEY: Before we go any further, we have speakers' cards.

Look at your agenda, please. When you review the agenda, I'd like to have a motion to accept and/or add to the agenda.

MR. PAUL KAPLAN: I'd like to add an additional item under -- well, let's call it New Business, and it'll be under Policy.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Anything else?

If not, we do have a quorum because we have two members by telephone and there are three of us here and so that makes five, gives us a quorum.

So with that in mind, we have the agenda added to. Is there motion to accept the additions?

MOTION

MRS. NINA RADAKOVICK: So moved.

CHAIRMAN PHYLLIS D. BAILEY: Thank you.

MR. PAUL KAPLAN: Second.

CHAIRMAN PHYLLIS D. BAILEY: Moved by Judge Nina and seconded by Mr. Kaplan that the agenda be accepted with the additions. The minutes for February 27th --

DR. GABRIEL MORLEY: The vote.

CHAIRMAN PHYLLIS D. BAILEY: I'm sorry. My fault. Thank you. Those in favor of the motion?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Those opposed? No opposers, so the motion carries. The agenda is adopted.

19-12 APPROVAL OF MINUTES - FEBRUARY 27, 2019

CHAIRMAN PHYLLIS D. BAILEY: If you'll look at your minutes.

You might want to look through your minutes and see if there are any additions and/or corrections.

We have Chip and Joe on the phone.

MR. JOE PIONTEK: I have none.

MR. D. CHIP JOYNER: None.

CHAIRMAN PHYLLIS D. BAILEY: Excuse me?

MR. JOE PIONTEK: I have no additions or changes.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Anyone with additions or changes? If not, may I have a motion to accept the minutes from the February 27th meeting?

MOTION

MR. PAUL KAPLAN: So moved.

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

MRS. NINA RADAKOVICH: Second.

MS. LINDA JORDAN: Second.

CHAIRMAN PHYLLIS D. BAILEY: Seconded by Judge Nina and by Ms. Jordan that we accept the minutes as presented.

All in favor?

(Whereupon, all said aye.)

CHAIRMAN PHYLLIS D. BAILEY: Opposition? No opposition. The minutes are accepted. Thank you.

CHAIRMAN'S REPORT

CHAIRMAN PHYLLIS D. BAILEY: For the Chairman's Report, there are several small things I'd like to mention. I learned that the Hapeville Library is scheduled to -- as much as the other

projects are -- but I did read with the Hapeville Library in celebration of Dr. Seuss's birthday on first of the month. And the attendance was really wonderful, and the library did a really fantastic job of putting the program on. And I was very, very pleased, especially given the circumstances under which they must work.

I would like to commend Ms. Washington and Ms. Ruby, who is the Children's Librarian. I'd like to commend them both for the kind of work they've done and the kinds of things they have done for that particular community.

I asked about the date of the Southwest reopening. And, of course, that's off schedule as well. So the library will be opened whenever the construction is complete. And at the same time, there will be a renaming. And that, of course, was voted on that the new library will be named in honor of Evelyn Lowery. And I'd like to keep tabs on when the date is because the church to which she belonged and the sorority which she belonged to also want to be there, both groups. So I would like to keep that.

MS. LINDA JORDAN: It's going to be a celebration, right?

CHAIRMAN PHYLLIS D. BAILEY: Celebration, yes. It would be for the opening and renaming at the same time. So I thought that was -- makes sense, really. But both of those groups want to be a part of that, and they want to be there to represent. So I need to be sure to give them the date ahead of time.

I will talk with Judge Nina and your committee about the term of officers for this Board, because it was suggested by my predecessor, Mr. Kaplan, that each of us needs to hold this chair. Each of us needs to be a Chair at one point, and we need to learn what is to be done here. In order for us to be effective, we all need to be able to step into any position that is asked of us, because as Board members, we're responsible for a lot. So we're going to -- I'm going to ask the committee to just sort of look at the Bylaws and see how they respond to that particular --

MS. LINDA JORDAN: What are the terms?

CHAIRMAN PHYLLIS D. BAILEY: Well, I think it's two years. But I'm thinking -- is it two?

MR. PAUL KAPLAN: What it is it's one. Since I got involved in putting term limits, it's one year. And if the Board decides that the Board wants a person, they can do a second year, but that's it.

And what my thing was, the same thing you're saying Phyllis, is I always thought that everybody should get a chance, because I come from a Board that everybody had a turn. If you didn't want

to do it, then just skip and go to the next person. So everybody has a turn to be an officer and get involved. That's how we ran it for...

MS. LINDA JORDAN: For the current person, can they -- they can stay in that position if we vote that way, right?

MR. PAUL KAPLAN: Yes.

MS. LINDA JORDAN: And you've been here how long? You haven't been here a year yet?

CHAIRMAN PHYLLIS D. BAILEY: My year is up in June.

MS. LINDA JORDAN: Oh, it is. Okay.

CHAIRMAN PHYLLIS D. BAILEY: First year is up in June.

MS. LINDA JORDAN: Okay.

MR. PAUL KAPLAN: But she can have a second year.

MS. LINDA JORDAN: Okay. Thank you.

CHAIRMAN PHYLLIS D. BAILEY: Oh, I like the confidence I'm hearing.

MR. PAUL KAPLAN: I just mention it.

CHAIRMAN PHYLLIS D. BAILEY: Don't forget the two celebrations for volunteers to be held April 13th at the Gladys Dennard Library, South Fulton, and at Milton on the 14th. We would like very much to have as many people there as possible.

Heather is taking RSVPs, and you need to get in touch with her if you're going to be there. She needs to know that.

And there will be flowers sent from this particular Board. I'm not asking you to do anything about it. I'll take care of it myself -- it will represent the Board -- these flowers, from the Board, for each of those celebrations.

Other than that, I don't have any other further information, other than to constantly encourage you to go to the libraries, especially in your district, and let the people know that we are here to represent them, to take their concerns to a director, and to follow through in protocol as is directed.

Thank you so much. That is my report.

CONSTRUCTION/RENOVATION REPORT

CHAIRMAN PHYLLIS D. BAILEY: Now for our Construction/Renovation Report, which is the heart of what we are about at this point.

Mr. Kaplan?

MR. PAUL KAPLAN: Yes. I don't want to be a bearer of bad news, but if you've been reading the updates coming along, the dates that we gave you last month basically all of them have gone up possibly one month later than what you see.

And you have to bear this in mind that every three or four days we find that we have to change dates. So this is becoming a -- pretty much of a regular basis, and we're trying to see what we can do to help this out.

Some of the things is true that the permits took longer than anticipated. That's one thing. But then we find that coordination sometimes between Fulton County and our general contractors, and so on, sometimes the communication is not there. It seems like we have a lot of meetings. We can have meetings for two hours, three to four hours, to talk about everything we need to do. We leave the meeting, and then we're back to the same place we were before. Nothing gets accomplished.

I'm probably stricter than most people, because that was a business I was in, and it really frustrates me. I was very frustrated the last couple days. I really have gotten involved in the construction end.

So my turn of things is I'm going to hit every one of these. And I'm not going to tell anybody what to do, but I'm going to make notes. And there's people I can call. I have Gayle to the left here. I have Dr. Morley. I have Ellis Kirby. I mean, I can make a lot of calls -- and I've got Mr. Al Collins. And Al Collins really is the main person as the architect.

And, again, it gets old. I mean, so what happens is everybody gets on their case why things are not getting done. The next thing you know, my Commissioner gets several letters on one of the libraries wondering what's happening, what's going on? Why is it taking so long?

And if I recall, at the last meeting, we're no longer going to close a library until we know for sure that everything's in place and they're going to start. We don't want to close the library then maybe sixty days later getting into the project and start working. And now we're already delayed again. It happened to us. It won't happen again.

So it's frustrating. The amount of meetings that go on during the week, I can't even tell you. Every time I call, somebody's in a meeting or something is going on, and all having to do with construction.

But I will tell you, I mean to be on the positive side, probably two, three, four months, after all these libraries are done, boy, what a beautiful place. Nobody really understands the background and what it takes to get to that point. And it's simple things like a structural beam. I'm not going to get into anything. I hear, oh, yeah, we have a structural beam, but it's going to take eighteen weeks to get the beam. If you don't get the beam, everything sits still and nothing gets done.

And if we had known this in advance, I mean, we would have done something different, but there was a change in the way the construction part is.

So we're working with it. We're trying to work as much as we can. I hear things from the superintendents on the job. I pass it on and somebody gets upset and they make a phone call. The next thing you know that wasn't true. They had the permit. It's one of those kinds of things. And it's been things like that. So we're on it. We're on the best I can be. Some of these libraries, I mean, I have grandchildren I run around and move around, and I just try to fit the libraries in there. So it's -- I mean, one library is fifty-four miles from my house, so it's a long ride there and a long ride back. It takes time to get there.

Anyway, we're working on it. We're trying to get the dates better. We asked. We're pushing. I mean, they're pushing to a point where they don't want really see us, because when we walk in, all we're doing is screaming at them. And they're saying, oh, okay, well, we're still under contract. We still have a contract.

So that's where we're at. So I'm not going to give you what the dates are. If I give you what the dates are today, probably in another two or three or four more days, that might change again.

MS. LINDA JORDAN: But are those issues causing any change orders or increase in costs?

MR. PAUL KAPLAN: No. Nothing to do with that at all, just the time. No increase in costs. All we want to do is get the darn job done. That's all. So we get people in there.

CHAIRMAN PHYLLIS D. BAILEY: I've got one question concerning Hapeville. I understand that the City of Hapeville now wants to enter into some kind of variance.

MR. PAUL KAPLAN: I'm not sure exactly. I'm looking at Dr. Morley. There's something going on in Hapeville.

CHAIRMAN PHYLLIS D. BAILEY: Yes.

DR. GABRIEL MORLEY: Remember, the Hapeville Library, where we want to situate it on the property is too close to the road. It violates the City of Hapeville setback standards. So we're asking for a variance because it's our roofline.

So if you think of it like this: The building is sitting back here from the road, but the roof overhangs the building. So they asked us at one point to cut back the roof. We said no. So now we're applying for this variance.

The City of Hapeville has to have a Public Meeting to see if anybody's opposed. If no one's opposed, I suspect the city will allow us to move forward.

If the city doesn't, then we either have to chop off the roof, or re-decide where we want to put the building on the property.

CHAIRMAN PHYLLIS D. BAILEY: We don't have many choices in that particular lot.

MR. PAUL KAPLAN: Those are the things that you run across. Each one of those little things might take three, four hours of your time. Having a meeting and going to it. And it's just constant meetings between Gayle and Gabe, all the meetings they go to every week, it's incredible to me. It's amazing we get everything accomplished like we do. My hats off to both of you. I really -- my problem is I don't have the patience for something like this, because I just -- I'm used to screaming at the contractor. I used get screamed at. Now, I'm screaming at them. It's just a little bit opposite, but sometimes that's what it takes. But they'll tell you, no, I'm within contract. I'll have it done. So that's where we're at. But when it gets done, it'll be fine.

DR. GABRIEL MORLEY: And I do want to say on behalf of the contractors and the consultants we have, Heery Russell, you're welcome to visit the sites, but you have to have personal protective equipment. You've got to have a hard hat. You've got to have the vest, so you're better off asking somebody. You can call me or Gayle, or somebody, and we can get you in touch with whoever has the equipment and they can meet you at the site. But we just encountered several situations in the last couple of weeks where people were just wandering onto the job site, and the contractor's liable, you know, if you fall or something happens. And they just really don't want us there. And Paul's right. In some cases, you know, if you show up and you mention something in passing and then they change it, and then we're saying what was this changed? Why this change order? And they'll say, oh, well, somebody from the County was here and said we should do x, y, z.

So we're really trying to limit, you know, what's happening. But you're welcome to come and see if you want to come and see.

CHAIRMAN PHYLLIS D. BAILEY: Any other comments or concerns about the building?

MR. PAUL KAPLAN: When you do walk in a construction, you be careful. There's nails sticking up. There's two by fours. They're not wood, but they're metal. And things are getting -- they're pulling things down. Things are falling. You got to be very careful when you go in there. Really. And you should see the superintendent, whoever's in charge, that you're onsite.

CHAIRMAN PHYLLIS D. BAILEY: I'm glad to know that you have notified the libraries not to close until the actual work is ready to be done so that they don't cut into services.

Any other concerns or questions regarding Construction and/or Renovation? Thank you.

If not, we'll move on to the Director's Reports.

19-16 DIRECTOR'S REPORTS

19-14 MONTHLY FINANCIAL REPORT

DR. GABRIEL MORLEY: Yes. And we've had a good month. I want to tell you one thing. The Finance report is pretty standard. You all know that. We look at it every month. You know our expenditures are fairly consistent year to year.

We have hit a little hiccup. Remember, this year Cooperative Extension has been placed under the library. Cooperative Extension believed they had been approved for some additional funding this year to provide an additional employee who was going to go around and do Pop-Up Farmer's Markets and different things with Fulton Fresh Program. The BOC approved all this. It's good to go.

The issue was around the funding though. The funding was not appropriated even though we all believed it had been appropriated. So now that we're in the middle of this project, we agreed to allow Fulton Fresh to use fifty thousand dollars worth of the library's money. So we've taken that out of several different line items. We nickel-and-dimed it so it wasn't a big chunk out of any specific line.

We do hope to get that money back as we accumulate Salary Savings throughout the year. We're hoping that that Salary Savings will then be transferred back into those line items if we need it.

So I just wanted to point that out, because next month you may see some different figures if you're comparing month to month in the original budget for different library items. And the Cooperative Extension budget does not show up in ours. We're trying to keep the two separate.

19-15 MONTHLY USAGE SUMMARY

DR. GABRIEL MORLEY: Statistically, we're doing just about what we expected. We're excelling in the places where we feel like we can still excel with the branches we have open, and you can see all of the declines for things like Visits and Computer Use. We know if ten branches are closed, there's not really much we can do about those things.

I think we announced before, but we can officially announce publicly now, we won the Sirsi Cosugi, which is the user group for Sirsi. We won their National Power Libraries Award this year for the Library on the Lawn Project we do, where we take laptops out to Woodruff Park and let people use the laptop and the Wi-Fi hotspot.

So Amanda Densmore, our Outreach Librarian who typically worked with the senior centers, went to -- she manages the program -- and she was in Minneapolis this week to accept the award. She said it was a fantastic program. They made a little video and everything. So that's a good win for us. We want to keep doing those kinds of things, and not only is it good for us, but it demonstrates to others that they can do these same kinds of activities.

We did get some approval from the County for our 2019 KPI. Remember, the KPI are what triggered the bonus, the Fulton County Bonus Program. So our KPI this year, we wanted to develop KPI around things we knew we could have some influence on. We didn't want to pick Visitation because we don't know what libraries will be closed and open and for how long, and it's too hard to try and expect us to overcompensate in areas.

So our KPI for this year, we've set five goals. We're downsizing a little bit. We had a lot of goals last year and other departments did not. So this year we have five.

Our first goal, obviously, is Customer Service. We're trying to get to eighty-five percent. That's the County's goal. That's what triggers the entire bonus program.

If we don't get to the eighty-five, then we're not eligible for anything no matter what else.

If you remember, in 2018, our Customer Service score was about ninety-seven percent. That was the very satisfied and somewhat satisfied. Those two categories tied together.

Number two is our Early Literacy Program, which we do at the Grady NICU. You know, we go and talk to every mother who has a baby at the Grady NICU, where we discuss the importance of talking and reading to their child. We get them to make a follow-up visit to a library where we actually demonstrate how to read to your child, talk to your child, et cetera. And then they fill out a comment card. So we rate their satisfaction with that program.

Last year it was a hundred percent, and we reached over a hundred different mothers. We're aiming for that same goal this year.

Third goal is to do four hundred Outreach Programs, and that's just within the Outreach Department. So those are just those individuals. If a branch does an Outreach Program, we want them to count that as a branch program. So we've set this internal goal for Oscar, Christina, Kevin, Ashley, and Amanda to do four hundred programs.

What am I missing? Fourth goal is the DOA, the dead on arrival. Remember, we're continuing to drive down those items that we

previously would have purchased that no one ever checked out or didn't want. And so we've set a goal -- and remember when we started this project last year, we were at fifty-three percent. We drove that down to twenty-seven percent in a single year last year, which was a huge success for us. As it gets smaller, obviously, if you understand statistics, it's going to get harder to make a percentage drop. So we set a goal of twenty percent for 2019.

I think we can get there. For the first couple of months this year, we were getting very close, so I think probably before the middle of the year we'll be there.

That's also great news for us because that means we're driving down the number of items that people don't want, which means then we're fulfilling more the items people do want. It's a perfect trade.

Our last goal is to increase Virtual Circulation. We circulated five hundred and something thousand items last year, eBooks and eAudios. So this year, we want to continue that growth. We're aiming at a goal over six hundred thousand.

The County has also implemented an interesting item for 2019 as a stretch goal. So if you take one of your regular goals and you blow it out even further, then that might trigger an extra percentage in the bonus. So this is to encourage departments not to set easy goals that they can get to to get the bonus, to really set some far-reaching goals. So we set our Virtual Circulation far-reaching goal to seven hundred fifteen thousand items. So that's roughly a twenty to twenty-five percent increase over what we did in 2018.

So it's a good, healthy push for us. You remember we got the extra six hundred thousand from the County this year to pump into Hoopla and Overdrive and our other digital resources so we can really move into this area.

Claudia and I have talked about also using some of that six hundred thousand on a small media campaign that will help promote what we're trying to do. Because if you think about it, it makes sense. It's aligned with what's happening with the System. We're closing branches for renovations, but we still want to have a connection with people so we can say, hey, we're going to be closed, but you can still use our digital resources. So we just want to amplify that message.

I'm not sure if we will try either the signs on the buses and the trains, or if we'll try something else, but we do want to spend some of that money to promote those digital services. And I think that's all I have about the statistics.

Paul, mentioned the majority of things about the Building Project. And, truly, you know, he's right. It's a dual message, especially for all of us who are involved in this. We want to talk positively and promote what's happening, remind people of how nice it's going to be afterward, and truly we're getting the majority of the things we wanted.

We're getting the study rooms. We're getting the new carpeting, the new paint, the new HVAC. All of our mechanical upgrades, the things we want and need, we're getting. It's the timeline that's frustrating. And we've been trying to manage that. We had a great plan last week on how to move the staff around. Those dates slipped a little bit, so that interrupted the plan we had. But, remember, we will still have another big wave of moving staff once these Group Two and Group Three libraries start to close. That staff will need to go somewhere. And we're holding as long as possible in order for some of these currently being renovated to reopen so we have a place to transfer people.

So we've relayed that to the staff verbally. I think I will probably write a generic email later this week. Gayle is working on the formal, the official plan, you know, about where people will go and how they'll get there and when. But, again, we're holding it. So if you hear the grumbling, we're grumbling too, but there's no sense of putting it out and then finding out those dates are no good and we're constantly backtracking. So I think our staff should be aware of what's happening.

And I guess, too -- we had two all staff meetings. We did them by phone. We have a difficult time getting enough people together in one spot because people are working at their branches, so we did two voice staff meetings, and we talked about this and the building updates and some other things. And I think it went fairly well.

I mean, I heard half a dozen good comments. I didn't really hear any negatives. I think we had over a hundred participants, or maybe almost two hundred.

MRS. ZENOBIA CLAXTON: In total.

DR. GABRIEL MORLEY: So that was pretty good. That got to almost all of the staff. But it gave people an opportunity to have that experience that we just don't have often enough.

That's all I have.

CHAIRMAN PHYLLIS D. BAILEY: Well, I'm glad to hear there are a few things that are been moving along that fastly, because some of these construction things can get annoyed, to say the least.

COMMITTEE REPORTS

LIBRARY VISITATION

CHAIRMAN PHYLLIS D. BAILEY: Committee Reports. Chip?

MR. D. CHIP JOYNER: Yes. How are you?

CHAIRMAN PHYLLIS D. BAILEY: I'm well. Thank you. How are you?

MR. D. CHIP JOYNER: Good. Good. First of all, I appreciate being allowed to call in. I apologize. I'm not there in person. This is my first couple of days on crutches.

CHAIRMAN PHYLLIS D. BAILEY: On crutches?

MR. D. CHIP JOYNER: Yes. I got a herniated disk, and it got pretty bad. So I can only sit for about thirty minutes, and I have to lay down for a couple hours then walk for thirty minutes, so I'm having a hard time.

So forgive me for not being there, but I'm on the mend. I'm doing a lot better.

MS. LINDA JORDAN: You need something to read?

CHAIRMAN PHYLLIS D. BAILEY: Right.

MR. D. CHIP JOYNER: I am catching up. I am catching up. But Phyllis --

CHAIRMAN PHYLLIS D. BAILEY: Yes?

MR. D. CHIP JOYNER: -- how did your reading visit go at Hapeville?

CHAIRMAN PHYLLIS D. BAILEY: It went very well. It was a large attendance, and Ms. Ruby and Ms. Washington did a superior job putting their program together. I really enjoyed it, and I think the children did too. They had -- I read about maybe six, seven books. And they had all kinds of little gifts for the children. They had singing, and then they did physical activity, jumping around, so -- because they're young children. And they were really helpful to me, because I had not dealt with very young children before, and I really enjoyed it. So it was quite an experience.

MR. D. CHIP JOYNER: Great. Now, was this an organized trip with the local school?

CHAIRMAN PHYLLIS D. BAILEY: No. There were two private academies that came in. The local school didn't send a group, but there were some children there, I think, who had come in from the neighborhood.

MR. D. CHIP JOYNER: Very nice.

CHAIRMAN PHYLLIS D. BAILEY: But it really went well, and I think the kids really enjoyed it. They had punch and cookies as well. So as Ms. Ruby said, the sugar got them going. So they were a little all over the place.

MR. D. CHIP JOYNER: Well, very good. Very good.

Okay. Well, we can go around the room and see if anyone else got a chance to visit any libraries. I know Paul is doing it on a regular basis.

MR. PAUL KAPLAN: I visited a couple, but the place was really lacking books, lacking walls and everything else. So I really haven't gone to one that had books in it.

MRS. NINA RADAKOVICH: Yes, you have, Paul. I disagree with you.

MR. PAUL KAPLAN: I was at one.

MRS. NINA RADAKOVICH: You and I went to the Friends Council meeting, the quarterly meeting, at the Peachtree branch.

MR. D. CHIP JOYNER: At which branch?

MRS. NINA RADAKOVICH: Peachtree.

MR. D. CHIP JOYNER: Okay. Okay.

MRS. NINA RADAKOVICH: And Paul very kindly outlined the latest developments in regulation of Friends Groups using libraries, and he's going to talk about that under Policy, under New Business.

CHAIRMAN PHYLLIS D. BAILEY: Very good.

MR. D. CHIP JOYNER: Very good.

MRS. NINA RADAKOVICH: But the Friends Council very much appreciated being updated on that because they didn't know what to expect. Some of them are very concerned about what they may be required to do and whether they can continue to function as Friends Groups. And Paul explained the latest developments and they were reassured by that.

MR. D. CHIP JOYNER: Very good. Thank you. Thank you. Anyone else get a chance to visit?

MS. LINDA JORDAN: No. I don't have any updates today.

MR. D. CHIP JOYNER: I'm sorry? I didn't catch that.

MS. LINDA JORDAN: It's Linda. I said, no, I haven't been able to visit recently. Hopefully, over the next week or so I will.

MR. D. CHIP JOYNER: Okay. Okay. All right. Gabe, are there any branches that, as we're organizing our own personal schedules, that you'd like a pop-up visit on, where maybe it's perhaps new staff or a new team that you'd like us to congratulate if we happen to go by? Is there any direction you'd like to offer?

CHAIRMAN PHYLLIS D. BAILEY: At the Hapeville Library, the one I went to, they were looking to close, but their dates changed, so they will be continuing their program as been put in place. I don't have any new facts about them, but they seem to be moving on beautifully.

MR. D. CHIP JOYNER: Okay.

CHAIRMAN PHYLLIS D. BAILEY: Other than that, I will be going over to Gladys Dennard Library sometime this week just to see how they're going along.

MR. D. CHIP JOYNER: Okay. Okay. All right. Well, I myself, I haven't been able to be by one this past month. I was bedridden

for a couple weeks, so I'm really, really behind, but I'm getting some feedback from friends who have attended different programs and popped in their local libraries.

Now, I'm trying to be a little more active with my friends in different neighborhoods and encouraging them to visit and give feedback. And so that's going in a good direction.

And so I know tonight there's the filming of, I Am Your Negro, that I wanted to attend at Auburn Avenue this evening.

Hopefully, that's a good turnout.

And so if everyone can, again, make a big effort to visit some of the libraries. I know that everyone's busy, and I know we volunteer our time, but the feedback that I've gotten when any of us do get a chance to stop by, whether it's an hour or five minutes, the impression is that they're happy that we're even asking. And they're happy to share any advice or experiences with us. You know, they really enjoy sharing good news. I haven't had anyone complain about anything yet. So that's always refreshing as well. And I know you guys will be happy to hear that.

But, please, if we can all -- really should this month. We're just about at the end of the first quarter, but if we can all hit every library within our Commissioner's districts, I think that's a fair mission that we can ask for all of us.

And so, please, if there's anything I can do to help, please let me know. But thank you, everyone.

CHAIRMAN PHYLLIS D. BAILEY: Thank you, Chip. It's an excellent push. Any other concerns? Questions about the visitations for libraries within your district?

MRS. NINA RADAKOVICH: If we go to the volunteer ceremonies, there are two libraries --

CHAIRMAN PHYLLIS D. BAILEY: Yes.

MRS. NINA RADAKOVICH: -- that we would then be able to visit while we're there.

CHAIRMAN PHYLLIS D. BAILEY: Yes. Absolutely. I hope that as many of us as possible can be at one or both of those celebrations, and it, of course, was divided simply because of the construction that's going on at Central and we could not have it there. So that's why that's being done there.

But, again, thank you, Chip.

MR. D. CHIP JOYNER: Thank you.

BYLAWS AND RULES

CHAIRMAN PHYLLIS D. BAILEY: Priscilla isn't here. Judge Nina, anything?

MRS. NINA RADAKOVICH: Nothing new to report except the new assignment you gave us today.

CHAIRMAN PHYLLIS D. BAILEY: I'm back in my teacher's mode, I guess.

NATIONAL ANND STATE DEVELOPMENTS

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

MS. LINDA JORDAN: I have nothing new to report. I don't know if Joe has anything.

CHAIRMAN PHYLLIS D. BAILEY: Joe?

MR. JOE PIONTEK: No. Neither do I.

CHAIRMAN PHYLLIS D. BAILEY: Okay. Any other --

MR. JOE PIONTEK: Neither do I.

CHAIRMAN PHYLLIS D. BAILEY: Oh, thank you, Joe.

UNFINISHED BUSINESS

CHAIRMAN PHYLLIS D. BAILEY: Any Unfinished Business? If there's none, we'll go to New Business.

NEW BUSINESS

POLICY

CHAIRMAN PHYLLIS D. BAILEY: And under New Business, Mr. Kaplan has a discussion for us concerning Policy and that we need to be careful to pay attention here.

MR. PAUL KAPLAN: And I think I mentioned this at the last meeting. A couple years ago we were working on a MOU, Memorandum of Understanding for the Friends of the Library. They found out that over the years, the Friends have been working without any, really, direction. That's what some people thought. And we never really had any problems with the Friends Groups. As far as I understand, for the number of years that it's been in existence, really, there has been really nothing, except for a couple of instances that happened. But not specifically to Friends, but I won't go into that part.

So what happened, we have been working with the attorneys and Fulton County trying to come up with an MOU that would be satisfactory to everybody. And we had many Friends Council meetings where we sat down and we tried to work this thing out. So no matter what you do to it, nobody's very happy. There was always some instances felt like they were being treated like they were contractors, not necessarily people who are Friends of the Library and so on.

So it went back and forth, back and forth. Finally, after talking to a couple Commissioners, they said, oh, we're just going to throw it back to the Board. Let's just make it a policy change. Just make it a policy rather than an MOU, rather than something they would have to write and sign your name to like it was a contractor.

So myself, and Nina, Priscilla, we started to come up with things. I'm going to be -- not I. I should say our group -- we're going to come up with something. It's going take time to do it. We really haven't -- had a couple conference calls. And it's going to be quite different than what they're saying before. But I will bear in mind that we do -- and Nina kind of talked to me about it -- we are the library and we also have to protect the Library System.

I can't have a Friends Group that's out there working, doing their own thing, don't really care what the policy is of the Library System. So we have to give some teeth so that our director or our Volunteer Services director has some teeth to come back and say, hey, you can't operate like that.

So it's that, and a few other things, the insurance.

Don't forget, we have some Friends Groups, especially in some of the libraries on the south end, that are very small. If they make four to five hundred dollars for the whole year, they're doing good. If we went ahead with all this insurance and stuff, all they'd be doing is paying the insurance company. So we're looking at that.

We're going to make some significant changes, and basically we're going to run the Friends Group, not the Commissioners. This belongs in the Library System. We might be part of Fulton County, but it belongs here. This is the thing -- this is the area that we make decisions.

And the manager of each one of the libraries really will be very much involved with the Friends Group. And we'll spell that out on policy. And it's just something -- they need to work with something that has some teeth to it. So this might get shot down. I don't know. I don't know who the attorney's going to be, but we'll get it all put together.

But you know something? We're working right now fine. So I'm not being pushed for this, and it's going to take several months, I can tell you. And then we're going to go in front of the Board here and we're all going to discuss what we have. Before we even go out of this room, we'll discuss it among ourselves, make sure that our director, make sure that Gayle, they're happy with it, and then we'll go to the next step from there.

I do have Heather very much involved with it, too, because she's the one that's -- she gets all the phone calls. And we'll make it fair for everybody. Some people won't like it. Well, that's the way it is. But we'll do what we can and we'll just go from there, unless Nina wants to add something to it.

MRS. NINA RADAKOVICH: I would say that it's not just about money. These Friends Groups serve a purpose. It's a community function, and the library, of course, is a community center and does serve that purpose for many people, a social purpose. And so we have to be mindful of that as we go forward with this.

CHAIRMAN PHYLLIS D. BAILEY: I think that you're doing a good job in reaching out to these particular groups that are impacted by what you're doing. And that's going to be the key to it, because I think that it has been so scattered that nobody has really known just who was in charge or who was doing what. So I think you'll bring some order to some chaos, if I could say that.

MRS. NINA RADAKOVICH: Uniformity also.

CHAIRMAN PHYLLIS D. BAILEY: Yes. Yes. And that's what we need, because some of the smaller ones on the south side, I know, don't have the money, as you pointed out, to do the things that they want to do. But I know that I have spoken with some in my district to say to them that the Friends Foundation will take care of your legal issues if that is one of the things that's causing a problem. So they all need to know this, so I commend you on what you're doing because, as you say, it's bringing together this whole group and letting them know just what can and cannot be done.

So I thank you for your efforts. It's really commendable. Anybody else have concerns or comments to make in regard to this?

MR. JOE PIONTEK: No.

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

Are there any other concerns or comments that -- excuse me?

Yes? Is somebody on the phone made a -- I thought there was.

If there are no other concerns or comments that need to be aired or discussed at this moment, are there?

If not, I will --

ADJOURNMENT

MOTION

MR. PAUL KAPLAN: Motion to adjourn.

MS. LINDA JORDAN: I second it.

CHAIRMAN PHYLLIS D. BAILEY: Motion by Mr. Kaplan. Seconded by -

-

MS. LINDA JORDAN: Linda.

CHAIRMAN PHYLLIS D. BAILEY: -- Ms. Jordan that the meeting be adjourned. So moved. Thank you all so much.

*(Whereupon, the Board of Trustees Meeting
concluded at 4:46 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

April 2019

Summary of March 2019 Activities

Personnel

- We hired a new manager for the East Point Library recently. Donna Smith joins FCLS from Miami where she had many years of experience as a library manager.

Bond Update

- Permit applications have been submitted to the city and we expect a response in 2-3 weeks. In the meantime, the contractor continues to make progress with interior demolition.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – This group of projects is moving toward May completion dates, save for Roswell. Roswell is still tracking for a fall re-opening.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – These projects are lining up on the runway. No major issues or updates to report at this time.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – Adams Park has closed and we are awaiting word on the Cleveland Avenue permit. Once we have that permit we will close Cleveland Ave. We hope work will begin this month on Adams Park.
- Group 4 (East Point and Fairburn) – We received a certificate of occupancy for Fairburn and plan to move staff back into the building prior to the BOT meeting. We are hopeful East Point will receive its certificate prior to the BOT meeting as well. This is great news! We are narrowing down potential re-opening dates for both of these libraries.
- The Hapeville project is ready to go as soon as we get the word to proceed. The county and city are finalizing land details.

Maintenance/Bookmobile Update

- Northside had a severe leak during the recent heavy rains. Fulton County responded and the renovation contractor has been notified.
- Work continues on the bookmobiles.

VOLUNTEER SERVICES

- Volunteer Services recorded 615 volunteers who served 5,155 hours at 24 locations including Mount Vernon Towers and North Fulton Service Center.
- 89 new volunteers donated time last month.
- 223 volunteers assisted with shelving tasks and 154 volunteers assisted with programs across the system.
- 18 volunteers taught meditation, Tai Chi and yoga sessions at 11 different locations.
- Five volunteers taught 10 coding sessions at Alpharetta, Milton, Ocee and Wolf Creek.
- Nine additional volunteers also taught 30 ESL sessions at Alpharetta, East Roswell, Milton, Northeast/Spruill Oaks, Ponce and Sandy Springs.
- Five volunteers taught six art programs at Ocee, Peachtree and Sandy Springs.
- Branches with top hours of 685, 540 and 523 included Milton, Ocee and Northeast/Spruill Oaks.
- Branches with the top number of volunteers were Milton with 99, Ocee with 85 and Northeast/Spruill Oaks with 73. Alpharetta, Roswell and Milton had the top number of Friends' hours with 451, 222 and 185 hours respectively.

AUBURN AVENUE RESEARCH LIBRARY

- Presented a fine art exhibition, featuring works by Mary Parks Washington, titled Atlanta: Remembrances Beyond the Veil, The Art of Mary Parks Washington. Curated by Charmaine Minniefield, Atlanta: Remembrances Beyond the Veil is a semi-autobiographical exhibition, thoughtfully collaged from the personal ephemera, communal memory and artistic vision of Mary Parks Washington. A familial reminiscence of her coming of age in Atlanta, this exhibition is a compelling visual reconstruction of a vanishing Black Mecca, with a profound contemporary relevance that peers deep into what W.E.B. Du Bois coined the "Black World beyond the veil". Mary Parks Washington was born in Atlanta on July 20, 1924. Her artistic talent was first recognized by her teachers at Booker T. Washington High School. Washington attended Spelman College, where she majored in art and studied under three prominent artists: sculptors Elizabeth Prophet, William Artist, and the painter Hale Woodruff. This exhibition is from the AARL Fine Art Collection and the Mary Parks Washington personal papers etc. and is available for public research.
- In observance of Women's History Month, hosted a screening and discussion of The Godmother of Rock and Roll: Sister Rosetta Tharpe is one of the most influential artists of the 20th century. Her flamboyance, skill, and showmanship, on the newly electrified guitar, played a vital role in the conception of Rock & Roll. Featuring archival performances and using new interviews with fellow musicians, producers, etc. this film tells the story of a talented and determined woman that introduces the spiritual passion of her gospel music background into Rock & Roll. A post screening discussion was moderated by Classical guitarist and doctoral student at Georgia State University, Ciyadh Wells.

MILTON

- Milton continues to see an increase in patrons walking in the door each month. Clearly, the Roswell patrons are helping increase the monthly attendance. March 2019 saw 10,449 patrons walk in the door, up from 8832 in March of 2018. Circulation numbers for the month were 27,653, up from 17,826 in March of 2018: an increase of 9827 items.
- Total attendance of programs for the month topped 1500. Some of the “popular” programs included tax preparation (Mondays and Saturdays), which saw 174 patrons seeking help; Tuesday morning story times for the month had over 200 patrons in attendance and our usual spring test prep programs for the teens in our community for AP test prep and practice exams brought in 180 teens attending those events.

PEACHTREE

- Staff are familiar with the branch tablet and are able to instruct patrons “hands-on” using the device. Patrons have a lot of questions about Overdrive in particular, and the device is a great tool to help show the patrons how to use the online resource. The library has continued to recommend online services and databases at every opportunity, particularly when signing up someone for a library card so they know what online resources are available. The library has made and distributes a quick-start guide to help patrons find and sign up for these resources. Additionally, NoveList and eCampus have their own permanent spots in the brochure rack.

SANDY SPRINGS

- This month we focused on SCIENCE! We hosted a table at the Sandy Springs Education Force STEAM event. We spoke to over 500 attendees who were super impressed with our selection of science themed books. We checked out over 200 books!
- For much of our outreach, we are running into the same faces – our beloved patrons, over and over again. But, we finally found some folks new to the library! Ruby Allen hosted a Pop-Up Library at the Community Action Center, a non-profit that assists new immigrants with English language and computer job skills. She spoke to hundreds of card applicants who had *no idea* what the library had to offer to them for free. To our new patrons, we say, “Welcome aboard!”

FULTON COUNTY PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF MARCH 31, 2019

Doc #19-19

SERVICE	2019 BUDGET	MARCH	2019 YTD	2019 YTD	2019 YTD	2019 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,581,075	1,558,098	4,098,205	-	4,098,205	28%	10,482,870
PART TIME SALARY	526,440	53,766	136,851	-	136,851	26%	389,589
BENEFITS	7,511,865	683,545	1,733,333	-	1,733,333	23%	5,778,532
BOOKS	2,615,836	8,726	13,118	1,199,850	1,212,968	46%	1,402,868
OFFICE EQUIP. REPAIR	6,760	-	480	2,020	2,500	37%	4,260
EQUIPMENT	37,291	1,879	4,537	15,905	20,442	55%	16,849
OFFICE FURNITURE	3,082	-	-	-	-	0%	3,082
PROFESSIONAL SERV	112,906	2,636	5,571	4,885	10,456	9%	102,450
COPIER MACHINE LEASE	256,824	10,544	28,996	-	28,996	11%	227,828
COPIER PAPER	15,000	513	7,423	640	8,063	54%	6,937
SUPPLIES	148,640	7,896	14,305	1,331	15,635	11%	133,005
SOFTWARE MAINTENANCE	465,392	-	-	-	-	0%	465,392
BUILDING RENT	203,641	39,369	42,206	161,170	203,376	100%	265
LYRASIS CHARGES	200	-	-	21	21	11%	179
OTHER SERVICES	195,239	21,725	33,590	9,049	42,639	22%	152,600
SECURITY SERVICES	332,000	38,224	101,890	154,905	256,795	77%	75,205
TRAVEL	40,000	-	(230)	-	(230)	-1%	40,230
VEHICLE MAINTENANCE	21,850	1,334	1,334	-	1,334	6%	20,516
GENERAL INSURANCE	585,361	48,780	146,340	-	146,340	25%	439,021
CONTINGENCY	19,720	-	-	-	-	0%	19,720
ENHANCEMENT	150,000	-	-	-	-	0%	150,000
TOTAL	27,829,122	2,477,037	6,367,949	1,549,775	7,917,725	28%	19,911,397

FULTON COUNTY PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OF MARCH 31, 2019

ORGANIZATION	SERVICE	2019 BUDGET	MARCH	2019 YTD	2019 YTD	2019 YTD	2019 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE	REG SALARY	12,310,377	1,323,300	3,486,700	-	3,486,700	28%	8,823,677
	PART TIME SALARY	526,440	53,766	136,851	-	136,851	26%	389,589
	BENEFITS	6,325,340	580,273	1,475,552	-	1,475,552	23%	4,849,788
	BOOKS	2,615,836	8,726	13,118	1,199,850	1,212,968	46%	1,402,868
	OFFICE EQUIP. REPAIR	1,000	-	-	-	-	0%	1,000
	EQUIPMENT	34,000	1,879	4,537	15,905	20,442	60%	13,558
	OFFICE FURNITURE	2,785	-	-	-	-	0%	2,785
	PROFESSIONAL SERV	85,164	800	1,736	800	2,536	3%	82,628
	COPIER MACHINE LEASE	231,524	10,233	27,721	-	27,721	12%	203,803
	SUPPLIES	91,945	2,160	4,131	100	4,231	5%	87,714
	BUILDING RENT	203,641	39,369	42,206	161,170	203,376	100%	265
	OTHER SERVICES	47,326	1,091	2,301	4,942	7,242	15%	40,084
	SECURITY SERVICES	332,000	38,224	101,890	154,905	256,795	77%	75,205
	VEHICLE MAINTENANCE	2,000	-	-	-	-	0%	2,000
	GENERAL INSURANCE	400,866	33,406	100,217	-	100,217	25%	300,650
	CONTINGENCY	12,420	-	-	-	-	0%	12,420
	ENHANCEMENT	150,000	-	-	-	-	0%	150,000
Total		23,372,664	2,093,227	5,396,960	1,537,671	6,934,631	30%	16,438,033

FULTON COUNTY PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OF MARCH 31, 2019

ORGANIZATION	SERVICE	2019 BUDGET	MARCH	2019 YTD	2019 YTD	2019 YTD	2019 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,270,698	234,798	611,505	-	611,505	27%	1,659,193
	BENEFITS	1,186,525	103,272	257,780	-	257,780	22%	928,745
	OFFICE EQUIP. REPAIR	5,760	-	480	2,020	2,500	43%	3,260
	EQUIPMENT	3,291	-	-	-	-	0%	3,291
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	27,742	1,836	3,835	4,085	7,921	29%	19,821
	COPIER MACHINE LEASE	25,300	311	1,275	-	1,275	5%	24,025
	COPIER PAPER	15,000	513	7,423	640	8,063	54%	6,937
	SUPPLIES	56,695	5,737	10,174	1,231	11,404	20%	45,291
	SOFTWARE MAINTENANCE	465,392	-	-	-	-	0%	465,392
	LYRASIS CHARGES	200	-	-	21	21	11%	179
	OTHER SERVICES	147,913	20,634	31,289	4,107	35,396	24%	112,517
	TRAVEL	40,000	-	(230)	-	(230)	-1%	40,230
	VEHICLE MAINTENANCE	19,850	1,334	1,334	-	1,334	7%	18,516
	GENERAL INSURANCE	184,495	15,375	46,124	-	46,124	25%	138,371
	ENHANCEMENT	7,300	-	-	-	-	0%	7,300
Total		4,456,458	383,809	970,989	12,104	983,094	22%	3,473,364

Atlanta-Fulton Public Library System March 2019

Activity and Description	2019		2018		YTD
	March	YTD	March	YTD	
Circulation					
Total number of items checked out of the library	252,937	724,811	280,778	771,464	-6%
Holds					
Number of requests by patrons	44,001	138,296	47,901	146,294	-5%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	482	1,294	518	1,486	-13%
Visits					
Number of people entering a library for any reason	241,244	776,846	362,397	958,221	-19%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	42,167	110,073	86,456	239,842	-54%
Number of hours of computer use	64,733	149,934	54,333	138,974	8%
Web hits					
Number of times people have visited the library's website	644,086	1,903,092	709,338	2,055,828	-7.4%
Online Resources					
Number of times a resource is logged into or a searched performed	243,702	696,187	226,622	635,573	10%
Computer Classes					
Number of classes	11	26	15	52	-50%
Number of attendees	78	200	133	424	-53%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	61,047	170,426	40,757	121,424	40%
Children's programs					
Library sponsored programs offered for children (birth - 12)	384	986	420	1,089	-9%
Number of people attending programs	11,814	29,864	13,482	30,660	-3%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	68	202	96	311	-35%
Number of people attending programs	2,181	5,135	1,505	3,109	65%
Adult Programs					
Library sponsored programs offered for adults (18 +)	584	1,470	578	1,437	2%
Number of people attending programs	11,277	28,227	8,328	20,889	35%
Programs - Total					
Library sponsored programs offered - total of all programs	1,036	2,658	1,094	2,737	-3%
Number of people attending programs	25,272	63,226	23,315	54,658	16%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	464	1,185	539	1,472	-19%
Number of people attending meetings or activities	6,965	18,728	7,713	22,441	-17%

FULTON COUNTY PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
MARCH 2019

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	MAR 2019 DATA	MAR 2018 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2019 CIRC	YTD 2018 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	1,419	902	113	4	2,438	1,455	983	68%	6,786	3,998	2,788	70%
ADAMSVILLE/COLLIER HEIGHTS	1,471	842	44	8	2,365	1,776	589	33%	7,372	4,668	2,704	58%
ALPHARETTA	10,752	22,315	731	71	33,869	25,412	8,457	33%	95,415	71,630	23,785	33%
BUCKHEAD	7,209	7,077	336	32	14,654	12,666	1,988	16%	41,829	34,925	6,904	20%
CLEVELAND AVENUE	1,058	823	52	5	1,938	1,769	169	10%	5,773	4,792	981	20%
COLLEGE PARK	1,555	1,241	100	11	2,907	1,705	1,202	70%	8,178	5,065	3,113	61%
DOGWOOD	26		2	0	28	2,051	(2,023)	-99%	71	5,427	(5,356)	-99%
EAST ATLANTA	2,949	4,863	228	11	8,051	5,398	2,653	49%	22,813	15,736	7,077	45%
EAST POINT	82	100	9	1	192	3,558	(3,366)	-95%	585	10,702	(10,117)	-95%
EAST ROSWELL	11,255	13,706	551	41	25,553	14,893	10,660	72%	73,033	41,072	31,961	78%
FAIRBURN	95	67	4	0	166	2,032	(1,866)	-92%	502	5,718	(5,216)	-91%
HAPEVILLE	796	492	43	6	1,337	1,234	103	8%	3,740	3,324	416	13%
KIRKWOOD	66	70	5	1	142	3,733	(3,591)	-96%	440	9,201	(8,761)	-95%
MARTIN LUTHER KING, JR	1,089	455	68	3	1,615	780	835	107%	5,242	2,459	2,783	113%
MECHANICSVILLE	520	650	27	5	1,202	1,919	(717)	-37%	3,695	6,695	(3,000)	-45%
METROPOLITAN	4,137	4,603	201	17	8,958	6,388	2,570	40%	25,957	18,970	6,987	37%
MILTON	8,739	18,252	643	43	27,677	17,826	9,851	55%	78,518	50,164	28,354	57%
NORTHEAST/SPRUILL OAKS	4,002	12,617	512	68	17,199	26,199	(9,000)	-34%	51,717	67,563	(15,846)	-23%
NORTHSIDE	5,286	6,896	354	29	12,565	11,705	860	7%	36,879	31,174	5,705	18%
NORTHWEST	2,704	4,944	258	1	7,907	4,890	3,017	62%	21,657	14,237	7,420	52%
OCEE	7,429	16,509	942	147	25,027	30,089	(5,062)	-17%	72,117	77,656	(5,539)	-7%
PALMETTO	1,160	1,359	45	8	2,572	1,698	874	51%	7,980	4,985	2,995	60%
PEACHTREE	6,641	5,737	334	48	12,760	8,186	4,574	56%	28,164	22,501	5,663	25%
PONCE DE LEON	3,956	4,108	385	73	8,522	12,266	(3,744)	-31%	33,326	33,916	(590)	-2%
ROSWELL	964	985	68	2	2,019	21,212	(19,193)	-90%	5,462	64,267	(58,805)	-92%
SANDY SPRINGS	1,669	2,165	80	7	3,921	21,903	(17,982)	-82%	10,729	60,010	(49,281)	-82%
SOUTHEAST	1,435	2,803	88	0	4,326	3,126	1,200	38%	12,558	8,251	4,307	52%
SOUTH FULTON	2,886	4,446	230	3	7,565	7,936	(371)	-5%	21,503	20,312	1,191	6%
SOUTHWEST	208	70	8	1	287	3,312	(3,025)	-91%	692	9,443	(8,751)	-93%
WASHINGTON PARK	33	46	3	0	82	1,564	(1,482)	-95%	231	4,735	(4,504)	-95%
WEST END	54	61		0	115	1,608	(1,493)	-93%	305	4,045	(3,740)	-92%
WOLFCREEK	4,954	6,036	488	43	11,521	8,381	3,140	37%	33,478	25,150	8,328	33%
BRANCHES TOTAL	96,599	145,240	6,952	689	249,480	268,670	(19,190)	-7%	716,747	742,791	(26,044)	-4%
CENTRAL	671	184	28	12	895	5,942	(5,047)	-85%	2,409	19,570	(17,161)	-88%
OUTREACH SERVICES	139	20	2	0	161	406	(245)	-60%	384	1,360	(976)	-72%
AUBURN AVENUE	2,199	153	16	33	2,401	5,760	(3,359)	-58%	5,271	7,743	(2,472)	-32%
SYSTEM TOTAL	99,608	145,597	6,998	734	252,937	280,778	-27,841	-10%	724,811	771,464	-44,181	-6%

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

AGENCY NAME	MARCH *CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	2,438	103	942	4,241	5	125	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	2,365	112	2,117	4,596	10	256	11	125	3
ALPHARETTA	33,869	559	1,837	18,461	57	1,032	30	881	9
BUCKHEAD	14,654	444	1,742	9,283	58	1,667	43	440	5
CLEVELAND AVE	1,938	74	1,373	3,982	7	122	3	33	0
COLLEGE PARK	2,907	122	2,157	3,855	10	111	9	81	0
DOGWOOD	28	24	0	0	13	298	0	0	0
EAST ATLANTA	8,051	205	1,526	6,194	12	335	40	214	3
EAST POINT	192	69	0	0	0	0	0	0	0
EAST ROSWELL	25,553	433	1,831	4,804	82	1,391	22	239	25
FAIRBURN	166	74	0	0	0	0	0	0	0
HAPEVILLE	1,337	40	1,219	2,822	14	270	3	20	0
KIRKWOOD	142	42	0	0	17	219	0	0	0
MARTIN LUTHER KING, JR	1,615	61	1,858	9,286	27	535	0	0	0
MECHANICSVILLE	1,202	82	1,438	4,314	1	8	14	137	5
METROPOLITAN	8,958	192	4,589	14,198	26	797	61	1,417	0
MILTON	27,677	324	632	10,449	88	1,531	9	105	17
NORTHEAST/SPRUILL OAKS	17,199	180	539	20,501	48	744	6	148	0
NORTHSIDE	12,565	253	513	9,845	16	295	14	92	3
NORTHWEST	7,907	205	3,536	10,007	33	963	17	574	7
OCEE	25,027	378	740	21,370	78	1,447	6	83	3
PALMETTO	2,572	81	898	7,289	58	1,140	0	0	0
PEACHTREE	12,760	226	2,016	6,109	36	801	11	113	0
PONCE DE LEON	8,522	383	2,044	18,720	39	909	19	175	0
ROSWELL	2,019	261	0	0	9	307	0	0	0
SANDY SPRINGS	3,921	284	0	0	44	2,075	1	6	0
SOUTHEAST	4,326	149	2,042	11,688	45	870	11	142	0
SOUTH FULTON	7,565	364	4,161	22,385	22	1,039	87	659	0
SOUTH WEST	287	95	0	0	0	0	0	0	0
WASHINGTON PARK	82	20	0	0	16	493	0	0	0
WEST END	115	25	0	0	0	0	0	0	0
WOLFCREEK	11,521	249	2,127	13,856	56	921	36	965	7
BRANCHES TOTAL	249,480	6,113	41,877	238,255	927	20,701	453	6,649	87
CENTRAL	895	174	0		5	32	0	0	0
OUTREACH SERVICES	161	508	0	0	69	3,159	0	0	0
AUBURN AVENUE RESEARCH	2,401	1	290	2,989	35	1,380	11	46	0
SYSTEM TOTAL	252,937	6,796	42,167	241,244	1,036	25,272	464	6,695	87

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
2019 1ST 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	6,786	293	3,877	9,047	20	521	18	147	1
ADAMSVILLE/COLLIER HEIGHTS	7,372	361	6,383	13,635	34	459	31	338	3
ALPHARETTA	95,415	1,608	4,888	52,990	161	2,757	78	2,527	12
BUCKHEAD	41,829	1,383	5,172	27,320	147	4,682	78	752	14
CLEVELAND AVE	5,773	249	4,095	10,616	35	728	22	230	3
COLLEGE PARK	8,178	445	6,869	11,186	29	325	22	194	0
DOGWOOD	71	59	-	0	38	800	0	0	0
EAST ATLANTA	22,813	671	4,530	17,307	32	1,008	88	638	7
EAST POINT	585	216	-	0	0	0	0	0	0
EAST ROSWELL	73,033	1,151	5,231	16,860	197	3,796	62	789	53
FAIRBURN	502	200	-	0	0	0	0	0	0
HAPEVILLE	3,740	133	1,219	2,822	42	1,381	10	83	0
KIRKWOOD	440	130	-	0	48	764	0	0	0
MARTIN LUTHER KING, JR	5,242	204	5,184	120,800	38	780	0	0	0
MECHANICSVILLE	3,695	233	2,639	7,917	10	158	49	496	7
METROPOLITAN	25,957	544	8,934	26,999	81	1,690	192	4,010	0
MILTON	78,518	941	2,117	29,905	242	3,608	38	664	46
NORTHEAST/SPRUILL OAKS	51,717	600	1,394	84,902	127	2,018	36	346	2
NORTHSIDE	36,879	717	1,291	32,454	45	788	39	316	11
NORTHWEST	21,657	595	9,963	27,694	97	2,077	60	1,654	36
OCEE	72,117	1,193	2,433	81,028	229	4,797	13	181	8
PALMETTO	7,980	245	2,965	18,420	90	2,157	0	0	0
PEACHTREE	28,164	895	5,686	19,212	106	2,332	29	311	0
PONCE DE LEON	33,326	1,015	6,177	53,760	114	2,022	55	603	1
ROSWELL	5,462	828	-	0	18	357	0	0	0
SANDY SPRINGS	10,729	752	-	0	116	5,083	3	21	0
SOUTHEAST	12,558	389	7,613	34,354	104	1,838	34	360	0
SOUTH FULTON	21,503	1,228	4,161	22,385	35	1,308	111	1,081	0
SOUTH WEST	692	312	-	0	0	0	0	0	0
WASHINGTON PARK	231	66	-	0	39	1,062	0	0	0
WEST END	305	79	-	0	0	0	0	0	0
WOLFCREEK	33,478	709	6,257	46,764	140	3,014	86	2,823	18
BRANCHES TOTAL	716,747	18,444	109,078	768,377	2,414	52,310	1,154	18,564	222
CENTRAL	2,409	682	-	0	19	78	0	0	0
OUTREACH SERVICES	384	513	-	0	152	6,971	0	0	0
AUBURN AVENUE RESEARCH	5,271	17	995	8,469	73	3,867	31	164	0
SYSTEM TOTAL	724,811	19,656	110,073	776,846	2,658	63,226	1,185	18,728	222

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
January, February, March 2019

	Jan	Feb	Mar	1st Quarter Total	2018 Year to date (Jan-Mar)	2019 Year to date (Jan-Mar)
• Total Customer Comments Received:	85	39	139	263	419	263
• Types of Comments:						
▪ Compliment	8	7	6	21	66	21
▪ Suggestion	3	5	20	28	51	28
▪ Complaint	8	4	16	28	20	28
▪ Inquiry	66	23	97	186	297	186
• Format of Comments:						
▪ Emails	78	32	127	237	374	237
▪ Postcards	7	7	12	26	45	26
▪ Direct Contact						

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

January, February, March 2019

- **263 comments were received during the quarter.** The majority of comments were directly related to service needs such as holds, circulation, collection development, bookmobile service, fines, classes, events with fewer than five concerns over buildings. The services provided by staff resulted in an overall rating of excellent.
- A sampling of complimentary quotes received include:
 1. Wolf Creek – “The staff provided good service”.
 2. Metropolitan – “A very nice atmosphere with great service”.
 3. Alpharetta - “Awesome staff”.
 4. Buckhead – “Excellent Service”.
 5. Northside – “Very patient staff”.
- **28 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 quotes received appears below:
 1. Fax and scanning services needed
 2. Longer check out period for AV materials (educational)
 3. Increased lighting over computers