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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

MAY 23, 2018



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FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
MAY 23, 2018



atlanta-fulton public library system

*"Take your dreams off the shelf."***Revised**

**Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor
May 23, 2018 – 4:00 p.m.**

AGENDA

- | | | |
|-------|---|---|
| I. | Adoption of Agenda* | Doc. #18-25 |
| II. | Approval of Verbatim Minutes from Regular Meeting of April 25, 2018* | Doc. #18-24 |
| III. | Public Comments | |
| IV. | Central Library Presentation – Cheryl Small | |
| V. | Chairman's Report
Construction/Renovation Update | |
| | <u>Contractor</u> | |
| | Hogan | Group I: Roswell, Sandy Springs, Dogwood, Kirkwood, Washington Park, West End, Southwest |
| | Evergreen | Group II: Buckhead, Ocee, Northeast, Northside, Mechanicsville |
| | Out for bid | Group III: Adams Park, Adamsville, Cleveland, College Park, Ponce, East Atlanta |
| | BuildSmart/Tebarco | Group IV: East Point, Fairburn |
| | Albion Scaccia | Hapeville |
| | RFQ | Central |
| VI. | Director's Reports | Doc. #18-28 |
| | A. Monthly Financial Report | Doc. #18-26 |
| | B. Monthly Usage Summary | Doc. #18-27 |
| VII. | Foundation Update | |
| VIII. | Old Business | |
| | A. | |
| IX. | New Business | |
| | A. Authorize using \$5,330,237.98 of TAD money to increase the spending authority for Group II renovations as part of the library's capital improvement program | |
| X. | Adjournment | |

*Action is anticipated on this item.

Doc. #18-24



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

APRIL 25, 2018 – 4:00 P.M.

CENTRAL LIBRARY – 6th FLOOR BOARD ROOM

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Board of Trustees Meeting, 25 April 2018



Members Present

Bailey, Phyllis D., Vice Chairman
Borders, Patricia
Jordan, Linda
Joyner, D. Chip
Kaplan, Paul, Chairman
Piontek, Joe
Taylor, Josh

Absent:

All Board Members Present

Also In Attendance

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

Visitors Present

Fraser, Denise – Assistant to Commissioner Liz Hausmann
Kessler, Kyle – Friends of Central Library
Rafferty, Paula – County Attorney
Strange, Claudia – PR/Marketing Director

Chairman Paul Kaplan called the meeting to order at 4:00 p.m. at the Atlanta-Fulton Public 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 PAUL KAPLAN: I'd like to call this Board of Trustees meeting, Central Library, Library Board of Trustees on April 25th, 2018, 4:00.

18-18 ADOPTION OF THE AGENDA

CHAIRMAN PAUL KAPLAN: First thing on the agenda is the Adoption of the Agenda. Is there any additions to the agenda? If not, is there a motion to accept the agenda as presented?

MRS. PHYLLIS D. BAILEY: So moved.

CHAIRMAN PAUL KAPLAN: It's been moved.

MR. JOSH TAYLOR: Second.

MOTION

MRS. PHYLLIS D. BAILEY: Mr. Chairman, I move that the minutes be accepted as presented.

CHAIRMAN PAUL KAPLAN: Okay.

MR. JOSH TAYLOR: And I second.

CHAIRMAN PAUL KAPLAN: All those in favor say aye.

(Whereupon, all said aye.)

18-17 APPROVAL OF THE VERBATIM MINUTES FROM REGULAR MEETING OF MARCH 28, 2018

CHAIRMAN PAUL KAPLAN: Next order of business is the Approval of the Verbatim Minutes from the Regular Meeting of March 28, 2018.

MR. JOSH TAYLOR: I think we just did that.

MR. JOE PIONTEK: We just did the agenda.

MR. JOSH TAYLOR: Oh, the -

CHAIRMAN PAUL KAPLAN: The Verbatim Minutes.

MR. JOSH TAYLOR: Oh, I missed it. Sorry.

CHAIRMAN PAUL KAPLAN: If everybody read it, do I hear a motion to accept?

MOTION

MR. JOE PIONTEK: Move we accept.

MR. JOSH TAYLOR: Second.

CHAIRMAN PAUL KAPLAN: Moved and second. Okay. Do I have any corrections? any additions? or anything to it? If not, all those in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Opposed? None.

Okay. We have a Marketing Presentation. Before that, let me get -- I have one speaker. Mr. Kyle Kessler. Kyle, I'll put you in right now.

PUBLIC COMMENT

MR. KYLE KESSLER: Good afternoon Board of Trustees. My name is Kyle Kessler. I'm a downtown resident, architect, and have been

coming today to speak about the Central Library and the proposed renovation. I've been coming routinely to these meetings for about a year to help ensure that we have adequate public engagement and participation in the design and the programming of the Central Library as it's being renovated.

When I was here last month, I spoke about some concerns I had regarding meeting attendance and survey participation. Since then, I have gotten a response back from the County regarding an Open Records Request to learn that there were nineteen attendees at the six public meetings that were held.

Two of the meetings, the one in North Fulton and South Fulton had no attendees. There were only two responses to the online survey because the link that was sent out was broken.

As part of the Open Records Request, I did receive a copy of the programming document, which was finished up in December, but not made public. In that included a scope and schedule document that I'll pass out, if you don't mind, that I've marked up.

It had a series of public engagement and presentations, none of which happened with the exception of the meeting that happened a couple of weeks ago here at Central.

So I've heard since then that there were plans to reopen the survey to engage with the community. But I urge everyone here to make sure that we have an appropriate amount of participation. I understand that the schedule is tight, that we need to get work started. But that is not an excuse for not following through with what was the contracted scope of work for the programming and design phase of the project.

So I'm looking forward to hearing discussion as we go forward. I know that the RFQ is out. There have been respondents to it. But before we proceed any further we need to make sure that the public is aware of what's going on, but also is helping to dictate what they want to see in this branch, or in this Central Library; programming-wise, service-wise, space-wise, and design-wise. So thank you.

CHAIRMAN PAUL KAPLAN: Thanks, Kyle.

MARKETING PRESENTATION - CLAUDIA STRANGE

CHAIRMAN PAUL KAPLAN: Okay. I think everybody received an email from Dr. Morley concerning every month we're going to have a presentation done by different sections of the library. It was a good idea that was brought up by Josh. And so we're going to do it every month like this.

We're not open for a lot of questions, but it's going to be a short presentation. We can go from there, 'cause we got a lot to cover today. So with that, Claudia?

MRS. CLAUDIA STRANGE: Yes.

CHAIRMAN PAUL KAPLAN: Do you need an introduction? You want to introduce yourself? I think everybody knows you.

MRS. CLAUDIA STRANGE: I need no introduction.

CHAIRMAN PAUL KAPLAN: I think everybody knows you.

MRS. CLAUDIA STRANGE: My name is Claudia Strange. I'm here -- I'm Marketing Director for the Library System. Hey. I am happy to be sharing all the great things we're doing about the renovation project, probably sneak in a few other things while I have time and have all of your attention. But I will move quickly. I know you have a lot on your agenda. So we are discussing marketing -- how we're marketing; how we come up with the marketing plans for the renovation project. As you all know, we're doing this with twenty-three libraries at what seems like it's going to be all at the same time. So we're having lots of fun with that. So Marketing the Library Renovation Project. I'll just start at the top. Part of how we came up with our Communications Plan and how we decided to move forward with the plan that we could execute efficiently, and with our very small staff: Identified stakeholders; Build a Communications Plan around reaching those individuals; Identify methods of engaging and communicating with stakeholders; Develop a plan that utilizes all those methods; Review, modify the plan throughout the process as we've done a lot of already, and repeat twenty-three times.

Main stakeholders that we've identified for each of the Library Renovations are: Library patrons, obviously, our most important group to reach; Program providers; staff; community members; volunteers; community groups: schools, daycares, partners; non-patron residents.

And the Building of the Communications Plan is, you know, it circles around how our stakeholders engage with us. Obviously, face to face being our most effective method of communicating with those that visit us in the branch, but also through our website, social media, our E-newsletter, our news media contacts, flyers throughout the System, not only at branches, but also in other county facilities, and our print newsletter, Access.

Identifying methods of communicating and engaging with stakeholders include: So we've used, obviously, Constant Contact, which I've just mentioned, Website. We've got our AFPLS.org site. We also communicate through our FultonCountyGA.gov site. Social media: The Library System is now on Facebook, Twitter, and Instagram. You likely see how those numbers have continued to grow over the last couple of

years. It's been a very good tool for us to get the word out about what we're doing. So we'll continue to do that. Access continues to be another great tool for us to share information, not only about the renovation, but all of our programs.

Flyers in each of the branches, of course, continues to be a very important way of communicating our projects out to each of our patrons. We've also started creating some signage for each of the library branches, which you're going to start seeing popping up around the System, basically little sandwich boards that say the library's under renovation. Here's a map on the backside to let you know how to find the closest one to this. We'll also have -- we also have set up a hotline, which is 404-613-READ, for those of you who want to check it out. But, ultimately, that hotline will just be updated as we're finding out that branches are closing. We will post that on the hotline so people can call in, as well as check all of our online tools.

And, again, Face-to-Face Engagement, encouraging staff, and empowering staff to have the information that they need to share with their patrons as they're coming into the library. There we go. So, obviously, we'll continue to Review and Modify the Plan throughout the Process, Make Adjustments, as needed. And, as I mentioned, continue to repeat that twenty-three times as we go through this project.

And that is what we call: Planning Like a Boss.

All right. While I have you, I wanted to share a little bit about some of the other things that we also do in the PR Department; Digital Marketing, obviously one of them. I mentioned there's: Social media, our Digital News Sources like our Constant Contact, our AFPLS Website, keeping that up to date, making changes, posts, all that good stuff. Getting rid of old content; creating content; and delivering and constantly collecting emails for our eNewsletter; and building our video presence through our YouTube Channel.

For those of you who have not had the opportunity -- I wasn't able to get sound today -- but please do take a moment and look at our library's rock video. You might recognize a few familiar faces, and get a good chuckle, if nothing else. But it was a lot of fun to make. And it is to support and promote Summer Reading.

We're also responsible for Access; the design, the content, printing, flyers, designing flyers for the branches, making sure they have them up where they're supposed to when they are official. Signage for all of our closings, traditional media,

PR, news releases, story pitching, calendar listings, coordinating press appearances, our radio show, FGTV appearances, the building program that we just went through -- I won't repeat all that -- and photography and video production for many of our signature events and programs throughout the year.

And that is with our big marketing team of two. That is me and Rachel. The Struggle is Real, as she tells me, regularly. So we have a very small team, but we have a mighty team. We are constantly running to try to keep up with all the many things we got going on here.

I think I got one more copy. Do you have a copy?

MRS. PRISCILLA BORDERS: Yes.

MRS. CLAUDIA STRANGE: Okay.

But we love it. We're having a great time. We're, you know, doing everything we can to make sure that the word gets out to the community about all of the great things going on here, and most importantly, keeping people informed about The Renovation Project.

Any questions?

CHAIRMAN PAUL KAPLAN: I have one.

MRS. CLAUDIA STRANGE: Yes.

CHAIRMAN PAUL KAPLAN: I'd just be curious. So I'm a Branch Manager at one of the branches -- I don't care which one it is, any one in the System -- and I want something to be publicized about what we're doing, how does it get up to you? Does that person call you directly --

MRS. CLAUDIA STRANGE: Yes.

CHAIRMAN PAUL KAPLAN: -- or do you go through your Group Manager and then up to the...

MRS. CLAUDIA STRANGE: No. So, typically, I get those requests directly from Branch Managers. Group Managers are certainly kept in the loop, copied in on any requests that are made of me. And we're looking at changing that process because it is becoming a little bit much to manage.

CHAIRMAN PAUL KAPLAN: I would say.

MRS. CLAUDIA STRANGE: Just figuring out how to do it, either whether there are a Help Desk Ticketing System for us or what it is that we can -- that Fulton County has in place that we can use. But, right now, it is just generally an email saying, hey, I need some extra promotion for this program. What do you think? How can we help, you know? What can we do? And I'll review it. If I think that it will get some media attention, and if it's actually something special, different, not just like a Story Time with somebody reading to a bunch of

kids, we'll talk through whether it is media worthy or if it just needs some additional help being promoted. And then we'll kind of customize what it is that they need from there. But it's very much just a back and forth in email and communication.

MS. LINDA JORDAN: How often do you go on Fulton County TV?

MRS. CLAUDIA STRANGE: About every week. It depends on what show they're doing, but usually, Fulton Today, or Fulton at Work, the two.

We're also trying to develop our own show, but it's way down the list.

MS. LINDA JORDAN: I understand.

MRS. CLAUDIA STRANGE: Any other questions?

CHAIRMAN PAUL KAPLAN: Any other questions anybody has?

MRS. CLAUDIA STRANGE: Yes?

MR. JOSH TAYLOR: What sort of budget do you have?

MRS. CLAUDIA STRANGE: Around fifty thousand. That covers all their printing, all of our software, all of our promotional items. And if there's anything left, a little bit of advertising. We are very excited to have gotten a little bit of budget to do some Facebook advertising, just figuring out how to set it up in our crazy system. Yes.

MR. JOSH TAYLOR: So, in terms of the public, how do you think you are reaching them primarily? Is it through our web sites, through --

MRS. CLAUDIA STRANGE: By public, define public?

MR. JOSH TAYLOR: Customers, meaning --

MRS. CLAUDIA STRANGE: Patron, like people who have a library card, in other words?

MR. JOSH TAYLOR: Yes. Uh-huh (affirmative).

MRS. CLAUDIA STRANGE: So I would say primarily through our email list, because that is probably the most extensive thing we have to reach them without mailing them at home or something. So I would say that's first.

MR. JOSH TAYLOR: And how many email addresses do we have?

MRS. CLAUDIA STRANGE: We have about forty-five thousand. We have a very good response rate. We have about a close to forty-eight percent open rate, which is unheard of, frankly.

MR. JOSH TAYLOR: Forty five thousand out of five hundred thousand?

MRS. CLAUDIA STRANGE: Uh-huh (affirmative). Uh-huh (affirmative). Good emails. Good emails.

MR. JOSH TAYLOR: I mean, that's a fairly low level; isn't it?

MRS. CLAUDIA STRANGE: Uh-huh (affirmative). It is.

MR. JOSH TAYLOR: Why do you think we don't have more?

MRS. CLAUDIA STRANGE: I think -- you know, there's a few things. We don't -- there's no -- what's the word I'm looking for? -- there's no way to ensure that you're getting a good email address when somebody signs up for a library card. So I would say out of the two hundred thousand I got during the first run, about a hundred thousand of them were bad addresses, like dot.co, Yahoo spelled wrong, a fake name, you know, for the folks who are just not interested. We'll get fake emails all the time. So there's some of that.

There's a lot of people who just opt out. After they get the first couple, they don't want to hear from us anymore. So I do get a lot of that. And, frankly, I don't know that I could afford the full two hundred thousand because that would be about five steps up on the Constant Contact run.

So, right now, what we have is manageable and we can afford it. And I'm hoping to grow it and grow the budget a little bit as we start to improve that. But, right now, that's a pretty good number. It's much more than we had for Fulton County overall down the street.

MR. JOE PIONTEK: And she's obviously engaging. Forty-eight percent open rate is unheard of.

MRS. CLAUDIA STRANGE: Yes. It's impossible.

MR. JOE PIONTEK: These are really interested people that are on the list right now.

MR. JOSH TAYLOR: Yes. Right.

MRS. CLAUDIA STRANGE: It's -- you know, I kind of geek out on some of that data. And just going back and looking at the Constant Contact data after it's gone out is unbelievable. Our survey number went up like fifteen hundred after we sent it out Monday and then like another six hundred today -- or not yesterday -- excuse me.

So, you know, it's a really useful tool. I think, you know, the more we can find ways to engage people. You know, one of the things I think I showed you guys earlier here, it's on your report, is this Renovation Project Update Newsletter that we created so that we can send out to folks. Sorry. It's on this Building the Communications Plan page.

So we'll have this, you know, where can kind of customize what we're sending people. Like, for example, Auburn Avenue Research Library has a very specific audience, and they have a very specific list for that audience. They get kind of customized information about that. That's about three or four thousand people on our list. Renovation folks, we've been collecting email addresses at all of the Public Meetings across the System, so that's another kind of segmented portion of our list.

So I think the more we can do some of that segmenting out with our audience will be helpful.

CHAIRMAN PAUL KAPLAN: Quite extensive for two people.

MRS. CLAUDIA STRANGE: Yes. Thank you.

CHAIRMAN PAUL KAPLAN: You're doing a great job.

MRS. CLAUDIA STRANGE: Thank you.

CHAIRMAN PAUL KAPLAN: I did see the videos. It was terrific. I showed a lot of other people --

MRS. CLAUDIA STRANGE: I appreciate that.

CHAIRMAN PAUL KAPLAN: Springfield -- I know in Illinois, the Library System.

MRS. CLAUDIA STRANGE: Oh, good. We got a couple of online --

CHAIRMAN PAUL KAPLAN: They're a little jealous.

MRS. CLAUDIA STRANGE: We got a couple of challenges from folks who said, I don't think our librarians would be down for that. So it was nice to know that our librarians stepped up and did it and that people were watching and taking note.

CHAIRMAN PAUL KAPLAN: Okay.

MRS. CLAUDIA STRANGE: All right.

CHAIRMAN PAUL KAPLAN: Thank you very much, Claudia, for coming in.

MRS. CLAUDIA STRANGE: Thank you all for your time.

CHAIRMAN PAUL KAPLAN: Appreciate it.

MRS. CLAUDIA STRANGE: You all know where to find me if I can ever be of any assistance.

CHAIRMAN PAUL KAPLAN: We know where you're at, I'm sure. Okay.

CHAIRMAN'S REPORT

CHAIRMAN PAUL KAPLAN: The next thing is the Chairman's Report. I'm going to talk, just briefly, I'm going to touch on this. I received a letter from one of our employees at the Alpharetta Library concerning staffing issues. And this was not from the manager.

And after receiving the response back, also from Gayle and Dr. Morley, it's something that they're going have to live with everything the way it is right now. I mean, we're doing a lot of changes. And like Gayle said to me a little while ago, pretty soon we're going to have too many people there, because we're closing libraries, shifting people over. And, Gayle, if you want to say something, that's fine. But it's just they feel that they're a little shorthanded. And we are shifting people over. But we -- you have to live with it right now.

MRS. GAYLE H. HOLLOMAN: Well, we're in the process of hiring or filling positions right now at the librarian level; Librarian Associate and Librarian Assistant. Those are full-time positions. There are twelve of those. So we're doing that.

We're going to add some part-time positions very soon. All of this takes a lot of time, though. As you know, we're doing interviews.

So we've mobilized to get the people ready to set those panels up. And as we close the libraries, we're going to be deploying staff, per their five purposes that they gave us, to the various locations that will remain open. So we should see a big difference.

And we also have guest staff who go to the libraries that are open on Sundays. So that is still in place. And if it's not working, then we need to be told that somebody's not coming, or it's not working, or whatever. But that's the process. And it's just going to take some more -- some more just really setting the schedule so that they reflect the need.

And that's another thing that we've got to make sure we do. On the weekends, staff have to understand that you cannot continue to work on the weekends as you do during the week, 'cause you do have limited staff on weekends, on Saturdays and Sundays. Primarily, the guest staff are there. The guest staff are there on Sundays. That means, if you work at a library that doesn't have Sunday hours, then you are assigned to work at a location that does have Sunday hours. And so everybody's on a rotation to accommodate that.

And if that's not working, we need to know what's going on with that. And sometimes we've had some situations where we've had to talk to people about that scheduling, the rotation of Sunday hours. But, other than that, that's the approach to address it, unless, of course, we can get a ton more money to hire a lot more people.

CHAIRMAN PAUL KAPLAN: Does the scheduling of the library branches, does that fall under the Area Manager, or does it come up to you? Who does the scheduling?

MRS. GAYLE H. HOLLOMAN: The Branch Manager.

CHAIRMAN PAUL KAPLAN: Branch Manager. If they have a problem, then they go to the Area Manager and say they have a problem? I'm just trying to find how this is going on.

MRS. GAYLE H. HOLLOMAN: Then they go to the Branch Group Administrator.

CHAIRMAN PAUL KAPLAN: Group Administrator?

MRS. GAYLE H. HOLLOMAN: And the -- right.

CHAIRMAN PAUL KAPLAN: Okay. Because you can't run everything.

MRS. GAYLE H. HOLLOMAN: Oh, no.

CHAIRMAN PAUL KAPLAN: There's people -- there's layers down below you that have to take care of it before it gets up to your desk, or before it comes up to the Board.

MRS. GAYLE H. HOLLOMAN: Well, that's the way it should be.

CHAIRMAN PAUL KAPLAN: Okay. That's the way it should be.

Okay. Go ahead.

MRS. PHYLLIS D. BAILEY: On this same matter, I got a call concerning personnel at a particular library, too. And I think I called you about it and talked to Paul about it. And I said to the person, this is a personnel issue, and I will tell the appropriate people. I felt like -- and I said to them, that's why we have a director, because personnel issues is not our venue. We don't need to be into that. And I can convey information, and that's what I did. So that it will be handled by you and Dr. Morley.

CONSTRUCTION/RENOVATION UPDATE

CHAIRMAN PAUL KAPLAN: Okay. Let me go into Construction Renovation. We had started -- and I'm sorry, the last four days, I've been doing other things. But Sandy Springs roofing has started. And I'm looking at you. It was okay. I was there for the day. They had a little bit of cleanup they needed to do every night. I don't know if that was done. I talked to the Branch Manager concerning it. You know how the tiles get thrown off the roof and they kind of fly? And they're in the area where people are walking up -- our patrons are walking up into the building. So it's a little bit of housekeeping has to be done over there.

Everything was fine at that point. Nobody's gone through the roof. I understand there was a little, little something went through the roof down into the building, but nobody got hurt. It's just something that happened. But they're tearing off the roof.

I do not know if any of the other in Group One have started the roofs. I was over at Roswell and nothing has been at this point going on. Do you have any idea when they're doing the exterior, like the brickwork, sandblasting; do you have any idea?

DR. GABRIEL MORLEY: No specifics.

CHAIRMAN PAUL KAPLAN: Okay. All right. I'll talk to Al Collins. I'm trying to see if Al gets a list of what they're going to do every day. I don't know if you have -- we were supposed to have a construction meeting today, but that was canceled for another two more weeks. Do they talk about it at the discussion meeting? You know, what's the next -- what they're doing?

MRS. GAYLE H. HOLLOMAN: Yes, they do.

CHAIRMAN PAUL KAPLAN: How do we keep track of what's going on every day?

MRS. GAYLE H. HOLLOMAN: Well, it just, to my understanding, all of that process started this past Monday. And they were told -- the Branch Managers were told various things would take place, such as pressure washing would begin. Some work toward the roofing would begin. And so they're just beginning. And I think it's all kind of fluid right now, because this is the first week.

CHAIRMAN PAUL KAPLAN: Right.

MRS. GAYLE H. HOLLOMAN: And I know that Al has a schedule -- I don't have it with me -- of just what they are supposed to be doing when. I think that was some situation at Sandy Springs that developed because of the water that was being used or something. But they quickly got that under control, I think. So we could probably, you know, get that list for you. But we don't have it right this moment. But they did put together a schedule.

CHAIRMAN PAUL KAPLAN: They did get it. Okay. I hadn't seen one. I was just wondering.

Okay. Evergreen, Group Two, where are we at at that one? How close are they to the next meeting on that?

DR. GABRIEL MORLEY: We've finished all of our --

CHAIRMAN PAUL KAPLAN: We've just finished it.

DR. GABRIEL MORLEY: Yes. We finished our Public Meetings. We're just waiting for them to give us some drawings.

CHAIRMAN PAUL KAPLAN: How many days did we give them -- did we allow for that?

DR. GABRIEL MORLEY: Oh, I'm sure they have probably a year and a half for the total project. I mean, I don't remember --

CHAIRMAN PAUL KAPLAN: But for the drawings, was it coming through in, did they say six to eight weeks?

DR. GABRIEL MORLEY: I don't know. I mean, I suspect we'll get something in that neighborhood. We're trying to set a meeting with them to set some expectations ahead of time so we don't make the same mistakes we made in Group One, where they bring back projects that are over budget and then we have to subtract. We'd rather meet with them upfront and say, hey, we know the costs of these things now, because we've done this in Group One. Let's go ahead and scratch that now so we don't have to fool with it later.

We met with some of them today and had some informal discussions. But it shouldn't be too much longer. I mean, they're anxious to get started. They've been on the giddy-up all along.

CHAIRMAN PAUL KAPLAN: Yes. And, Group Three, I know that you're looking at a couple of different -- different contractors at this point.

DR. GABRIEL MORLEY: Yes. We met this morning for Group Three. I suspect tomorrow we'll make a decision. I got an email this afternoon about maybe some different information we didn't have this morning. But we only had two bidders. One of the groups already works for us and is doing one of the groups. And the other bidder, I don't think the other bidder worked directly with us, but they're very close.

So we're working with the Purchasing Department to figure out which one we're going to recommend to BOC. We'll drop that on an agenda and then -- you know, they should really be able to ramp up because they'll have the advantage of having two groups go before them. They should really have some speed behind the way they're able to move forward.

And if you notice, if you've been to more than one of these libraries, several in this third group are the exact same layout and design as in the first group. So, you know, there's just not a lot of flexibility. You all know when you walk in the building, there's the desk, and then there's two wings on each side. So they should be able to move pretty quickly on that piece, too.

CHAIRMAN PAUL KAPLAN: Okay. And then Group Four, they're pretty much --

DR. GABRIEL MORLEY: Yes. Group Four is still moving ahead very quickly.

CHAIRMAN PAUL KAPLAN: They have to be going quickly, because that should be knocked out pretty quick.

DR. GABRIEL MORLEY: And we've -- I think we released that closure date, too. I mean, we're looking at the second or third week of June to close East Point and Fairburn and get them moved out and ready for construction.

And then I think the last time we met with the contractor they were in that permitting phase. We've finished the designs. We've selected the interior finishes. They've just got to get with City of Atlanta and make sure they can do these projects. They have all of their paperwork.

CHAIRMAN PAUL KAPLAN: When you close those two branches, the moving of the books and everything is done by the contractor, correct? Where are they moving it to? Where are we storing the things at?

DR. GABRIEL MORLEY: That's up to them. As long as it's conditioned storage.

CHAIRMAN PAUL KAPLAN: So even they have to store it. And they bring it back when it's done? As long as it's in a controlled environment someplace, I would imagine.

DR. GABRIEL MORLEY: That's part of what's in their contract.

CHAIRMAN PAUL KAPLAN: Part of their contract?

DR. GABRIEL MORLEY: They've got to provide the conditioned storage.

CHAIRMAN PAUL KAPLAN: So once they box up and whatever they do, they're responsible from that point. And an inventory is taken before they take it away? Do we know what we have, you know?

DR. GABRIEL MORLEY: Yes. We worked all of that out with the County. The County's sending their person over. We'll have our rep there. Gayle has already gone with our rep and done a precursor assessment of everything that's there. Because of the enormous amount of material, the County has instituted some different procedures, because they don't just to haul everything to their warehouse. They don't have room for it.

So some of the things they're going to recycle onsite. Some of the things they'll just trash onsite, and then the other things they'll put online for auction. But that's all Fulton County's process; that's not the library's.

MR. JOSH TAYLOR: Do we have closure dates on Group One yet?

DR. GABRIEL MORLEY: Yes. August.

MR. JOSH TAYLOR: Okay. August.

DR. GABRIEL MORLEY: Yes.

CHAIRMAN PAUL KAPLAN: They're still on target. They're still on target.

MR. JOSH TAYLOR: Okay. Good.

DR. GABRIEL MORLEY: I sent that to you, didn't I?

CHAIRMAN PAUL KAPLAN: Yes. It came through.

MR. JOSH TAYLOR: I kept getting different messages to whether it was official or not. August is the date we've had all along.

DR. GABRIEL MORLEY: Yes. The exterior work will continue through the summer. That gets us through Summer Reading.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: As then as soon as Summer Reading's over, they can attack those projects. And, remember, they're going to close all of them almost simultaneously. They'll close some, and then two weeks later they'll close the next batch.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: And that was sort of the negotiated agreement so that we could expedite and accelerate the overall renovation schedule.

So that'll be good. We'll be done with our big program. We have plenty of time during the summer to alert people so they'll

know what's going on, and it has to happen sometime. You know, we got to get these projects underway.

MR. JOSH TAYLOR: Yes.

CHAIRMAN PAUL KAPLAN: Hapeville, where are with at with Hapeville at this point?

DR. GABRIEL MORLEY: Hapeville's still ongoing. We have to take care of our legal processes. I talked to Paula yesterday for a couple of hours. Remember, because we're changing the scope of the project, the BOC has to approve this one. So we've got to go back to the Commissioners, and we've got to have a couple of different legal documents so they can do this officially. And Al is working to put that into, Sire, which is our agenda-making software, so it can get on an upcoming agenda.

And I expect it'll be a late May, maybe June agenda. But, remember, we've already picked the contractor. So, really, all we're waiting for is for somebody to say, yes, you can do this. And then we can give him the go-ahead. And we've even had the Public Meetings, you know. So we're just waiting for the approval and then we can get started on that project.

CHAIRMAN PAUL KAPLAN: Okay. And Central Library, we had our meeting. And I understand we're going to -- where are we at at this point for Central?

DR. GABRIEL MORLEY: We had three respondents for the RFQ. All three qualified. So now our next step is to put out the RFP, which we talked about today. We're trying to figure out how to include some more language to lessen the opportunity for questions, because, typically, what happens is if we submit an RFP and then a contractor has a question, we have to issue an addendum and extend the period the RFPs open. So we unnecessarily drag out the process.

So part of what we're trying to do is put more information in the RFP so there will be fewer questions so we won't have to have all of these extra addendums.

And because we've pre-qualified bidders, and we're down to those, just those three companies, we feel pretty comfortable. And two of those companies are already working for us, so they know the routine. They know what to expect. They know all of Fulton County's rules and regulations, so it shouldn't be a challenge. And, actually, the third one worked for us in Group One, right?

MRS. GAYLE D. HOLLOMAN: Yes.

DR. GABRIEL MORLEY: So all three have experience working with the County. All three were certainly qualified. They all could meet the bid requirement. They all have personnel to do the job. They all have experience working with the County, doing

projects of this magnitude and scope. So it was nothing out of the ordinary, nothing we didn't expect.

I think we were -- at least, I was surprised that we didn't have more national interest. All of the firms were, essentially, local firms. So a lot of the big hopes and expectations we had that this would be a huge project, you know, were sort of diminished.

MS. LINDA JORDAN: Question. Do you hold pre-bid conferences? Once the RFP is coming out, then you do the pre-bid so that questions can be answered, and then those that don't show up that are interested, you will send out the questions that were asked and the answers to -- I mean, I'm just asking 'cause I'm familiar with that in another group, so I'm curious.

DR. GABRIEL MORLEY: Yes. We did that for the RFQ.

MS. LINDA JORDAN: Okay.

DR. GABRIEL MORLEY: But I don't know that we'll do it for the RFP, since now we've limited the field, because only these three companies can bid. And so that's what I'm saying. I think their experience lends itself to them understanding what we're trying to do, the scope of the projects. But they may still have some questions. And they may be money questions about how things get assessed, what fees can go into what categories, those types of things?

And, I should say, too, or at least Gayle can talk about -- 'cause we keep forgetting -- we're going project by project, but we do have some System-wide projects. So we cleared the commissioning people. You know, the commissioning people will come in and check that the work's being done properly. And, I think -- I haven't seen the documents -- but I think the art appraisal's done; do you know?

MRS. GAYLE H. HOLLOMAN: I'm told that it's done. She's still working to finalize, write everything up and getting it to us.

DR. GABRIEL MORLEY: Remember, she was making an inventory and an assessment of value of every art item in the County. So we'll have that shortly, you know, whenever she sends that to us.

CHAIRMAN PAUL KAPLAN: Any other questions right now?

18-22 DIRECTOR'S REPORT

CHAIRMAN PAUL KAPLAN: Okay. Director's Report.

DR. GABRIEL MORLEY: I'm not going to go over the personnel -- the bond stuff again. I will say, one maintenance update that we had the other day is Auburn Avenue was flooded on the first floor. And so we've tried to assess where that was coming from. I think the night before -- it rained at my house the night

before -- so that may have had something to do with it. But the staff seems to believe that it's coming up from a drain. So DREAM is trying to determine if it's a clogged drain. They're going to put a camera down there and whatever. But, in the meantime, they've had to drill holes in the baseboard. They've had to try and put some chemical odorizers in there to get the water out. And that's my favorite floor. Gayle knows. That bamboo floor is soaked with water. So we're trying to maintain and keep it up.

And I think we might've had an air conditioning issue at East Point this afternoon. But everybody knows that's an ongoing saga. Adam's Park and East Point air conditioners are kaput. And as soon as we can replace them, we're going to replace them. But people just have to standby for a few more weeks. But I think those were all the maintenance issues.

CHAIRMAN PAUL KAPLAN: Water back up on the drain, of course, that's what happened in Alpharetta this week, just to remind you. That was the same problem. All the sewers backed up into the building. And found out that the connection pulled apart outside in the site connection. It sounds like the same thing almost.

DR. GABRIEL MORLEY: Yes. I haven't heard what the end result was. I don't think we had any other building issues. Wolf Creek's floor still needs to be repaired, but that was an old issue from when they had some flooding. Some of their carpet had to be pulled out in the staff area. But we've been fortunate with a lot of these projects that we haven't had too many issues.

And, remember, too, even if we do have some serious issues, we're trying to get to that point where they'll be taken care of long-term. So don't get scared if we have a week or two with temporary air conditioners. But we know Ellis is committed, because he confirmed this morning that they're going to do whatever they can do as fast as possible.

When we met with some of these groups, too, we told them they need to rearrange their schedules to put our priority projects at the beginning of the schedule. So everybody's aware. It's just a matter of getting through this little interim period.

18-19 MONTHLY FINANCIAL REPORT

18-20 MONTHLY USAGE SUMMARY

DR. GABRIEL MORLEY: I don't think I have anything on the Financial Report. If you are trying to figure out how we're doing all this personnel stuff, Gayle and I talked to some people at the County. And I think I mentioned at the last meeting, remember, last year, we budgeted for part-time workers.

And then we ended up not needing those part-time workers. And so the County told us we could capitalize that part-time worker money and create those full-time positions that we gave up last year when they asked us to give them up.

So it's really just a paperwork issue. And Gayle worked it out with the finance office, so we can add those positions. And so they're all included in those numbers she was giving you. But from a bigger perspective, a System-wide perspective, that's good, because that puts us back where we wanted to be position-wise.

And so you may see some fluctuations next month in this part-time line item when you're looking at your budget stuff.

We also --

MR. JOSH TAYLOR: So it'll -- the money will be shifted from the part-time budget to the full-time budget?

DR. GABRIEL MORLEY: It may not reflect in ours right away, but at the County level, yes.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: Because, from the County's perspective, it was a lump sum. You know, it was just we were the ones who were dividing it.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: The Salary Savings request for the van, I don't have an update on. We submitted that. And I talked to the budget person at the County. And so I think that's -- I think it's doable. You know, I think I had every indication that they were going to do it. They got the specs from us and everything to ensure that the Book Bike would fit in the van. But we don't have an official confirmation. But I'm not too worried, because that doesn't always happen.

MR. JOSH TAYLOR: What do you think the timing on that would be if...

DR. GABRIEL MORLEY: If they say, yes, it should be quick, because we specifically targeted the County's vendor. Whatever the company is, Ford, I think. So we worked out with that vendor ahead of time what the specs were for what we needed so that we could expedite it. And that'll be good, because we've had some requests for the Book Bike up north. We just have a hard time getting it up there, because it won't fit in the regular van, so we have to use one of our delivery trucks. And then it becomes a hassle because they're using that to deliver books.

We also -- I think everyone knows. I sent you an email. We had an incident on a Sunday. And so we moved fifty thousand dollars worth of Salary Savings into that security budget so we can

cover the cost for increased security. Is Paula here? I don't know that -- do they need to vote on that even though we've already done it? I mean, it was a County Manager item. I didn't think about them having to vote on it.

MRS. PAULA RAFFERTY: Not on the amount; relative to the budget, no.

DR. GABRIEL MORLEY: Regardless, it was the right thing to do. So -- and it was Salary Savings. It was just sitting there. You know, we're lucky to be able to use it, anyway. So we've moved that to fund some additional guards and some armed guards for the next couple of months while we're still open here. But that's everything in the Financial Report.

CHAIRMAN PAUL KAPLAN: Anybody have any questions?

MR. JOSH TAYLOR: I have one, which is: It shows that we are -- I'm looking at the Books budget. It's a budget of two million. While we've uncovered almost half of that, year-to-date, we've only spent eighteen thousand. So do you have any idea -- I mean, I realize the Fulton County process delays us being able to issue orders for books. But it seems like we're out of the business of new books for at least four or five months.

DR. GABRIEL MORLEY: Sort of. I mean, we try to buy ahead, you know, what I mean. If we can get it on a standing order, if we can say, hey, we're going to buy this when it comes out, that way it keeps our flow going. And that's what happens here a lot of times is you'll see a huge invoice come in as all these materials arrive.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: And Jenny is constantly getting things. It's just a matter of clearing it from one department to another department. I wouldn't worry about it. They're where they need to be.

MR. JOSH TAYLOR: Okay.

CHAIRMAN PAUL KAPLAN: Any others?

OLD BUSINESS

CHAIRMAN PAUL KAPLAN: Old Business, I have nothing at this point.

NEW BUSINESS

BOARD OF TRUSTEES FUTURE MEETING LOCATION - DISCUSSION

CHAIRMAN PAUL KAPLAN: But, New Business - Future Meeting Locations.

DR. GABRIEL MORLEY: Yes. I wanted to get that conversation started. You know, we're going to close this building at the end of June. So we will not be able to meet here anymore. So all of you need to decide where do you want to meet? If you

want to rotate and meet at different libraries through the end of the year, if you want to just pick another location.

MR. JOSH TAYLOR: How about Auburn?

DR. GABRIEL MORLEY: You could meet at Auburn. I mean, there's --

MR. JOSH TAYLOR: It's central.

DR. GABRIEL MORLEY: There's eight -- we would just reserve eight parking spots, because the Auburn parking lot, Linda and Joe may not know, that's one of our leased parking lots. So a third-party vendor monitors that. They control those spaces. You got to pay to park or they'll boot you. But if we tell them we want to reserve these spaces, since it's our building, we could do it.

So I think we could do it there. There's enough meeting spaces. I don't know what their meeting room schedule looks like. But we could always go with a smaller spot if we had to.

Metropolitan also has a big parking lot. Southeast has a big parking lot. They're both centrally located. Northwest has a big parking lot. I don't know if it's centrally located.

CHAIRMAN PAUL KAPLAN: Auburn is, I'm sure.

MRS. PHYLLIS D. BAILEY: I'd like to just do Auburn.

DR. GABRIEL MORLEY: Okay.

CHAIRMAN PAUL KAPLAN: What about the rest of you?

MS. LINDA JORDAN: Sounds good.

DR. GABRIEL MORLEY: If you -- if you -- so you want to finish out the year just do them all at Auburn.

CHAIRMAN PAUL KAPLAN: Sure.

DR. GABRIEL MORLEY: Okay. I'll just let Victor know. We'll reserve some meeting room for our dates.

CHAIRMAN PAUL KAPLAN: Next question I have for the Board is, normally, in the month of July, we do not meet, although we have in the last --

MR. JOSH TAYLOR: Last two years we have --

CHAIRMAN PAUL KAPLAN: -- two years we've been doing it now, because --

MR. JOSH TAYLOR: -- because of the budget.

CHAIRMAN PAUL KAPLAN: -- there's so much going on. My suggestion is we continue on and don't miss July. And that one, we would meet at Auburn. That could be our first -- let's just -- let's just continue to the way it is. Let's meet in July. Anything else?

MR. JOSH TAYLOR: So we'll meet here in June.

CHAIRMAN PAUL KAPLAN: We'll be here in June, unless something changes.

DR. GABRIEL MORLEY: I don't think we're going to change faster. I think we might be slower.

CHAIRMAN PAUL KAPLAN: I'm just kind of laughing at this -- at this point.

DR. GABRIEL MORLEY: That through me. I wasn't even ready for that.

CHAIRMAN PAUL KAPLAN: Anything else? Go ahead.

MRS. PHYLLIS D. BAILEY: I'd like to mention that at Auburn they are doing program featuring Dr. Robert Holmes and -- since this is a part of the Library System. And he is contributing all of his works as a part of an exhibit at the Auburn Avenue Library. I found out about it because I was talking with him at church one Sunday. And I had mentioned it. And I called Gayle, and she's gotten a lot of information for me. But I personally think that we should be represented there.

And I know that Claudia sent out an email telling us about the program, which is on the 8th. I think it's the 8th -- 5th of May, 5th of May.

So I wanted to bring it up with the Board to see what you thought would be an appropriate response to something like that. Because, he is history making.

DR. GABRIEL MORLEY: Are you asking me or them?

MRS. PHYLLIS D. BAILEY: Well, you are in the same position I'm in. We're not native Atlantans. And I think that anyone who's been here for awhile would know something about him. He was in the legislature from, I think '74, '75 until 2009. And he's written books. He was a professor over at Clark. He's been the head of several organizations that were impactful for this community. And I really think that as Board members, we need to be there. Whether I'm representing --

MR. JOSH TAYLOR: Well, he and Charlene are -- integrated in University of Georgia.

MRS. PHYLLIS D. BAILEY: No, no, no. You're talking about Hamilton Holmes.

MR. JOSH TAYLOR: Oh, okay.

MRS. PHYLLIS D. BAILEY: I'm talking about Robert -- Bob Holmes.

MR. JOSH TAYLOR: Okay.

MS. LINDA JORDAN: Yes. I'd be happy to go. I know him pretty well, and I know his work.

MRS. PHYLLIS D. BAILEY: Yes.

MS. LINDA JORDAN: And I'm a Clark graduate as well, so I know him pretty well.

MRS. PHYLLIS D. BAILEY: Oh, okay. I'm going to be there also.

CHAIRMAN PAUL KAPLAN: Why don't we send something to the Board so they have it on our calendar?

MRS. PHYLLIS D. BAILEY: Yes. I think so. I think that --

CHAIRMAN PAUL KAPLAN: What day of the week is May 5th?

MRS. PHYLLIS D. BAILEY: I think it's May 5th. And I'm not real sure, Friday or Saturday.

MS. LINDA JORDAN: It's a Friday.

MRS. PHYLLIS D. BAILEY: Friday?

CHAIRMAN PAUL KAPLAN: It's a Friday?

MS. LINDA JORDAN: I've got jury duty on the 8th, on Monday.

CHAIRMAN PAUL KAPLAN: What time?

MRS. PHYLLIS D. BAILEY: I think it's --

MR. JOSH TAYLOR: It's a Saturday.

MRS. PHYLLIS D. BAILEY: Saturday?

CHAIRMAN PAUL KAPLAN: Oh, it's a Saturday?

MRS. PHYLLIS D. BAILEY: What time? I had the brochure. Saturday May 5th at 3:00 p.m.

CHAIRMAN PAUL KAPLAN: Okay. All right. Thank you.

MRS. PHYLLIS D. BAILEY: You're welcome.

**18-21 QUARTERLY CUSTOMER SERVICE REPORT
CLOSURE REPORT**

DR. GABRIEL MORLEY: And let me say, too, Paul, because we have a couple of new Board members, quarterly, if you look through your book, quarterly we will have the Customer Service Comment Report and the Closure Report. They're pretty self-explanatory. But we went away from doing it monthly. The results just weren't that relevant. So we compile that quarterly now. And you may notice, too, when you go through your stats, don't get confused, because there's also a First Quarter Report. So as you look at it, it's not necessarily the same Monthly Report you see because we've combined all three months.

CHAIRMAN PAUL KAPLAN: Okay. One thing I have to say is that I received a couple of requests from people asking me and they say, you know, you put all those nice new libraries up. We built them. They look great. When are they going to come out and wash the windows? So I didn't say anything, nor do I laugh. So I'll call Mr. Ellis and see if that's on his list of stuff to do, or do you want to do it? Maybe I'll do it. I'll ask him. Because, basically, they're looking, and say, you know, it's nice. We built -- some that a year old. And say, gee, you got to come out and wash the windows on a regular basis. And so on and so forth. I just smile at them. What am I going to say? I don't control that portion of it. So I'm just telling you that it's out there. It was asked by me.

MRS. PHYLLIS D. BAILEY: I heard one of those at College Park, too --

CHAIRMAN PAUL KAPLAN: College Park?

MRS. PHYLLIS D. BAILEY: -- about the windows being so dirty.

CHAIRMAN PAUL KAPLAN: Okay. All right.

Anything else? If not --

MR. JOSH TAYLOR: I have a question on the, I guess, your report, where you were talking about the improvements and the DOA numbers. And I thought it might be helpful to define what a DOA is for purposes of our understanding on Circulation.

DR. GABRIEL MORLEY: Yes. I thought everyone got that. The DOA is the Dead on Arrival. So it's materials that have checked out zero times or one time over the last whatever period we can set. And so part of what we're doing is when we first started with Collection HQ, we used the six year time table to determine what percentage of our materials had not circulated in six years. And that number was alarming to us, so that's why we put so much attention and focus on this.

And we've seen it come down the last two months. And we're anxious to see if that trend continues or if there's some kind of anomaly in the way we order. Because what we're measuring is also six months back.

So if we ran the report today, it would be from what happened six months ago. And so when we say it's decreased --

MR. JOSH TAYLOR: Over the past six months, or the six months prior to that?

DR. GABRIEL MORLEY: The last -- count back six months from this month and then go back another eighteen months.

MR. JOSH TAYLOR: Eighteen. Okay.

DR. GABRIEL MORLEY: That's the data we're measuring.

MR. JOSH TAYLOR: That's the window.

DR. GABRIEL MORLEY: The most recent six months is not included, because we want to give it a chance to circulate.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: We don't just want to put something on the shelf and then run the report and say, this didn't check out. We're giving it a healthy eighteen month lifespan before we gauge.

Now, the original one was the six years, you know. So that was very eye opening. And that's what set us on this journey, because we realized, if we could save -- or not really save, but reinvest that money into materials people wanted then we don't necessarily need extra money. First, we need to spend the money we have more wisely.

And that number's been creeping down. But we expect toward the end of this year as we start counting back then we'll really see the gains. Because, remember, eighteen months ago, we weren't doing this. Seventeen months ago, we weren't doing this. So as

it gets closer to when we started doing this, on January 1, we expect those gains to really start paying off and jump up. So it won't help us, necessarily, this budget cycle, because we'll be -- in two months, we'll be into June and July. But we will see those small gains. And we can use those small gains as evidence to tell the County, hey, look what we've done. And they're aware. I mean, Dick talks it up all the time and mentions the things we're doing, because these are positive -- these are good things he can tell other departments. You know, the library's not asking for extra money. They're better investing the money they have. So you ought to do the same thing.

So I think we're going to do well. I spoke on a panel at PLA about this issue. Collection HQ's committed to it. And there are a lot of other libraries that are watching to see what we're going to do and see how this works, because they're in the same predicament. Bigger libraries and smaller libraries, with smaller budgets and bigger budgets are discovering they have these same issues when they run these kinds of reports and say, wow, you know, we're wasting a lot of money on materials that people don't want.

So this is a good project for us. And we hope these results will be fruitful. And we're beginning to see that they really are. We'll get interrupted a little bit, everybody knows. I mean, remember, just like with the staffing, everything we do for the next two years is going to be a little wonky, because we're opening and closing.

And so, for example, when we close Roswell and Sandy Springs, that's almost forty thousand items a month that we won't necessarily be circulating. Some of our numbers are going to be upset over these next couple of years. And we know that. We've tried to plan for that, and make some allowances.

Something Josh brought up earlier reminded me. Just because your branch is closed, doesn't mean your branch is going to be missing out on those new materials. You know, we have Sandy Springs is closed for, let's just say six months. You're still receiving materials. They're just not going to the branch. We're holding them so that when you do reopen six months later, that branch still has those new materials. So no one's losing anything. If you hear that from people, oh, we won't have the new material. You will. And hopefully --

MR. JOSH TAYLOR: How much of material will be branch specific versus -- you know, the fourteen day is kind of open to anybody, right?

DR. GABRIEL MORLEY: Yes. And those will just go to an open branch.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: I mean, we're not going to bury those somewhere. It's just the more ordinary titles that will be somewhere. And we won't really even have them. They'll just be back-ordered in the warehouse, so that when we tell them ship it, they'll be able to ship it.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: And so we planned for that, too, remember. I mean, part of what we did was say let's not waste that money this year just ordering. Let's recapitalize that money and put in our digital resources. So we've been able to be very strategic about what we're doing because we planned ahead a little bit. And we recognized last year when we did the budget, that we were going to have this big interruption. So all of our money piece has gone very well, because we know we can cut it off this date and then don't have to restart it until this date, and we're still covered.

And I don't remember why I started talking about that, but there it is.

MR. JOSH TAYLOR: I asked you about DOA.

DR. GABRIEL MORLEY: DOA. Expanded from there.

MR. JOSH TAYLOR: Thank you.

DR. GABRIEL MORLEY: So the point, obviously, is to get that DOA number small as possible. You know, you want it to be very minimal.

MR. JOSH TAYLOR: Do we have any competitive benchmarks that other libraries use?

DR. GABRIEL MORLEY: Not really, because it's a fairly new measure, right. If you assessed everyone in the country today, you would have a variety of numbers and you could pick a benchmark arbitrarily. There's a system -- maybe Hennepin has that number down around five or six percent, which is exactly where we want to get to. I think Hennepin County. But I could be wrong about that.

MR. JOSH TAYLOR: Well, that's good to know. There's a low number to go for.

DR. GABRIEL MORLEY: Yes. That's what I mean. We can get there. You know, it's going to be easy to cut off fifteen, twenty, twenty-five percent. Then it's going to start to get a little more difficult.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: But the advantage we have, remember, is part of that program is also the ESP program that overlays. So

it's the prescriptive ordering. So now we're not just basing it on our decision-making. We're using the historical evidence and data to say, these are the items, historically, that circulate at these branches. Let's buy more of them. And so if that holds, and if that truism bears out, then we will see that number decrease rapidly.

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: And we could artificially decrease it. I think everyone understands just what Josh is saying. If we go and buy fifty more copies of every best seller, then clearly we're going to have more circulations. We could manipulate the numbers in a variety of ways.

For example, some other counties automatically renew your item if it looks like it's going to be overdue the first time. So let's say a million of our circulations every year go into past due status. If we change the way we handle past due and said, hey, we give everybody one automatic renewal, we would gain a million extra Circs overnight.

MR. JOSH TAYLOR: So when I'm very slow reading this one book -- I'm reading, Herzog -- from East Roswell, and I've renewed twice, and I'm trying to finish it because it won't let me renew it a third time, each one of those counts as a Circ?

DR. GABRIEL MORLEY: Yes, when you renew it.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: That's what I'm saying. We could manipulate our program. Just like last year when we changed and we enabled the catalog to see all of our database results. Remember, we saw that huge jump in usage, because prior to that changeover, you had to go into the databases to see the databases. But once we changed it, you could search the catalog and everything showed up. So now everything was visible, which meant more people are going to click on it.

But it wasn't a fair comparison, 2016 to 2017, on those numbers. Yes, it went up. But, just to be honest, it wasn't -- you know, it's not an equal comparison year to year. And this would be the same way. We could change the way we count circulation and immediately pick up an extra million Circs. But it wouldn't necessarily be fair to say that we got an extra million, because we're artificially inflating that number from the way we had been.

MR. JOSH TAYLOR: So the fact that our Online Resources are up fifty-two percent, that's still reflecting the fact that we really changed the way we measured that.

DR. GABRIEL MORLEY: Yes, online resources. Virtual Circ, we haven't changed. It's still the same. We want to change it and

start including the things that are being counted now in that online piece. Remember, like, Overdrive gets counted in online, not necessarily Virtual Circ, or maybe Hoopla -- not Overdrive - - Hoopla, Freegal. And so Brazos wants to break those out. And we intend to do that, but we want to ensure that what we're doing is reflective of what we really want to measure.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: And we think it is, but we just want to be certain before we make a change.

MR. JOSH TAYLOR: Since some of the Key Performance Indicators that people will be looking at, their year-end bonus opportunity, how does closing libraries impact that? It seems like we're going to have lower Circ this year just because of library closure.

DR. GABRIEL MORLEY: We will. And I backed off those numbers. You know, when we set the KPI, we met with the Strategy and Performance Team several times, and averaged out, figured out per month what each of those branches would do and then figured if they're closed for nine months, let's subtract that number and --

MR. JOSH TAYLOR: So you've adjusted it?

DR. GABRIEL MORLEY: Yes. If you look at the KPIs, the KPIs are much lower than what our total stats were at the end of 2017. And that's because we knew they were going to be closed and we discounted it.

And we tried to lay the groundwork with the County, too, that this was flexible and that we shouldn't necessarily be penalized, you know, if something happens in the middle. Like, we weren't anticipating closing all of Group One simultaneously. Now, that we are, we don't want to be unnecessarily penalized for that. So the County understands what we're doing, and I think we have a little flexibility as we move forward.

And our first quarter numbers, we met all those first quarter numbers relative to our KPI. And there are a couple of things we don't measure. You know, we don't measure Summer Reading until after Summer Reading. So that was a no measure.

We have a no measure on satisfaction -- Customer Satisfaction because we won't know the results of that until the end of our survey. We have a no measure on Early Literacy satisfaction because we haven't implemented that program yet, so there's no way to measure the satisfaction.

MR. JOSH TAYLOR: So are you reporting any of those numbers to us in our quarterly or monthly reports?

DR. GABRIEL MORLEY: No, but I can. I mean, theoretically, yes, they're here in your regular --

MR. JOSH TAYLOR: Yes. But we don't know what the benchmark --

DR. GABRIEL MORLEY: Stat sheet.

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: Yes. But I can send you the benchmarks, if I haven't already.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: I've got them on a little cheat sheet.

MR. JOSH TAYLOR: Yes. I think that'd be useful for everybody to get.

DR. GABRIEL MORLEY: Yes. We're trying to keep the staff apprised. And since you said that, we started a Display Contest, remember, because we wanted to promote Circ. And so we kept saying, how can we do this? So we said, let's have a Display Contest. Each branch send in your pictures of your displays. We'll pick a winner and we'll buy lunch. So we had the first quarter results, and I was very surprised. We had a lot of great displays.

MR. JOSH TAYLOR: I've seen it.

DR. GABRIEL MORLEY: Some that were timely; you know, some that related to events happening in the first quarter. And we also have the ability, if the staff went in when they set up the display and blocked out that collection in the catalog, now, they can also go back and see how frequently those items moved to measure against if they had stayed on the regular stack. So, in some cases, staff has done that and seen a marked increase in the turnover rate of those materials they pulled out and put on display, which was our goal all along, was to try and drive this understanding that it doesn't matter what you pull out and put there, people are going to get it.

MR. JOSH TAYLOR: So who won?

DR. GABRIEL MORLEY: Adamsville won this time. They had a Black Panther display that was great. It was a giant picture of the Black Panther mask and they had pulled out some Marvel graphic novels to circulate. And, truly, that's the kind of thing we were going for, you know, is looking for those unique opportunities.

Alpharetta had some good ones. The Blind Date with a book where they wrap up the book and you don't know what it is, hence the blind date. You check it out, take it home, and open it up. We had several for Women's History, several real sophisticated Martin Luther King programs for Black History Month. I liked that there was a musical one at Metropolitan that was musical notes and a bunch of big fanfare. I think you and Claudia really liked the one with the hearts for Valentine's Day. You know, it was, Love a Good Book, or something.

But we were glad to get people involved in doing other things in the branches and thinking about, how do we come up with clever displays? How do we pull out materials that we might not ordinarily feature in a display? So we were glad to see the variety. And it wasn't just, hey, it's spring. You know, here's a flower book.

So we look forward to another good round. You know, we'll have summer. Summer Reading will be popular.

MR. JOSH TAYLOR: Good.

CHAIRMAN PAUL KAPLAN: That sounds great. That sounds real good.

ADJOURNMENT TO EXECUTIVE SESSION

CHAIRMAN PAUL KAPLAN: Okay. I need a motion to go into Executive Session. We'll just need to go into Executive Session. Do I hear a motion?

MOTION

MS. LINDA JORDAN: So moved.

CHAIRMAN PAUL KAPLAN: It's been moved. Is there a second?

MRS. PHYLLIS D. BAILEY: Second.

CHAIRMAN PAUL KAPLAN: All in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Give about a ten-minute break. And just the Trustees will be in here when we come back.

Thank you.

DR. GABRIEL MORLEY: And it was for personnel.

CHAIRMAN PAUL KAPLAN: Personnel.

*(Whereupon, the Board of Trustees Meeting
concluded at 5:05 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

May 2018

Summary of April 2018 Activities

Personnel

- Librarian I interviews have been completed. Applicants are being notified and will be in place soon.
- Library Assistant and Library Associate interviews are taking place this month. Those positions will be filled in June.
- We have transferred Richard Coleman to the Martin Luther King Jr. branch to serve as interim branch manager. Richard is currently the second-in-charge at Wolf Creek Library. (The former MLK branch manager accepted a promotion at Live Oak Library System in Savannah.)
- Staff reassignments due to renovations were distributed earlier this month.

Bond Update

- The Central Library redesign plans were presented to the public again on May 8. The presentation went well. We heard some positive comments, as well as some concerns about the proposed new windows on the front of the building. We expect the RFP will be issued prior to the BOT meeting.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Exterior work continues. We are still anticipating closures and interior work to begin August 2018.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – We met with the design team to review comments from staff and the public in order to establish a design strategy. The architects are working on initial designs now.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – Bids for this project were evaluated earlier this month. FULCO is making plans to place the item on an upcoming BOC agenda.
- Group 4 (East Point and Fairburn) – East Point is scheduled to close for renovation on June 5. Fairburn will close on June 19. We hope both branches will reopen just before Christmas.
- The Hapeville project is progressing as FULCO and the City of Hapeville work out project details.

Maintenance Update

- The Buckhead Library closed for two days due to sewer issues. Tree roots were the culprit. FULCO resolved the issue on county property and notified the City of Atlanta about potential blockages on city property.

VOLUNTEER SERVICES

- Volunteer Services recorded 7,812 hours performed at 32 locations, including seven departments at Central.
- 760 volunteers were placed during April, 92 of which were new to the system.
- Branches with the top hours of 810, 495 and 490 included Sandy Springs, Northeast/Spruill Oaks and Buckhead.
- Branches with the top number of volunteers were Ocee with 91, Northeast/Spruill Oaks with 83 and Milton with 56.
- Roswell, Alpharetta and Sandy Springs had the top number of Friends' hours with 544, 529 and 280 hours respectively.

WOLF CREEK

- The Wolf Creek Library hosted an Earth Day celebration in partnership with City of South Fulton Councilwoman, Carmelitha Gumbs and Comcast Cares as well as Keller Williams Realty. Councilwoman Gumbs held a district-wide community clean-up and beautification effort which included a DJ, voter registration, crafts, and remarks from Mayor William "Bill" Edwards, Diane Matthews of the South Fulton Chamber of Commerce, and State Senator Donzella James. Keller Williams Realty agents, Emmanuella Belzince and Stephanie Burt provided a shred truck for area residents and also included a DJ, face painter, and farm-to-table tent in the festivities. We also celebrated Earth Day with a very successful gardening program, led by a Fulton County master gardener candidate.
- Hosted a Transformative Leader workshop with author, motivational speaker, and consultant, Amir Ghannad, in an interactive learning experience that helped participants achieve leadership breakthrough results, both personally and professionally.
- The Men's Book Club discussed *The Wire* by John Abrams. The Men's Book Club has been invited to attend the Afternoon Book Club on June 28. At this meeting, they will host Essence best-selling author Curtis Bunn. Mr. Bunn will discuss his new book "Welcome to My World." Also, we have partnered with Mr. Bunn to promote the National Youth Book Conference at area schools.

SANDY SPRINGS

- Many patrons have expressed their extreme gratitude for Tiffany Craig’s new “Resume Doctor” program –helping job-seekers fine-tune their resume and cover letters.
- The “Breaking into Acting in Atlanta” adult program was very popular. More than 40 patrons attended the workshop. A workshop on Approaches to Effective Teaching sponsored by Dyslexia International Association was also very popular.
- 53 adult programs were offered with a total of 831 attendees and included regular favorites such as: ESL, Spanish, Book Clubs, Adult Coloring, Book-a-Librarian, Resume Doctor, Korean Brush Painting and Defensive Driving Workshops.
- We offered three weekly ESL classes, two weekly Spanish classes and AARP Defensive Driving.
- One of our long-time patrons recently moved away for a job opportunity in Washington, D.C. On his last library visit, he told us, “The thing we will miss the most about Atlanta is the library. We gained so much knowledge here! My other son didn’t want to come one last time because he was afraid he would cry. The librarians were so sweet to always help us find books.” He made a \$5 cash donation to “pay it forward” and cover someone else’s library fines.

NORTHSIDE

- The program Don’t Get Caught Without A Plan, presented by Georgia Elder Law, was a primer on financial and legal planning associated with aging and potential incapacitation. Living wills, power of attorney, advanced healthcare directives and estate planning were some of the topics that were covered. These matters can quickly become overwhelming if not considered beforehand and this program is designed to help one get a head start on future plans. Attorney Kelley Napier spoke to the group for a little over an hour this evening and stayed to continue talking to a couple of the attendees afterwards.
- The branch manager visited the Jewish Tower senior residence to introduce those interested in GLASS services. Seven residents signed up for GLASS services and were very happy to hear that they would have a way to continue reading even though they have various impediments that have made this very difficult previously. One of the residents at the Tower, Gaile Zimmer, is one of our most devoted patrons. She has repeatedly insisted to Ms. Alexander that the library and GLASS have saved her life and give her a reason to get up in the morning. Ms. Zimmer insisted on attending the outreach program at the Tower so she could help sign up her neighbors for GLASS.
- Angelyn Irby set up a library outreach table at our local YMCA for Healthy Kids Day. Mrs. Irby issued 18 new library cards, discussed digital and traditional resources available at the library, and made many new friends. She distributed coloring sheets boasting “Your library is full of surprises, check it out!”, as well as AFPLS pencils, and bookmarks. Children played with building blocks and everyone enjoyed the incredibly oversized book Mrs. Irby brought as a curiosity: *The Wonders of the World*. Parents, grandparents and children looked through the book together and one grandmother pointed out her home town in Spain to her grandchild.

MILTON

- The Milton Library was excited to start two new programs during the month of April; the first one was a new book discussion group entitled Issues & Ideas. This unique book discussion does not require a specific book, any non-fiction or biography can be read and a 15-30 minute discussion on the pertinent issues and ideas of the book are led by the reader. This book group will meet on the 3rd Thursdays of the month and we had seven in attendance for the inaugural meeting.
- Our second new program is a New Mom Support Group meeting every Friday morning. Local nurse Sophia Sarris is helping lead the program with programming topics each week. We had five moms' attend the first meeting and the Milton staff had an opportunity to discuss library programs, issue library cards and invite the families to join the 1000 books before kindergarten program. We told all the families we would like for one of them to be the first 1000 Book family from the Milton Library.
- Additional highlights for the month include our 3rd Annual Pup Parade. We had a great turn out for the program, had door prizes to give away and had a characteristic there to draw pictures of the dogs and owners.
- We also had a great month with our teen test prep and practice exams with C2 Education. Between the two week night study sessions and the weekend practice exams we had 193 students in attendance as we helped the local high school students prepare for their World History, and Human Geography exams.

METROPOLITAN

- The Metropolitan Library greeted 10,251 patrons during the month of April. The first display patrons saw when entering was one that highlighted some of our beautiful gardening books which proved to be a very successful display. We also featured books for National Poetry Month as well as all of our new Children's and Young Adult materials.
- The Friends of the Metropolitan Library (FOML) hosted a Spring Book Sale at the beginning of the month and brought in close to \$500 to help support our programming needs just in time for Summer Reading! We are always appreciative of the support of this small but dedicated group.
- We were also happy to host a small group of aspiring young film makers who used the library as a backdrop to film a student project. The film was loosely based on a true story of a young man who is falsely accused of a crime that he is imprisoned for. According to the director on this project the library "space added a beautiful texture to the story we are telling." It was a pleasure to see these young artists at work.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF APRIL 30, 2018

Doc. #18-26

SERVICE	2018 BUDGET	2018 APRIL	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,203,881	1,046,054	4,710,840	-	4,710,840	33%	9,493,041
PART TIME SALARY	738,196	33,658	159,533	-	159,533	22%	578,663
BENEFITS	7,222,655	533,376	2,288,186	-	2,288,186	32%	4,934,469
BOOKS	2,124,531	10,215	29,175	1,055,801	1,084,976	51%	1,039,555
OFFICE EQUIP. REPAIR	19,216	-	-	2,964	2,964	15%	16,252
EQUIPMENT	49,110	-	-	-	-	0%	49,110
OFFICE FURNITURE	2,082	16	16	-	16	1%	2,066
PROFESSIONAL SERV	108,337	675	7,694	23,438	31,132	29%	77,205
COPIER MACHINE LEASE	281,535	7,307	86,675	-	86,675	31%	194,860
COPIER PAPER	16,000	-	2,519	4,653	7,172	45%	8,828
SUPPLIES	223,591	7,082	16,354	7,409	23,764	11%	199,827
SOFTWARE MAINTENANCE	444,193	-	-	-	-	0%	444,193
BUILDING RENT	203,641	13,288	55,349	93,384	148,733	73%	54,908
LYRISIS CHARGES	200	-	-	-	-	0%	200
OTHER SERVICES	197,711	19,917	29,801	15,033	44,833	23%	152,878
SECURITY SERVICES	343,614	61,771	114,095	229,519	343,614	100%	-
TRAVEL	31,180	5,496	7,911	-	7,911	25%	23,269
VEHICLE MAINTENANCE	12,850	914	7,322	-	7,322	57%	5,528
GENERAL INSURANCE	759,530	63,294	253,177	-	253,177	33%	506,353
CONTINGENCY	42,450	-	-	-	-	0%	42,450
TOTAL	27,024,503	1,803,063	7,768,648	1,432,202	9,200,849	34%	17,823,654

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

AS OF APRIL 30, 2018

ORGANIZATION	SERVICE	BUDGET	2018 APRIL	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	11,939,505	888,464	4,000,992	-	4,000,992	34%	7,938,513
	PART TIME SALARY	738,196	33,658	159,533	-	159,533	22%	578,663
	BENEFITS	6,115,713	453,117	1,943,714	-	1,943,714	32%	4,171,999
	BOOKS	2,124,531	10,215	29,175	1,055,801	1,084,976	51%	1,039,555
	OFFICE EQUIP. REPAIR	18,456	-	-	2,964	2,964	16%	15,492
	EQUIPMENT	44,000	-	-	-	-	0%	44,000
	OFFICE FURNITURE	1,785	16	16	-	16	1%	1,769
	PROFESSIONAL SERV	79,595	-	2,900	4,745	7,645	10%	71,950
	COPIER MACHINE LEASE	256,235	5,274	78,740	-	78,740	31%	177,495
	SUPPLIES	168,896	909	909	5,466	6,375	4%	162,521
	BUILDING RENT	203,641	13,288	55,349	93,384	148,733	73%	54,908
	OTHER SERVICES	62,298	1,030	3,399	641	4,040	6%	58,258
	SECURITY SERVICES	343,614	61,771	114,095	229,519	343,614	100%	-
	GENERAL INSURANCE	575,035	47,920	191,678	-	191,678	33%	383,357
	CONTINGENCY	17,450	-	-	-	-	0%	17,450
Total		22,688,950	1,515,663	6,580,499	1,392,521	7,973,020	35%	14,715,930

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

AS OF APRIL 30, 2018

ORGANIZATION	SERVICE	BUDGET	2018 APRIL	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,264,376	157,590	709,848	-	709,848	31%	1,554,528
	BENEFITS	1,106,942	80,259	344,473	-	344,473	31%	762,469
	OFFICE EQUIP. REPAIR	760	-	-	-	-	0%	760
	EQUIPMENT	5,110	-	-	-	-	0%	5,110
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	28,742	675	4,794	18,693	23,487	82%	5,255
	COPIER MACHINE LEASE	25,300	2,033	7,936	-	7,936	31%	17,364
	COPIER PAPER	16,000	-	2,519	4,653	7,172	45%	8,828
	SUPPLIES	54,695	6,173	15,445	1,943	17,389	32%	37,306
	SOFTWARE MAINTENANCE	444,193	-	-	-	-	0%	444,193
	LYRASIS CHARGES	200	-	-	-	-	0%	200
	OTHER SERVICES	135,413	18,887	26,402	14,391	40,793	30%	94,620
	TRAVEL	31,180	5,496	7,911	-	7,911	25%	23,269
	VEHICLE MAINTENANCE	12,850	914	7,322	-	7,322	57%	5,528
	GENERAL INSURANCE	184,495	15,375	61,498	-	61,498	33%	122,997
	CONTINGENCY	25,000	-	-	-	-	0%	25,000
Total		4,335,553	287,401	1,188,149	39,680	1,227,829	28%	3,107,724

Atlanta-Fulton Public Library System April 2018

Activity and Description	2018		2017		YTD
	April	YTD	April	YTD	
Circulation					
Total number of items checked out of the library	259,191	1,030,655	231,623	966,843	7%
Holds					
Number of requests by patrons	45,616	191,910	48,009	204,865	-6%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	583	2,069	463	1,574	31%
Visits					
Number of people entering a library for any reason	356,045	1,314,266	319,061	1,208,113	9%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	59,684	299,526	84,828	343,132	-13%
Number of hours of computer use	29,454	168,428	42,218	180,673	-7%
Wireless Sessions					
Number of times the library's wireless network is accessed	26,951	79,590	41,810	126,491	-37%
Webhits					
Number of times people have visited the library's website	636,943	2,692,771	663,377	2,813,427	-4.3%
Online Resources					
Number of times a resource is logged into or a searched performed	174,083	688,232	185,096	603,289	14%
Computer Classes					
Number of classes	20	72	24	102	-29%
Number of attendees	205	629	147	634	-1%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	43,280	164,704	30,393	113,102	46%
Children's programs					
Library sponsored programs offered for children (birth - 12)	395	1,484	331	1,267	17%
Number of people attending programs	10,475	41,135	11,125	37,397	10%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	73	284	57	198	43%
Number of people attending programs	2,282	5,391	642	2,889	87%
Adult Programs					
Library sponsored programs offered for adults (18 +)	474	1,911	450	1,697	13%
Number of people attending programs	7,563	28,452	6,653	23,852	19%
Programs - Total					
Library sponsored programs offered - total of all programs	942	3,679	838	3,162	16%
Number of people attending programs	20,320	74,978	18,420	64,138	17%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	523	1,995	770	2,707	-26%
Number of people attending meetings or activities	6,067	28,508	9,641	32,587	-13%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION COMPARISON REPORT
APRIL 2018

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	APRIL 2018 DATA	APRIL 2017 DATA	INCREASE/DECREASE	PERCENT CHANGE	YTD 2018 CIRC	YTD 2017 CIRC	INCREASE/DECREASE	PERCENT CHANGE
ADAMS PARK	1,632	1,038	60	3	2,733	1,511	1,222	81%	6,731	6,304	427	7%
ADAMSVILLE/COLLIER HEIGHTS	8,629	14,147	651	171	1,420	1,668	(248)	-15%	6,088	7,217	(1,129)	-16%
ALPHARETTA	845	506	64	5	23,598	25,207	(1,609)	-6%	95,228	105,660	(10,432)	-10%
BUCKHEAD	6,354	5,245	259	45	11,903	9,660	2,243	23%	46,828	31,570	15,258	48%
CLEVELAND AVENUE	960	412	66	10	1,448	1,786	(338)	-19%	6,240	5,085	1,155	23%
COLLEGE PARK	1,135	474	57	0	1,666	1,557	109	7%	6,731	16,262	(9,531)	-59%
DOGWOOD	917	896	175	2	1,990	2,015	(25)	-1%	7,417	12,986	(5,569)	-43%
EAST ATLANTA	2,264	2,869	157	17	5,307	5,278	29	1%	21,043	18,402	2,641	14%
EAST POINT	2,103	1,132	77	32	3,344	3,636	(292)	-8%	14,046	13,434	612	5%
EAST ROSWELL	6,694	7,055	331	17	14,097	13,775	322	2%	55,169	43,363	11,806	27%
FAIRBURN	1,172	495	58	10	1,735	2,124	(389)	-18%	7,453	12,120	(4,667)	-39%
HAPEVILLE	581	430	24	0	1,035	1,149	(114)	-10%	4,359	20,315	(15,956)	-79%
KIRKWOOD	1,042	1,837	67	10	2,956	2,874	82	3%	12,157	13,204	(1,047)	-8%
MARTIN LUTHER KING, JR	489	251	17	1	758	961	(203)	-21%	3,217	5,414	(2,197)	-41%
MECHANICSVILLE	921	848	195	6	1,970	1,404	566	40%	8,665	6,063	2,602	43%
METROPOLITAN	2,217	2,968	202	3	5,390	5,957	(567)	-10%	24,360	23,836	524	2%
MILTON	4,475	10,687	311	36	15,509	15,803	(294)	-2%	65,673	48,193	17,480	36%
NORTHEAST/SPRUILL OAKS	5,281	14,380	605	79	20,345	16,281	4,064	25%	87,908	50,187	37,721	75%
NORTHSIDE	4,736	5,326	273	79	10,414	11,490	(1,076)	-9%	41,588	42,013	(425)	-1%
NORTHWEST	1,572	3,064	142	9	4,787	4,988	(201)	-4%	19,024	32,390	(13,366)	-41%
OCEE	10,844	16,238	902	502	28,486	22,560	5,926	26%	106,142	87,944	18,198	21%
PALMETTO	661	1,058	76	3	1,798	2,022	(224)	-11%	6,783	20,584	(13,801)	-67%
PEACHTREE	3,163	3,381	370	105	7,019	5,744	1,275	22%	29,520	22,511	7,009	31%
PONCE DE LEON	6,159	4,534	262	25	10,980	10,432	548	5%	44,896	58,720	(13,824)	-24%
ROSWELL	10,186	9,106	509	64	19,865	18,570	1,295	7%	84,132	59,702	24,430	41%
SANDY SPRINGS	8,580	9,346	740	90	18,756	18,380	376	2%	78,766	63,972	14,794	23%
SOUTHEAST	1,109	1,777	90	1	2,977	2,898	79	3%	11,228	16,246	(5,018)	-31%
SOUTH FULTON	2,706	2,851	192	7	5,756	5,962	(206)	-3%	26,068	41,528	(15,460)	-37%
SOUTHWEST	4,668	974	123	6	5,771	3,880	1,891	49%	15,214	34,288	(19,074)	-56%
WASHINGTON PARK	821	855	67	3	1,746	1,800	(54)	-3%	6,481	8,595	(2,114)	-25%
WEST END	1,255	542	77	8	1,882	1,614	268	17%	5,927	11,825	(5,898)	-50%
WOLFCREEK	3,571	3,771	368	31	7,741	10,293	(2,552)	-25%	32,891	34,562	(1,671)	-5%
BRANCHES TOTAL	107,742	128,493	7,567	1,380	245,182	233,279	11,903	5%	987,973	974,495	13,478	1%
CENTRAL	5,936	1,229	125	51	7,341	6,142	1,199	20%	26,911	19,257	7,654	40%
OUTREACH SERVICES	61	95	7	1	164	64	100	156%	1,524	1,621	(97)	1360%
AUBURN AVENUE	6,365	86	45	8	6,504	2,615	3,889	5760%	14,247	16,510	(2,263)	-14%
SYSTEM TOTAL	120,104	129,903	7,744	1,440	259,191	242,100	17,091	7%	1,030,655	1,011,883	18,772	2%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
APRIL 2018

AGENCY NAME	APRIL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	2,733	103	804	2,851	7	98	4	39	2
ADAMSVILLE/COLLIER HEIGHTS	23,598	134	1,395	4,084	12	152	4	41	2
ALPHARETTA	1,420	369	2,146	13,608	60	979	2	308	4
BUCKHEAD	11,903	324	1,468	15,755	30	1,221	38	265	9
CLEVELAND AVE	1,448	67	1,048	4,114	17	371	10	74	4
COLLEGE PARK	1,666	137	1,986	2,952	20	252	1	7	0
DOGWOOD	1,990	63	1,042	5,824	12	141	6	81	15
EAST ATLANTA	5,307	155	1,055	4,692	11	373	21	209	6
EAST POINT	3,344	216	2,856	3,315	12	271	30	257	3
EAST ROSWELL	14,097	166	1,188	39,701	48	780	21	239	6
FAIRBURN	1,735	156	744	2,965	10	271	13	126	5
HAPEVILLE	1,035	42	1,182	3,672	7	103	4	65	1
KIRKWOOD	2,956	89	451	1,470	13	316	2	18	4
MARTIN LUTHER KING, JR	758	37	718	15,755	8	113	0	0	0
MECHANICSVILLE	1,970	69	779	3,116	14	180	7	77	10
METROPOLITAN	5,390	176	2,957	10,251	35	552	48	661	1
MILTON	15,509	284	706	8,038	57	1,321	7	167	8
NORTHEAST/SPRUILL OAKS	20,345	211	677	22,656	44	1,116	23	135	2
NORTHSIDE	10,414	205	511	12,341	12	292	4	23	8
NORTHWEST	4,787	164	1,397	6,993	23	544	16	533	14
OCEE	28,486	361	604	19,000	47	1,009	2	38	8
PALMETTO	1,798	53	2,516	4,001	5	222	3	58	0
PEACHTREE	7,019	237	1,094	6,317	36	753	8	47	2
PONCE DE LEON	10,980	166	2,044	21,634	52	520	14	76	3
ROSWELL	19,865	430	643	16,200	41	732	8	171	7
SANDY SPRINGS	18,756	463	1,705	20,435	82	1,378	11	141	18
SOUTHEAST	2,977	108	1,392	9,304	11	517	14	161	0
SOUTH FULTON	5,756	316	3,762	9,416	13	246	89	371	2
SOUTH WEST	5,771	222	3,515	14,500	11	129	52	638	0
WASHINGTON PARK	1,746	71	1,393	9,887	9	175	5	26	33
WEST END	1,882	75	1,281	3,075	21	218	5	43	18
WOLFCREEK	7741	163	1,799	14,613	33	525	31	424	10
BRANCHES TOTAL	245,182	5,832	46,858	332,535	813	15,870	503	5,519	205
CENTRAL	7,341	614	12,524	21,233	70	945	20	548	15
OUTREACH SERVICES	164	1	0	0	38	2,734	0	0	0
AUBURN AVENUE RESEARCH	6,504	0	302	2,277	21	771	0	0	0
SYSTEM TOTAL	259,191	6,447	59,684	356,045	942	20,320	523	6,067	220