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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

APRIL 25, 2018



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FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
APRIL 28, 2018



atlanta-fulton public library system

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**Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor
April 25, 2018 – 4:00 p.m.**

AGENDA

- | | | |
|-------|--|-------------|
| I. | Adoption of Agenda* | Doc. #18-18 |
| II. | Approval of Verbatim Minutes from Regular Meeting of March 28, 2018* | Doc. #18-17 |
| III. | Public Comments | |
| IV. | Marketing Presentation – Claudia Strange | |
| V. | Chairman's Report
Construction/Renovation Update | |
| | <u>Contractor</u> | |
| | Hogan <u>Group I:</u> Roswell, Sandy Springs, Dogwood, Kirkwood,
Washington Park, West End, Southwest | |
| | Evergreen <u>Group II:</u> Buckhead, Ocee, Northeast, Northside, Mechanicsville | |
| | Out for bid <u>Group III:</u> Adams Park, Adamsville, Cleveland,
College Park, Ponce, East Atlanta | |
| | BuildSmart/Tebarco <u>Group IV:</u> East Point, Fairburn | |
| | Albion Scaccia Hapeville | |
| | RFQ Central | |
| VI. | Director's Reports | Doc. #18-22 |
| | A. Monthly Financial Report | Doc. #18-19 |
| | B. Monthly Usage Summary | Doc. #18-20 |
| | C. Quarterly Customer Service Report | Doc. #18-21 |
| | D. Quarterly Library Closure Report | |
| VII. | Old Business | |
| VIII. | New Business | |
| | A. Board of Trustees Future Meeting Location - Discussion | |
| IX. | Adjournment | |
| X. | Executive Session | |
| | A. Personnel Matters | |

*Action is anticipated on this item.

Doc. #18-17



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

MARCH 28, 2018 – 4:00 P.M.

CENTRAL LIBRARY – 6th FLOOR BOARD ROOM

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Board of Trustees Meeting, 28 March 2018



Members Present

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

Absent:

Jordan, Linda

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
White, Daniel – Assistant to Commissioner Liz Hausmann

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 the Board of Trustees meeting, March 28th, 2018, 4 o'clock.

18-12_ ADOPTION OF THE AGENDA

CHAIRMAN PAUL KAPLAN: First order of business is the Adoption of the Agenda. What I'm going to do here -- it's almost like a continuation from the last meeting. Under New Business, again, Future Items to be discussed at Board Meetings. I'm putting that down like that. That'd be under New Business. Any other changes? Corrections?

MOTION

CHAIRMAN PAUL KAPLAN: Do I hear a motion to accept the agenda as amended?

MR. JOSH TAYLOR: So moved.

CHAIRMAN PAUL KAPLAN: It's been moved.

MRS. PHYLLIS D. BAILEY: Second.

CHAIRMAN PAUL KAPLAN: All of those in favor say aye.
(*Whereupon, all said aye.*)

18-11 APPROVAL OF THE VERBATIM MINUTES FROM REGULAR MEETING OF FEBRUARY 28, 2018

CHAIRMAN PAUL KAPLAN: Okay. And the Approval of the Verbatim Minutes of the Regular Meeting of February 28, 2018. Is there a motion to accept?

MOTION

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

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

MRS. PRISCILLA BORDERS: Second.

CHAIRMAN PAUL KAPLAN: Moved and second. Any changes? talks? anything at all? If not, all those in favor say aye.
(*Whereupon, all said aye.*)

CHAIRMAN PAUL KAPLAN: Opposed? None. Okay. Before I go to the Chairman's Report, I have one speaker, Kyle Kessler. Go ahead.

PUBLIC COMMENT

MR. KYLE KESSLER: Good afternoon, Board. My name is Kyle Kessler, downtown resident, library patron here at the Central Library. Back in June of 2017, the Board of Commissioners approved a RFP for the Schematic Design and Programming of this building. The project is said to have major public input regarding Programmatic features of the building, including multiple engagement and input sessions, possible tasks, including developing, designing, producing, distributing printed

materials, printing displays and presentations, setting up public forums and other special events, designing and implementing surveys, codifying and interpreting, reporting the results of the public engagement process.

Back in September of last year, I received an email newsletter from the Library System with a survey. I tried to take the survey; it was not operable. I went to the library's website, it was not operable. What was posted on Facebook was not operable. I sent an email request to the General Comment email and got no response. I followed up in October with Dr. Morley, who said he would be checking, and got no further response there either.

In October, there were a series of Community Meetings. Earlier this month, I requested the Summary Data from those meetings. Received information for three sets of meetings but not two other meetings and no input on the Business Community Report as well. I'm not sure if there are any other stakeholders that were identified during that process. So I'm not sure what action the Board will be taking soon, but I know that the process is moving forward, and it needs to get to the Board of Commissioners.

And there has been notification regarding a Public Meeting, which is for the purpose of the last Public Meeting providing answers to questions and sharing plans, but there does not seem to be anymore opportunity for input on the project.

So what I would ask is before any decisions are made, any actions taken to approve what has already been done, that we make sure that we have actually carried out the major public engagement, major public input regarding the program, the building, before we go forward. Thank you.

CHAIRMAN'S REPORT

CHAIRMAN PAUL KAPLAN: Okay. Good. Okay. I'm going to go on to Chairman's Report. First of all, just to tell you, so I have it on record, Linda Jordan, our newest board member was carjacked yesterday. I believe she was on her way to California. It happened at a gas station someplace in Atlanta. I think off of Route 166. She's fine. They jumped in the car. They took off. And she chased it, and she fell and she hurt her knee a little bit. But they got everything that she has, her wallet, laptop, files. Everything that she had is gone. And I went back and forth with her on emails this morning, so that's the reason she's not calling in. I thought of all the excuses when we did the Bylaws. I never came up with something like that, carjacking. So I would think it's a very good excuse not to be in a meeting, but I hope everything works well with her.

She's trying to work with the police and trying to get everything back together again. And that's, you know, all your credit cards and everything else that you have that belongs to you.

And she says it's quite devastating. And she just feels it happened so quickly. So I hope everything worked well, and she'll be at our meeting next month.

A couple of things: Commissioner Bob Ellis received a letter from a group that represents the Sandy Springs Library. And I told him at this time that I would read the letter aloud to everybody. And it's concerning the highway that's cutting in. So let me read it to you now. And I can follow up, and I think Dr. Morley will be able to follow up too.

Commissioner Ellis, I wanted to ensure that you are aware of the City of Sandy Springs' proposal to take land from the Sandy Springs Library in favor of a four lane cut through road. The land that will be taken was donated to the Fulton County Library in 2002 by the Sandy Springs Women's Club. I'm confident that donation of the park and ensuing maintenance did not compliment the condemning of the land for the four lane road.

For a background, I live in Johnson Ferry Road, have been in Sandy Springs for 25 years, and regularly use the library and the park, and generally support progressive traffic ideas of Sandy Springs but not the proposed cut through on the library property.

I know they appointed Paul Kaplan to the Library Board. I do not have his e-mail. I would hope you will share this note with him. More importantly, I hope you will join the Sandy Springs neighbors and patrons of the library to share your opposition to the proposed cut through plan. We don't want to shrink the library footprint, lose the park, create additional safety concerns for patrons, including many neighborhood children with a new road adjacent to the east parking lot.

There's a note on this. As you likely heard -- and there's a whole thing, pretty much what he is saying -- but the history of the park next to the library is worth noting. The land was donated by Sandy Springs Women's Club in 2002 as a reading garden and has been upgraded and maintained by neighborhood volunteers since then.

Also noteworthy is that the former mayor, Eva Galambos -- am I saying that correct?

MR. JOSH TAYLOR: Galambos.

CHAIRMAN PAUL KAPLAN: Galambos -- thank you -- rededicated this park in 2010 as a sign of the importance to the community. Commemorative bricks were sold to Sandy Springs residents for

park improvements. This park is used regularly by library patrons and neighbors. It has over one hundred trees. Please take a minute to familiarize with the proposed project and using the following link. And so on.

Residents who do not support the supposed cut through the road between Johnson Ferry and Mount Vernon have an opportunity to provide comments using this downloaded comment card. I thanked him for it. I told him that I would --

MR. JOSH TAYLOR: Who's the letter from?

CHAIRMAN PAUL KAPLAN: Huh?

MR. JOSH TAYLOR: Who is the letter from?

CHAIRMAN PAUL KAPLAN: The gentleman's name is Greg Thompson. And I said: Commissioner Bob Ellis has forward your letter of concern at the Public Meeting concerning renovation held at Sandy Springs Library on February 7.

It was briefly mentioned that some of the library property could be lost into this road of construction. Thanks for providing the history of the reading garden and how much it means to the Sandy Springs Library community. I will share your concern with the Library Board of Trustees. Please feel free to contact us. Since then, there was a meeting between Todd Long and Ellis Kirby with the, I believe the Village Manager -- I'm looking at you, Gabe -- the Village Manager last week.

DR. GABRIEL MORLEY: Gayle was there.

CHAIRMAN PAUL KAPLAN: Oh, Gayle, you were there. I'm sorry, Gayle.

MRS. GAYLE H. HOLLOMAN: I didn't attend that particular one. I went to the other one with just Todd.

CHAIRMAN PAUL KAPLAN: Okay. And I understand --

MRS. GAYLE H. HOLLOMAN: And that did happen. It happened after the one --

CHAIRMAN PAUL KAPLAN: And I understand, correct me if I'm wrong, that the Board of Commissioners of Sandy Springs is looking into this matter. And they found maybe another way to reroute that road so it doesn't affect the library at all.

MRS. GAYLE H. HOLLOMAN: Yes.

CHAIRMAN PAUL KAPLAN: So it's out of our hands completely. It's in -- the ball's in their court right now. So I just wanted everybody to know that they're very concerned about that being taken out, so I told him I would share that with everybody. I've got so many things going on at one time. I'll tell you what. I'll read the -- when we get to the New Business, we'll talk about the agenda. We'll talk about different topics that I can see added or not added to it, so we'll all talk about it. I started it last month. I kind of

got cut short 'cause I got a note written to me about Action Items, so this we're going to discuss. We're not going to do any action on it, so just so you know.

With that, I'm going to turn it over to Dr. Morley for your Director's Report. I do want to say one thing, sorry. If you notice on your thing, under Chairman's Report, I put down all the groups that are under the construction; Group One, Two, Three, Four, Hapeville and Central. This will be on the agenda every month.

And what I plan on doing is to keep everybody abreast of what is going on. I mean, it's such a critical thing right now that I want to tell you what dates have been set, what time construction starts, how far we are with demo work, how close we are finishing that, when we're starting a new construction. I'll put percentages down as close as I can, which means I'm going to cover these things pretty close. Try to go to most of the construction meetings. I think we have it sometime during the month and -- just to keep everybody where we are and where we stand.

You can correct me -- and it's probably in your report -- Group One, there really has not been a set date yet to start. The only thing I know at this point, supposedly, they wanted to start in April to do the outside work and leave the library open; however, the interior work is still up in the air yet, and they're still negotiating, so I can't say what date that's going to happen. Unless I -- you had a meeting, I think, the other day, unless there was something changed. If not, that's where -- we don't have date yet.

MRS. GAYLE H. HOLLOMAN: No date.

CHAIRMAN PAUL KAPLAN: Okay. Group Two, we are going through the Public Meetings for these. These are just a start. And they hope to start the first quarter of 2019. Going to take time for this. They are not up to that point yet. And it's going to take four to six months to complete. So somebody was optimistic and thought maybe it would start the fourth quarter of this month -- of this year. Doesn't look like that's going to happen. So that's where I'm at with this. Group Three is still out for bid, unless somebody can tell me something different, then it's still out for bid.

Group Four, East Point and Fairburn. Thank you, Phyllis, for taking the notes and sending us the notes for East Point and Fairburn. You told me you were going to handle Fairburn.

MRS. PHYLLIS D. BAILEY: Yes.

CHAIRMAN PAUL KAPLAN: That's the first Public Meeting. We have no construction dates at all. Hapeville, there was a

recommendation to the BOC. I don't know if that's gone through yet.

MRS. GAYLE H. HOLLOMAN: It hasn't.

CHAIRMAN PAUL KAPLAN: It has not. And then the other one is Central is still Requests for a Quote -- still out for a quote. That's all I know at that point, unless you say something else. So there will be a Public Meeting on April 3rd. I think everybody's got a note on that.

MR. JOSH TAYLOR: April 3rd?

CHAIRMAN PAUL KAPLAN: April 11th. I'm thinking April 3rd, 'cause I have something else going on that day, so that's... but I'll update that every month. And, of course, Dr. Morley will probably -- may know more than I do, but I -- we kind of work together so we don't miss it.

Okay. Now, I'll let you go to the Director's Report.

MRS. PHYLLIS D. BAILEY: Before you -- excuse me.

CHAIRMAN PAUL KAPLAN: Go ahead.

MRS. PHYLLIS D. BAILEY: What was the BOC's recommendation?

MRS. GAYLE H. HOLLOMAN: For Hapeville?

MRS. PHYLLIS D. BAILEY: Yes.

MRS. GAYLE H. HOLLOMAN: They haven't given it to us yet.

CHAIRMAN PAUL KAPLAN: They haven't given it.

MRS. PHYLLIS D. BAILEY: Oh, okay.

CHAIRMAN PAUL KAPLAN: We don't know. I don't know what's going to happen with it.

MR. JOSH TAYLOR: Do we know a date that they're going to discuss it?

CHAIRMAN PAUL KAPLAN: I have nothing on it. It's not on any place, even on the...

MR. JOSH TAYLOR: Okay.

CHAIRMAN PAUL KAPLAN: -- on the agenda.

MR. JOSH TAYLOR: Okay.

CHAIRMAN PAUL KAPLAN: Okay. Dr. Morley?

18-15 DIRECTOR'S REPORTS

DR. GABRIEL MORLEY: The only thing I'll add is we are making progress on Peachtree too. Remember Peachtree and M.L.K. are not included in any of these groups because we lease those facilities.

CHAIRMAN PAUL KAPLAN: Right.

MRS. PHYLLIS D. BAILEY: Okay.

DR. GABRIEL MORLEY: And so they're not part of the CIP Program, but we've identified some areas and hope to use tenant improvement money at both of those locations. So we met earlier this week about Peachtree and prioritized some of the things that we would like to see there. And, obviously, we're trying

to make it just like the new ones and the other renovations. You know, we want to include the same technology, the same kinds of upgrades, furniture-wise, flooring-wise. But our plan is to see what the landlord's willing to pay for and then figure out what else we really want to do.

And, truly, this is a dream project, but Al's going to work with them, too, 'cause technically it's the County's lease and not Al's lease 'cause he's doing CIP stuff. And we'll probably do M.L.K. later because, remember, we're trying to hold M.L.K. in reserve in case we need something we could adapt M.L.K. quickly and capitalize on its location close to here. So we're going to push that one back til later in the program, so sometime 2019, but same thing. You know, we'll look at upgrading the technology, the furniture, the shelving, all those little pieces.

We only have one more Group Two meeting for Mechanicsville. We met at NESO last night. Paul was there. But once we finish that Mechanicsville Public Meeting then those designers can begin working on those five projects.

And I think it's -- I don't think it's -- we're going to propose moving out of this building to another location. Gayle found a place that had a lower rent that's nearby. And we still feel like we have enough time to get that process through BOC so that we can move out of this building into that building, the administrative staff, you know, not to open the library somewhere else. But we have some paperwork issues that we need to do on our end, and --

MR. JOSH TAYLOR: Do you have a target date for that or not?

DR. GABRIEL MORLEY: Probably July, 'cause tied to that, we met with the movers today who we believe will be awarded the move out and move back in bid for this building. So that project is still on track, and tied to that is the art appraisal, which I think is --

MRS. GAYLE H. HOLLOMAN: She's working on it.

DR. GABRIEL MORLEY: -- finalizing. It's getting close to being done. So a lot of things are going to happen very quickly because East Point and Fairburn are going to go down. Central's going to go down, some of those Group One libraries are going to start to go down. So all of our plans to try and stagger these things and do, you know, what we thought was going to be best, is just not going to work out in our favor. And like I told you in the email, we can resist but I'm not sure how much resistance we can really offer, so we're preparing for that. We're trying to undo some of the plans we made when we had different information and make better plans with the new information we have.

So the good news, remember, is that we'll be able to have Summer Reading Program in the majority of our branches. We won't have to move out. The other good news is a lot of these projects will be finished more quickly than we originally anticipated because the staggering stretched it out. So if we're going to overlap, they'll be done a little sooner. And really the negatives are unknown. We just have a small subsection of constituents who have indicated preferences for things, and we've tried to accommodate some of those. So we may end up with a large group of people that are opposed, but at that point it will be too late.

So I think all of those things are on track. All of these other projects seem to be moving along the way we want. The Group Three project, even though we haven't awarded the bid, we can do that fairly quickly, and then we will start working with that contractor to do some of these initial public meetings. But like Paul said, if Group Two starts January, February, March time frame 2019, you can anticipate Group Three is going to be mid to late 2019, and some of those are smaller projects. They won't take as long. These are big libraries in Group Two, except for Mechanicsville. These others are significant projects. What else do I have?

Our Volunteer Appreciation Event is coming up. And you should have all gotten an invitation to that. We'll be able to have it here 'cause we'll still be open. It's a Saturday, and it's just for a few hours.

MRS. PHYLLIS D. BAILEY: Is that April 11th?

DR. GABRIEL MORLEY: No. It's not the 11th.

MR. JOE PIONTEK: I thought it was April 7th.

MRS. PHYLLIS D. BAILEY: April 7th?

MR. JOE PIONTEK: I believe it's April 7th.

DR. GABRIEL MORLEY: It may be. It's the Saturday, if that's the 7th. And I also put in the report --

MRS. GAYLE H. HOLLOMAN: It's the 14th is what I have.

MR. JOSH TAYLOR: 14th is what Heather --

DR. GABRIEL MORLEY: Okay, the Saturday after.

MRS. PHYLLIS D. BAILEY: The 14th.

MRS. GAYLE H. HOLLOMAN: At 11:00 a.m.

DR. GABRIEL MORLEY: You'll probably see in the report, too, if you had a chance to look at it, we've -- Cheryl took the Central Library Administrative job permanently, so that was good for us. You know, we were able to slide her in. We didn't lose any traction there. And Nick Rodriguez worked here previously and Gayle trained him, so he should be a perfect employee. He's excited to come back and use the experience he got in Miami here

in Atlanta. I think that's all I have in general updates, I mean.

18-13 MONTHLY FINANCIAL REPORT

18-14 MONTHLY USAGE SUMMARY

DR. GABRIEL MORLEY: Our Financial Report, we haven't really got going on too many things. You know, we just started essentially in February, so this is two months worth of data. We are trying to be a little more vigilant about our spending. Ed calculated we probably have about two hundred and forty thousand dollars worth of Salary Savings now, and we have a couple of different options on how we can use some of this money. Because, remember, when we created last year's budget, we made a buffer with part-time employees because we were concerned the County was going to cut the budget and we needed to have that buffer. Well, when they cut the budget in a different way and forced us to get rid of full-time employees, we were still left with that part-time buffer. So we have a little bit of money there that's also flowing into the Salary Savings, which is why it seems artificially high.

So part of what we want to do is assign some of that Salary Savings to items we could not get that we asked for as enhancements when we proposed the 2018 budget. Remember, we wanted safes for every branch and we needed that Outreach van. And the County said, no, to both of those as enhancements, but potentially, we can use those same two items as part of our Salary Savings request.

Ed has no reason to believe that the County is going to say we can use our Salary Savings this year. I'm just telling you to tell you, so don't get your hopes up. But we'll make our case in a couple of months. We're going to let it go for a little bit longer until the County presses us on it. So we'll probably accumulate through April and May or maybe sometime around the end of May, you know, we'll be ready to make a proposal.

MR. JOSH TAYLOR: Do the enhancements come to two-forty or more?

DR. GABRIEL MORLEY: Oh, much less. I think the safes were maybe fifty thousand; do you remember?

MRS. GAYLE H. HOLLOMAN: What were they?

DR. GABRIEL MORLEY: The safes.

MR. JOSH TAYLOR: So why not --

MRS. GAYLE H. HOLLOMAN: I would say about fifty thousand dollars.

MR. JOSH TAYLOR: Why not start the ball rolling to -- with the County and find out if they're going to agree?

DR. GABRIEL MORLEY: We can ask. I don't know what their formal process is. But I think the safes were maybe fifty thousand and the Outreach van was around forty-five or fifty.

MR. JOSH TAYLOR: Uh-huh (affirmative)

DR. GABRIEL MORLEY: so it's not a huge sum for those two items. And I don't know if they have a formal one-time-a-year process or if it could be a rolling ongoing thing, but we'll ask them. If that's your pleasure, I mean, you'll need to -- I think you will need a Motion. We'll have to have some kind of formal motion. Because technically we would be changing the budget, you know, because theoretically the budget says we're budgeting this money for part-time employees. So now if we're going to move it into these two capital expenditures, then we need to have some kind of formal motion that says we want to do this as a ledger.

MR. D. CHIP JOYNER: What would be the downside?

DR. GABRIEL MORLEY: There's no downside. I just don't suspect they're going to come off the money. I think part of what's happening is they're using this Salary Savings to fund the Bonus Plan. And so it's in the County's benefit to let the Salary Savings accumulate so they can redistribute it later. But, you know, they have their own budgeting process that I'm not privy to. So I don't know where they stand or where they are in their budgeting. But if that's your pleasure, you can make an easy motion -- well, I don't have exact figures. We could use the figures from the original budget we did, you know, when we submitted the budget last year for 2018, we can use those figures. So you could make a motion that says we want to use Salary Savings to purchase the Outreach van and the safes. And I can insert those two amounts when I send my letter over to them. And Zenobia can add it to the Minutes, 'cause they've got to both be under fifty. I don't remember the safe's being over...

MRS. GAYLE H. HOLLOMAN: I don't remember them being over fifty.

DR. GABRIEL MORLEY: Fifty thousand dollars. And, remember, the safes are because we're not collecting a ton of cash in the branches. And so every day we've been trying to pull all that cash so it doesn't sit in the branches. But some days it's a couple of dollars. So what Ed wants to do is have the safe there so they can just drop it into the safe. And so that way every day we don't have this cumbersome process of trying to collect this little bit of money, bring it back here, take it upstairs, put it in our safe, and go through all this rigmarole. It's just not worth it. So he wants to do it on a quarterly basis, just have that money brought in. And in the meantime, it

would stay in the safes. But we -- the amount of cash we have is very low. And the Outreach van, they don't have a vehicle currently. They're borrowing whatever vehicles we have. So they don't have a vehicle with a ramp to roll the bike into and they're borrowing around when other people use the vehicle. So our idea is to have that transit-type van, you know, like, smaller than a bread truck but bigger than a fifteen passenger van that would be empty in the back where they could drive the Bookmobile -- the book bike into it.

They could throw tents in there, 'cause it won't fit in their personal vehicle. So when they're going places trying to do things, they're often in a bind trying to work out where can they get a vehicle.

So it's a good option for us around town, because the Bookmobiles will be much bigger, more cumbersome, to get around. But they would still have the capacity to move the tents but probably not the book bike. So it's a good purchase for us. I mean, it's not a --

MR. JOSH TAYLOR: Plus, I think, you know, we're going to continue to have more Salary Savings. I don't know what they number is going to be, but I wouldn't be surprised if it doesn't hit a million dollars again. And so we'll have another chance to talk about priorities whether it be --

DR. GABRIEL MORLEY: That's true.

MR. JOSH TAYLOR: -- the software development, or my favorite, which is more real books.

DR. GABRIEL MORLEY: Yeah. I mean, I think -- and there may be an argument for that. I mean, the County might go for that. I would be surprised, but if we don't pinpoint it, they're not just going to let the money roll back for us to spend indiscriminately.

MR. JOSH TAYLOR: No. That's why I say the sooner we can get there, and then we can lobby our commissioners a bit if that would help.

DR. GABRIEL MORLEY: Yeah. I mean we can try. I do think we'll need a motion, though.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: I think Paula would encourage us to have some kind of formal motion from the Board directing me to try and repurpose that money.

MR. JOSH TAYLOR: Okay. Well, I'll be --

CHAIRMAN PAUL KAPLAN: Would you make a -- do I have a motion?

MR. JOSH TAYLOR: -- happy to make that motion then.

DR. GABRIEL MORLEY: Good.

MOTION

MR. JOSH TAYLOR: The motion is we're -- the Board is asking Dr. Morley to submit a proposal to utilize the Salary Savings for the enhancement items specified last year; one being an Outreach van, the second being the safes, in the amount of a hundred thousand dollars.

CHAIRMAN PAUL KAPLAN: There's a motion. Is there a second?

MRS. PHYLLIS D. BAILEY: I'll second it.

CHAIRMAN PAUL KAPLAN: Any discussion?

MR. JOE PIONTEK: Didn't we have a problem at the end of last year when we wanted to move salary savings into buying other things? Did I misunderstand that?

MR. JOSH TAYLOR: No. We've always had a problem with getting Salary Savings utilized. That's why we want to start early.

CHAIRMAN PAUL KAPLAN: 'Cause otherwise it's gone.

MR. JOE PIONTEK: We decided to climb the hill early? Okay.

MR. JOSH TAYLOR: Right.

MR. JOE PIONTEK: Great.

CHAIRMAN PAUL KAPLAN: We were at a meeting, and Josh remembers, they said, oh, yes, no problem. And what the next day...

MR. JOSH TAYLOR: Yes. So a lot of small bites, maybe we'll see if that works.

CHAIRMAN PAUL KAPLAN: Is there any other discussion?

MR. JOE PIONTEK: I just didn't understand that we could use it.

MR. JOSH TAYLOR: Yes.

CHAIRMAN PAUL KAPLAN: Chip?

MR. D. CHIP JOYNER: The fifty thousand dollars for safes, that's for how many safes?

DR. GABRIEL MORLEY: Every branch, thirty-three or thirty-four.

MR. D. CHIP JOYNER: And about how much cash turnover per branch?

DR. GABRIEL MORLEY: Not much. Not much.

MR. D. CHIP JOYNER: Not much. Less than a hundred dollars per day or?

MR. JOSH KAPLAN: Oh, yes.

MR. D. CHIP JOYNER: Okay. And then what happens to that cash? It wouldn't be Brinks picking it up, or do you have a Brinks pickup or how does that work?

DR. GABRIEL MORLEY: No, because there's too much to make it worthwhile. Typically what will happen is they'll send it with a courier. So the courier's got to go collect that cash. They do their counting procedures then the courier comes back here, takes it upstairs. They do their counting procedures. We drop it in the safe here and then they make a deposit. So now we're

just going to leave it in the safe and do that quarterly instead of daily.

MR. D. CHIP JOYNER: Okay. But we don't have employees that would carry large sums of cash on them at any time, do we?

DR. GABRIEL MORLEY: The couriers are bringing the money back here. I wouldn't say it's a large sum, but...

MR. D. CHIP JOYNER: Now, is that other branches bringing it here?

DR. GABRIEL MORLEY: The couriers. As they go and run their route, they'll pick it up.

MR. JOSH TAYLOR: So they're running a route any way to distribute books?

DR. GABRIEL MORLEY: Correct.

MR. JOSH TAYLOR: So this is just a piggyback on top of a car trip, one lesson. You know, instead of keeping track of little bits of money, we're going to keep track of a little bit more on a quarterly basis, which makes a lot of sense.

CHAIRMAN PAUL KAPLAN: Any other discussion? Okay. There's been a motion. It's been seconded. All those in favor say aye. (*WHEREUPON, all said aye.*)

CHAIRMAN PAUL KAPLAN: Opposed? It's carried.

FOUNDATION UPDATE

DR. GABRIEL MORLEY: And I forgot to say but the Foundation also met today and I met with them for a couple of hours. And, remember, they are trying to redefine what they do as a Foundation so they can try and raise more money and do things that are pleasing to us. So they're going through a process of figuring out what their role is, if the current members feel like they're comfortable in that new role, and what those new roles might look like. So we're working with them to identify opportunities that they could potentially take advantage of for the library.

CHAIRMAN PAUL KAPLAN: I believe they were at -- you were at a retreat and they learned a lot of new things that the Foundation never thought about, and how the money should be distributed and so on. And there's some real -- there's the old guard/new guard on that Foundation Board, and it's kind of butting heads a little bit. So it's going to take time. It's not going to happen overnight, but they're trying to work it through. Trying to get it done.

MR. D. CHIP JOYNER: Are they changing their Mission Statement at all or is it still pretty much...

DR. GABRIEL MORLEY: Maybe. Part of what they're trying to decide, they met with a consultant at the retreat who told them their only job is to raise money. And, you know, some of them

didn't like that. Some of them want to be more heavy handed in what they're doing. Some of them want to dictate how the library spends the money. The consultant told them you should raise money and give it to the library and they do whatever they want with it.

And, you know, some of the Foundation members, number one, don't believe they could raise money for that purpose; and number two, they don't want to give up control of what happens to that money. They want to be able to say, you know, these are the things we would prefer you do with the money. So they're trying to figure out if they have enough people one way or the other to decide how they want to continue.

MRS. PHYLLIS D. BAILEY: How many people are we dealing with here?

CHAIRMAN PAUL KAPLAN: Fifteen?

MR. JOSH TAYLOR: Fifteen or so.

CHAIRMAN PAUL KAPLAN: I think it's fifteen.

DR. GABRIEL MORLEY: I think they're supposed to have twenty-four people --

CHAIRMAN PAUL KAPLAN: They don't have that many.

DR. GABRIEL MORLEY: -- or twenty-two people total on the Board, but they have two vacancies so...

MR. JOSH TAYLOR: Twenty maybe.

DR. GABRIEL MORLEY: Yes.

MR. JOSH TAYLOR: But not everybody's active.

MR. D. CHIP JOYNER: How much does the Foundation raise or spend annually?

DR. GABRIEL MORLEY: I think it was maybe right around a hundred thousand this year. Not very much. They were --

MR. JOSH TAYLOR: That's not all money they raise. Some of that is a conduit for the money that needed to be -- go through the Foundation. If you remember, you had a project --

DR. GABRIEL MORLEY: Yes. Yes.

MR. JOSH TAYLOR: So I would say less than fifty thousand a year that they actually raise.

DR. GABRIEL MORLEY: Yes. They were --

MR. JOSH TAYLOR: From the numbers I've seen.

DR. GABRIEL MORLEY: They were surprised to see a place like Indianapolis Public Library Foundation, which is very small, raises \$2.2 million a year. And, you know, they -- I think that kind of hurt their feelings. And, you know, Nashville raises two or three million a year. And, of course, the Nashville Foundation has seven full-time employees on the Foundation. This is a Foundation Board of volunteers. They have one -- well, they have two part-time employees. So they're trying to,

like I said, they're trying to figure out what their future is. You know they all have good intentions, but like one of them said today, they don't know if they would feel comfortable going and asking an individual for a thousand dollars. They don't even know if they would know somebody they could go and ask for a thousand dollars. So that creates a strange paradigm if you're on the Foundation Board and you don't know enough people to go and ask. So that's what they're trying to figure out is do they want to go that route? Do the people on the Board now need to be on the Board now? And what does their future with the Library System look like?

MRS. PRISCILLA BORDERS: And they're non-profit, right?

DR. GABRIEL MORLEY: Uh-huh (affirmative).

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: And their umbrella for two or three Friends Groups I think who are not 501c3's, but they're just, they're in a fact-finding place. And like Paul said, there're some on one side and some on another side. And they deferred making a decision today to think about it some more. And I suspect in May they'll want to vote about which way they go. It was interesting today, though. We had never really considered there are no corporate individuals on the board. It's retirees or self-employed.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: Well, and one Public Service person. So, you know, there's no CEO of a big company or something. It's a fairly homogenous Board. And so they're trying to have some more diversity. And they have two openings. And I think they would like to add some more diversity to their membership. And we'll see how it goes.

CHAIRMAN PAUL KAPLAN: They'll probably lose some of the members when they make a decision, but that's how it is. Things get turned over.

MRS. PHYLLIS D. BAILEY: Have they approached any of these large companies here?

DR. GABRIEL MORLEY: I don't think so. Their primary fundraising activity is to send people a letter that says we're not going to have a gala, you know. Send us some money so you don't have to come to another event.

MR. JOSH TAYLOR: That's one way to put it. And go downhill from there.

MR. D. CHIP JOYNER: Okay. We get the picture.

CHAIRMAN PAUL KAPLAN: But they've been able -- they -- that happens and they raise sometimes as much as ten thousand dollars

by doing that. And that's just the people -- I've been involved with Illinois -- it just -- it kind of --

DR. GABRIEL MORLEY: They're very nice. They're very committed.

CHAIRMAN PAUL KAPLAN: Nice people. Yes.

DR. GABRIEL MORLEY: They're just in an awkward place where they're trying to figure out what do they need to do to move forward, because they recognize they can't continue at the same level where they have been for these last several years. And so they need to either make a move and start to advance or they need to get off the Board and let a different group of people get on and take the reins, so.

MRS. PHYLLIS D. BAILEY: I'm really surprised that we have Home Depo, Delta, Chick-Fil-A, I mean, just go down the list and you haven't contacted any of them?

DR. GABRIEL MORLEY: Not that I know of. They have a process that they've been using. And disrupting that process is part of this.

MRS. PHYLLIS D. BAILEY: Oh, okay.

DR. GABRIEL MORLEY: So they're -- like Paul said, they're some of them that have mixed emotions about it --

MRS. PHYLLIS D. BAILEY: Okay.

DR. GABRIEL MORLEY: -- and they need to sort that out individually.

MRS. PHYLLIS D. BAILEY: Okay.

DR. GABRIEL MORLEY: And so I think the next two months they're going to be thinking about it and trying to decide how they want to proceed. But, you know, it's all good for us. It's just gravy for us. So we're willing to support whatever they want to do. And we'll help any way we can.

CHAIRMAN PAUL KAPLAN: Okay. Anybody have any questions on the Monthly Financial Report or on the Usage Summary?

DR. GABRIEL MORLEY: This is an aside just because I know some of you will be interested. Remember we talked last year about how in January we were starting to use Collection HQ so we could make better purchasing decisions. And when I was at PLA last week, I was on a panel for a data symposium, and I saw the Collection HQ rep. And, unofficially, they think we've already realized a seven percent gain in our purchasing. So we've reduced our DOA numbers by seven percent already in just two months, which is fantastic for us. And if that will continue, we should see some huge benefits as the year progresses. So I'm excited about that. I don't know if Brazos and Ginny know about that, but surprise.

MR. JOSH TAYLOR: I met with Brazos and Ginny earlier this month, and they were very forthcoming and very -- I think you've got some bright people there.

DR. GABRIEL MORLEY: Yes, they're bullish. We're excited about it. I hope this trend continues.

CHAIRMAN PAUL KAPLAN: Anything -- anybody else have anything else on the Financials and with the Summary? Foundation Update, we have already. Was there any Old Business? I don't know of any Old Business at this point that we have not picked up? Let me -- and I just saw an email -- I just went through my emails. I didn't get the last one you sent out. On the Bookmobile, that's on the agenda for next month. Am I correct in saying that? Was there anything else that was supposed to have been on there that was done last month? I know there's a couple of items I had to get through.

DR. GABRIEL MORLEY: Yes, the e-Rate pass.

MRS. GAYLE H. HOLLOMAN: To get it approved. It was approved.

CHAIRMAN PAUL KAPLAN: It is approved?

MRS. GAYLE H. HOLLOMAN: Yes.

MR. JOSH TAYLOR: So what --

CHAIRMAN PAUL KAPLAN: Explain to them what the --

MR. JOSH TAYLOR: -- what's e-rate?

DR. GABRIEL MORLEY: The e-Rate offsets the cost of our Internet access. So, you know, the federal government through USAG, the Universal Services Administrative Group, will, based on our amount of free and reduced lunch, will discount what we have to pay for Internet access, via whatever vendor wins the bid. So the process is, though, you have to apply for this federal grant. And the deadline was the day after the BOC meeting. And because of the way the County operates, we had to get a vendor approved and get that signed off on before we could submit our paperwork to the federal government. So you can imagine working with FulCo and the federal government. That's why I left town and let Gayle do it.

MRS. PHYLLIS D. BAILEY: Oh, that's terrible.

DR. GABRIEL MORLEY: And, you know, I called Brazos Thursday night, and he was still up here at ten o'clock, you know, trying to get it done.

MRS. GAYLE D. HOLLOMAN: He got it in before midnight.

MRS. PHYLLIS D. BAILEY: He did get it in?

DR. GABRIEL MORLEY: It's just --

MR. JOSH TAYLOR: Well, congratulations Gayle.

MRS. PHYLLIS D. BAILEY: Yes.

DR. GABRIEL MORLEY: Yes.

MR. JOSH TAYLOR: Well done.

DR. GABRIEL MORLEY: And it's around two hundred thousand for us.

MRS. GAYLE H. HOLLOMAN: I think it's three hundred.

DR. GABRIEL MORLEY: Three hundred. And we'll be able to use that multi-year. So we don't have to do it every year. We can roll out that same contract with the same vendor for two or three years.

MR. JOSH TAYLOR: So is that -- does that hit our budget or does that hit the County budget? In other words, is there a budget line item that that is going to reduce?

DR. GABRIEL MORLEY: No. It's a FulCo I.T. item.

MR. JOSH TAYLOR: Okay. So it's not in our budget.

MRS. PHYLLIS D. BAILEY: So it's going to the County.

MR. JOSH TAYLOR: Yes.

MR. D. CHIP JOYNER: But should it reduce our expenses at all, that we see it in our numbers?

MRS. GAYLE H. HOLLOMAN: Oh, no.

MR. JOSH TAYLOR: No.

CHAIRMAN PAUL KAPLAN: What's happening with net neutrality? Is it being challenged? Is that being challenged? Anybody hear anything further about it? It was a big deal then it just kind of...

DR. GABRIEL MORLEY: Some governors are proposing challenges to circumvent it. And the FCC said then we'll come after you, you know. The same way some governors are proposing sanctuary cities. I mean, it's a -- you know, unfortunately, there's just a movement at the federal level to not protect the consumer and give those benefits back to corporations.

CHAIRMAN PAUL KAPLAN: Okay. All right. I got a question to ask you, Gayle, both of you. Are you guys comfortable with the I.T. Department? That they're going to be able to -- when we do the renovation of the libraries, that things are going to be better?

I'm only saying that because being here a few years and then being involved in all this, I know some of the problems that we had. Are we comfortable it's going to -- I'm looking at both of your faces. Maybe I brought the wrong subject up, but it really concerns me, because that's one of the things that people get upset with. Hmmm, boy. Can you put that down on tape, the expression in their face?

MRS. PHYLLIS D. BAILEY: Yes. I'm looking from one to the other, sort of, and I'm getting the same thing.

CHAIRMAN PAUL KAPLAN: It's awful quiet.

MR. D. CHIP JOYNER: Are the patrons abusing the equipment?

MRS. GAYLE H. HOLLOMAN: Oh, no.

CHAIRMAN PAUL KAPLAN: No. No.

MR. D. CHIP JOYNER: That has nothing to do with the patrons?

MRS. GAYLE H. HOLLOMAN: It has nothing to do with the patrons. The patrons love the access. And we just need to make sure we give it to them. No. It's not their --

MR. D. CHIP JOYNER: Even our newer libraries are still having some challenges.

MRS. GAYLE H. HOLLOMAN: We do have a few challenges there, but Brazos is working through a lot of things with I.T. And they have I think a weekly conference call and a monthly meeting. I think things are going to turn around a lot. And we're not having near the problems we used to have with Wi-Fi and all that. I mean, two or three years ago that was all the complaints we got. And so that's much improved. That's basically null and void now as far as being problematic. But to answer your question, I don't know. We're letting them know what we need. We have some upcoming meetings, and we're going to try and, you know, lay out exactly what it is we expect and need --

CHAIRMAN PAUL KAPLAN: Part of the --

MRS. GAYLE H. HOLLOMAN: -- for the patrons.

CHAIRMAN PAUL KAPLAN: -- part of the renovation work -- and usually the I.T. is the last thing to go in, most of the time the wiring and all that -- they allow enough time for that? Is the general contractor doing the low voltage wiring? Is that all being done by our forces or is it being done by the general contractor? CAT 5 and all the...

DR. GABRIEL MORLEY: The contractor will do all the wiring.

CHAIRMAN PAUL KAPLAN: The contractor is doing all the --

MRS. GAYLE H. HOLLOMAN: We'll do it after wiring.

CHAIRMAN PAUL KAPLAN: We do the final hookup and all that?

MRS. GAYLE H. HOLLOMAN: Right.

CHAIRMAN PAUL KAPLAN: Okay.

MR. D. CHIP JOYNER: When we're see in the numbers, Wireless Sessions down, is that related to functionality or traffic?

DR. GABRIEL MORLEY: Probably primarily just lack of use.

I mean, I'm sure there was some inaccessibility. You know, Alpharetta was closed for six days. So, you know, when you lose a big branch for six days, that could have been a couple thousand Web Hits. But I think, generally, that's been trending down anyway. We just haven't been such a big resource for that web access, which could be good news. I mean, that means people are getting it somewhere else. There's no reason we should be in the web business. It ought to be like the radio and be free,

but, you know, that's where we are. If it went away, it wouldn't hurt us.

MR. D. CHIP JOYNER: Was there any concern with what happened at City Hall with the hacking?

MRS. PHYLLIS D. BAILEY: I was going to ask about that.

DR. GABRIEL MORLEY: FulCo shut down all communication from the City of Atlanta as soon as it went out. And I don't know that they've turned it back on. I think I saw yesterday Atlanta had tried to turn theirs back on, but I don't know if Fulton County has --

CHAIRMAN PAUL KAPLAN: They're still having problems.

DR. GABRIEL MORLEY: Yes. I don't know if Fulton County's reopened it for City of Atlanta traffic.

CHAIRMAN PAUL KAPLAN: Okay. Southwest Library was closed for a couple days, just so everybody knows. Some gentleman outside started something in the vestibule and smoke got into the building and they had to clear out the smoke and all that. But inside the ductwork, just so you know, there's controllers. There's a smoke detector inside the ductwork also for heat. And with the new system that's coming in and most of the renovated libraries, they all have new smoke detectors. They'll also have a system that would evacuate that smoke out of the building. In other words, if it comes in the ductwork, it's going to shut down; it's going to push the stuff out. So they really got a lot of new things under control for this. So in a lot of the renovation you're going to see those things happening. For something like that, we would never close down, not for any length of time. Just so everybody, give you a little bit of update on that.

DR. GABRIEL MORLEY: And you should say, too, the renovation will solve that problem.

CHAIRMAN PAUL KAPLAN: Yes.

DR. GABRIEL MORLEY: 'Cause part of what happens, the way that building's constructed is there are all these little alcoves built into the building so individuals sleep there, that becomes their home. During the renovation, we will have gates installed, you know, some kind of decorative fencing will be put across there so people can't get into that alcove anymore, so that piece of the problem --

CHAIRMAN PAUL KAPLAN: Will be taken care of.

DR. GABRIEL MORLEY: -- should go away.

NEW BUSINESS

FUTURE AGENDA ACTION ITEMS

CHAIRMAN PAUL KAPLAN: Okay. Nothing under Old Business. New Business. Okay. I was going to start this last month but I got

detained for a short time. So everybody knows by now, Josh has sent some things out last month, and he sent some stuff out today concerning some items that he would like to talk about at the meetings. I did write to him, and I think I wrote everybody that some of these things take too long. I'm going to make my opinion, but I want to hear from everybody else.

Some of the --

MR. JOSH TAYLOR: So, Paul, why don't you let everybody else go and then you can...

CHAIRMAN PAUL KAPLAN: Okay. You know something, better off, because my problem is I've been in libraries for forty years and some of these things I've gone through. I want to hear from everybody else. Phyllis?

MRS. PHYLLIS D. BAILEY: My concern was the operation of having each member talk about their libraries. And I understand what you're saying. I think that if you had one person to report per meeting and give that person say two or three minutes, it would not push the time frame of the minutes -- of the meeting rather -- further along. And it would give each one of us the opportunity to visit these libraries and have some tangible results to report to the Board each month. That way each one of us will hear what the other libraries are doing and we would in turn be able to share with our colleagues what's going on in the libraries in our own district. Now, that's just my feeling.

MR. JOSH TAYLOR: Okay. Can I go next to last so that...

CHAIRMAN PAUL KAPLAN: Yes. Yes.

DR. GABRIEL MORLEY: You're thinking Branch Managers, not admin staff, right, 'cause you were thinking Admin?

CHAIRMAN PAUL KAPLAN: He's thinking Admin.

MR. JOSH TAYLOR: I'm thinking Admin staff, but that's okay. I think Branch Managers would be great. I mean, I think --

MRS. PHYLLIS D. BAILEY: No. I'm thinking of terms of one member of this Board. Say, for instance, I am working specifically with Area Six. I would visit a library in Area Six --

DR. GABRIEL MORLEY: Oh, okay.

MRS. PHYLLIS D. BAILEY: -- and I would share with the Board, one person, maybe I -- I wouldn't do it every month. But the Chairman would assign one member that you're going to be reporting next month.

MR. JOSH TAYLOR: Oh, okay. That's different. That's different.

MRS. PHYLLIS D. BAILEY: Oh, okay. I'm sorry. But you would be reporting next month and you will tell us something about one of the libraries in your district. And as the year goes by, each

person will have a chance to do that. And then you would visit different libraries in your district so that all of us would be aware of what's going on in the particular libraries from our vantage point.

MR. JOSH TAYLOR: I'm with you. Okay.

CHAIRMAN PAUL KAPLAN: Okay. Priscilla?

MRS. PRISCILLA BORDERS: You want to know agenda items we wanted to talk about because you're talking about specific libraries and you're talking about administrative issues that you wanted covered, so you just to want us -- what we --

CHAIRMAN PAUL KAPLAN: I want to know what your feeling is. I mean, there was a list. The list had a lot of extensive things in it. I just want to hear your opinion. What do you think? I mean, is this something you think we should cover?

MRS. PRISCILLA BORDERS: Well, I think when you had those questions and he responded to you, that's fine with me. I don't think a lot of those issues need to be covered here, because he responded to us with the email and I was happy with that. I just don't want us to sit here with a lot of details that are not really substantive in terms of moving forward. I was just happy with the email response. And I'm fine to give updates on particular libraries that are reflective of our different areas. I'm fine with that. But be mindful that the ability to probably visit all these libraries in a span of time may be difficult, especially for me right now, full-time work and my child in the evening.

But I just don't want us to have such a long agenda that we're not covering what we need to be covering because there's too much in a little span of time. So I'm comfortable with asking questions to Dr. Morley and getting responses back to emails. If there's something in the emails that we need to flesh out a little bit more, then let's bring it to the table.

CHAIRMAN PAUL KAPLAN: Okay. Chip?

MR. D. CHIP JOYNER: I like these ideas. There is a concern with time, but perhaps let's say maybe once a quarter maybe we can start earlier in the day and maybe be willing to stay longer, have a working lunch and have different persons from different areas of our System come in and present. I always like hearing new ideas, different perspectives, people on the front line. I think that would be valuable.

CHAIRMAN PAUL KAPLAN: Joe?

MR. JOE PIONTEK: I like that idea. We could definitely start these meetings earlier and then have more content in them. But we spend a lot of time talking about the construction, which is our primary focus right now. I get that. But -- well, one

example, Josh went into the work that Brazos is doing on the new website, and I was fascinated with that. I would really like to hear more about those areas, some other areas, but we do spend a lot of time on construction. And I know we have to, but maybe start a little bit earlier, put a little bit more time into the meeting, and then we can bring other things onto the agenda. So I was really in favor of having a couple of other things to talk about.

MR. JOSH TAYLOR: The purpose of -- I guess part of the reason I put this thing is that I'm learning. I have not been a library person, so I'm learning as we go through this process. And I'm very curious about how the library works.

And my feeling is that if we have either Gabe or one of his colleagues spend fifteen minutes covering their specific area, then we'll all benefit from that and then hopefully the library will benefit from that, because then we can be more able advocates to our communities, whether it be to the Friends Groups or to our Board of Commissioners. So I threw out some ideas.

And probably the most important one to me is to carve out fifteen minutes for us to get to know some of the other staff, whether they be Branch Managers or Administrative Staff. I think in a year or a year and a half if we could cover all of the key areas, I think we'd all say, oh, this organization is an organization that works.

So that's my pitch. And I appreciate the quick responses you gave this morning. That was good.

CHAIRMAN PAUL KAPLAN: Unfortunately, I didn't receive it. I just looked at my phone and so I didn't see your response on there, but...

DR. GABRIEL MORLEY: I skipped the meeting.

CHAIRMAN PAUL KAPLAN: Huh?

MR. JOSH TAYLOR: Here it is, if you want to look at it.

CHAIRMAN PAUL KAPLAN: Oh, that's all right. So my feeling is when I first read it, I said, that -- that -- there's a lot of things on there, but it's -- to me, a lot of that stuff was busy work. There's some things I really don't need to know about. The training of staff, things like that, I don't -- you know, the training of staff and everything, it belongs to Dr. Morley or Gayle and when you do the training. I don't need to know how you train them. I'm certainly -- I just don't want to micromanage you. That's not our job as the Board of Trustees. That's why, you know something, we're all one group. Everybody has different opinions. And this is what it is. If this is

what we need, that's fine. We'll just have to prioritize what we want to see so we don't have ten items in one meeting.

MR. JOSH TAYLOR: Well, I think it ought to be up to you and Dr. Morley to say, this month this is the subject matter we're going to spend fifteen minutes on. And here's who will be speaking.

CHAIRMAN PAUL KAPLAN: Or we can email it and say, okay, what do we want to talk about at the meeting? We can work like that. That's fine. I don't have a problem with that at all. I mean, some things I don't agree with it on there, but that's all right. I just -- Josh is one voice. We're all part of this. And I want everybody to participate. That's always the way I've been. I've been pretty straightforward with that. That's fine. We will set it up. I'll talk to Dr. Morley. We'll come up with some kind of plan. We'll use what you had for stuff, and we'll go from there. I'll also ask Dr. Morley. There may be some things he knows that maybe you'd need to know about.

My problem is, and I certainly am not a librarian, I've just been doing it for forty-something years, on the state level and my local level.

My problem is I've gone through a lot of these things. We started things off, and I've been involved in all of this and been to retreats.

I will tell you about a retreat. We had a Library Board Retreat once a year as Board members. We got out of this area.

Actually, we rented a meeting room -- well, we had money. We rented a meeting room. We have that here. And we sat there and talked. It was fabulous. We had a moderator. And it wasn't our library staff. We had a separate person come in. It's amazing what you learn. It's things that you never thought about.

So it's good. We had that kind of a working where we're great. The Foundation probably needs something like this right now.

All right. I just wanted to know everybody's opinion. That's fine. We'll work out something. I'll talk to Dr. Morley and we'll go from there and see what we need to do.

MR. D. CHIP JOYNER: And as I read it, I was thinking in terms of something that could help me become a better advocate on behalf of the Library System.

CHAIRMAN PAUL KAPLAN: Right.

MR. D. CHIP JOYNER: So to help me acquire more tools, like go out and communicate with the Commissioner, or people in the community.

CHAIRMAN PAUL KAPLAN: I just want to assure Gayle and Dr. Morley we're not micromanaging. It's just for our own benefit.

And like Josh just said, Chip just said, we'd become advocates to the library.

You know, we're the ones that can go to our Commissioners. Staff can't go to Commissioners. We can go directly to them, which is what we do. We're all volunteers.

I do want to know one thing, and I'm going to throw this out here. Do we have an Officer's Liability Policy on this Board?

DR. GABRIEL MORLEY: Through the County.

CHAIRMAN PAUL KAPLAN: I'd like to see a copy that we're under it, Officer's Liability Policy. To me, that's very important. If you can come up with something with the County and can send it or the County can send it so that we all know we're on it. We renewed ours once a year. And everybody's name was on it, who was the President, Vice Chairman. It had all the names on there. We did it every year because it rotates officers and it changes as far as the policy is concerned. I think it's very important for us. That gives us protection. I mean, we don't make a lot of the major decisions, but we're still a decision-making group.

If we're treated as vendors, then -- we're not employees; we're vendors. All right. If there's nothing further, I'll need to have a motion that we go into Executive Session.

ADJOURNMENT TO EXECUTIVE SESSION

MOTION

MRS. PHYLLIS D. BAILEY: So moved.

CHAIRMAN PAUL KAPLAN: Is there a second?

MR. JOSH TAYLOR: Second.

CHAIRMAN PAUL KAPLAN: Okay. All's in favor say aye.

(Whereupon, all said aye.)

ADJOURNMENT

MOTION

CHAIRMAN PAUL KAPLAN: Is there a motion to adjourn the Regular Meeting?

MR. JOSH TAYLOR: So moved.

MR. JOE PIONTEK: Second.

CHAIRMAN PAUL KAPLAN: All those in favor say aye.

(Whereupon, all said aye.)

*(Whereupon, the Board of Trustees Meeting
concluded at 5:06 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

April 2018

Summary of March 2018 Activities

Personnel

- We are preparing to interview for several vacant positions. Librarian I interviews will be this week or next week. Shortly thereafter, we will interview for several full and part time library associate positions, then assistant level positions.
- We are finalizing the staff reassignments due to renovations. We hope to make those announcements before the end of the month, which gives some staff 4-6 weeks to prepare for re-location.

Bond Update

- We presented the Central Library redesign plans at a public meeting earlier this month. The majority of the comments from the public related to the proposed windows on the front of the building. The request for qualifications (RFQ) process has ended. We had three submissions from builders interested in bidding on the Central Library renovation project. We are reviewing the submissions this week. Once we identify qualified bidders, an RFP will be issued and only the three pre-qualified bidders will be allowed to submit proposals.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Exterior work has begun at some locations and will continue through August 2018 when libraries begin to close for interior renovations.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – The first round of public meetings have concluded.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – Bids for this project have been received. We are holding oral interviews this week with the two bidders before we make a decision about how to proceed.
- Group 4 (East Point and Fairburn) – All public meetings have concluded. These projects are in the final stages and construction is slated to begin in the summer.
- The Hapeville project needs approval from the BOC to move forward because we are changing the scope. The BOT and county are prepared to build a new Hapeville Library rather than renovating the existing structure.

Maintenance Update

- None

VOLUNTEER SERVICES

- The Office of Volunteer Services recently reported that during the last 20 years AFPLS volunteers have contributed more than 1 million hours of service.

EAST ROSWELL

- In honor of Black History Month, we were joined by Babatunde, the Storyteller. Seventy-four visitors, 42 adults and 32 children, listened to traditional African fables and played tribal drums. Some of the adult visitors included seniors from a local senior home. Many parents and caregivers praised the program and asked when were we having the storyteller back at East Roswell.
- On February 11, members of the Israelite Nation History and Culture presented Little Known Black History Facts. The group presented a hands-on workshop to families using a multi-media presentation.
- To celebrate Dr. Seuss's birthday, the youth librarian presented two Dr. Seuss story times during our morning Preschool Storytime classes. Later in the day, we had a balloon artist make a variety of balloon animals for our numerous patrons. Our adults with learning disabilities from Great Prospects Academy were also able to participate in this program. Afterwards, Splash on Literacy Art Studio, lead a Cat in the Hat canvas painting project after reading, *Cooking With the Cat*.

EAST ATLANTA

- East Atlanta area continues to see residential growth as a new condo community is being built within walking distance of the library will increase patron usage to this branch.
- The Friends of East Atlanta hosted a cleanup the shelf day on Feb.11th to help identify misplaced books and shelve them correctly.
- After having a large turnout for two slime making workshops Meredith has started a monthly STEAM club. Each month will feature different STEAM related principles. This month we used math and engineering to build and measure towers using candy conversation hearts.
- After getting a recommendation from a patron, Meredith contacted Lingual Kids to host a bilingual storytime. We had many participants at our first Spanish storytime and hope to have even more at next month's.
- The African American History Month Scavenger Hunt helped increase patron knowledge of EAB's collection and our special African American History Month Storytime had the most participants of any youth program so far this year. In order to increase patron use of digital resources, Meredith created resource specific flyers with instructions on how to find them on the library website and posted them in related areas of the library.

BUCKHEAD

- This month we held 32 programs between Adult and youth services. These totals include our popular weekly preschool story times which are held twice a week on Tuesdays and Thursdays. There were promotions for Black History Month, Valentine's Day and the release of the Marvel film Black Panther by choosing stories, crafts and displays with that theme also for Read Across America Day celebration and the Summer Reading Program.
- We have also partnered with the Georgia Finance Commission to schedule future college funding/scholarship workshops for high school students in the Buckhead community. We have also partnered with the Welcoming Atlanta Office of Immigrant Affairs.
- The adult programs consist of a few new programs to add to the legacy programs. Bitcoin and Crypto-currency which is a new trend of all ages, Detox your Life self- motivating, Screen writing and Storytelling, and a Jazz Concert for all to enjoy.

NORTHEAST SPRUILL OAKS

- Some of the many programming highlights of the month included the AARP Tax Aides helping more than 60 patrons file their income taxes, the Healthy Transitions Support Group for Women doubling in attendance and the Moms Club of Alpharetta making NESO their home base. Homeowners associations were quick to get in and out and handle their business a couple of times in February. A Social Security Workshop on when and how to take social security benefits and an AARP Safe Drivers Course were both at capacity. The last two programs are held annually and these turnouts were the best in memory.
- On February 21, CBS 46 on-air reporter Adam Harding visited NESO to film an interview with local teen Preston Browne. Preston is a NESO regular who is homeschooled through the Atlanta Cyber Academy and is a swimmer with Olympic aspirations. The interview focused on how the flexibility of online school assists him with maintaining a training schedule. Preston's mom told staff afterwards how much her family values the library and how much it helps with Preston's schooling. This was a feature story that ran many times over the weekend of February 23-25.
- In response to increased attendance at the library's weekly Tuesday morning storytimes, Youth Services Librarian Laura Hoefener began offering "Crafternoon Storytime" every other Thursday afternoon.
- The partnership with CAREing Paws continues to offer kids the opportunity to read to therapy dog Pearl in 15 minute sessions. The Great Pyrenees is a true gentle giant. With her calm and patient demeanor, she helps to coax the words out of the most reluctant readers.
- In honor of Black History Month, the Johns Creek Arts Center presented a storytime and art program for kids in elementary school. Kids read Angela Johnson's *A Sweet Smell of Roses* about the Civil Rights Movement and decorated wooden "peace" doves to bring home.
- Independent consultant and volunteer Diane Cohen presented a College Admissions

Workshop for high school students and their parents to help them navigate the often daunting process of applying for college. The two-hour workshop was one of the library's most well-attended teen programs, with 30 teens and adults in attendance

- Recently, a regular patron and her two young boys visited the Children's Department. The mother came in wanting to pay for a damaged library book about music. Her son had handled the book with great enthusiasm and she explained that music is one of his great loves. This little boy who always has a calm, sweet, but not very expressive demeanor is a special-needs child. His mother explained to our Youth Services Librarian Laura Hoefener that he cannot speak, but she demonstrated to Laura with sign language that he loves music. While helping this mom with her concern about the damaged book, Laura spoke with her and her boy, and, when Laura repeated the sign for "Love music" to the child, his face lit up with a huge smile. This is just one example of the delight that the library can sometimes bring to someone's day.

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

AS OF MARCH 31, 2018

Doc. #18-19

SERVICE	2018 BUDGET	2018 MARCH	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,243,881	1,554,111	3,664,786	-	3,664,786	26%	10,579,095
PART TIME SALARY	738,196	54,824	125,875	-	125,875	17%	612,321
BENEFITS	7,222,655	680,394	1,754,811	-	1,754,811	24%	5,467,844
BOOKS	2,124,531	11,833	18,959	883,079	902,039	42%	1,222,492
OFFICE EQUIP. REPAIR	19,216	-	-	-	-	0%	19,216
EQUIPMENT	9,110	-	-	-	-	0%	9,110
OFFICE FURNITURE	2,082	-	-	-	-	0%	2,082
PROFESSIONAL SERV	100,337	6,246	7,019	6,667	13,687	14%	86,650
COPIER MACHINE LEASE	281,535	29,191	79,369	-	79,369	28%	202,166
COPIER PAPER	16,000	2,519	2,519	4,653	7,172	45%	8,828
SUPPLIES	233,591	6,685	9,272	8,032	17,305	7%	216,286
SOFTWARE MAINTENANCE	444,193	-	-	-	-	0%	444,193
BUILDING RENT	203,641	31,594	42,061	161,188	203,249	100%	392
LYRASIS CHARGES	200	-	-	-	-	0%	200
OTHER SERVICES	195,811	2,431	9,884	1,101	10,985	6%	184,826
SECURITY SERVICES	343,614	228	52,323	291,291	343,614	100%	-
TRAVEL	31,180	1,122	2,416	-	2,416	8%	28,764
VEHICLE MAINTENANCE	12,850	-	6,408	-	6,408	50%	6,442
GENERAL INSURANCE	759,530	63,294	189,882	-	189,882	25%	569,648
RESERVED - CIP LOCATIONS	17,450	-	-	-	-	0%	17,450
CONTINGENCY	25,000	-	-	-	-	0%	25,000
TOTAL	27,024,603	2,444,473	5,965,584	1,356,012	7,321,597	27%	19,703,006

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

AS OF MARCH 31, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 MARCH	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	11,979,505	1,316,633	3,112,528	-	3,112,528	26%	8,866,977
	PART TIME SALARY	738,196	54,824	125,875	-	125,875	17%	612,321
	BENEFITS	6,115,713	576,825	1,490,597	-	1,490,597	24%	4,625,116
	BOOKS	2,124,531	11,833	18,959	883,079	902,039	42%	1,222,492
	OFFICE EQUIP. REPAIR	18,456	-	-	-	-	0%	18,456
	EQUIPMENT	4,000	-	-	-	-	0%	4,000
	OFFICE FURNITURE	1,785	-	-	-	-	0%	1,785
	PROFESSIONAL SERV	79,595	2,900	2,900	300	3,200	4%	76,395
	COPIER MACHINE LEASE	256,235	27,296	73,466	-	73,466	29%	182,769
	SUPPLIES	178,896	-	-	1,719	1,719	1%	177,177
	BUILDING RENT	203,641	31,594	42,061	161,188	203,249	100%	392
	OTHER SERVICES	60,398	1,139	2,368	788	3,157	5%	57,241
	SECURITY SERVICES	343,614	228	52,323	291,291	343,614	100%	-
	GENERAL INSURANCE	575,035	47,920	143,759	-	143,759	25%	431,276
	RESERVED - CIP LOCATIONS	17,450	-	-	-	-	0%	17,450
Total		22,697,050	2,071,191	5,064,836	1,338,366	6,403,202	28%	16,293,848

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

AS OF MARCH 31, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 MARCH	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	237,478	552,258	-	552,258	24%	1,712,118
	BENEFITS	1,106,942	103,569	264,214	-	264,214	24%	842,728
	OFFICE EQUIP. REPAIR	760	-	-	-	-	0%	760
	EQUIPMENT	5,110	-	-	-	-	0%	5,110
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	20,742	3,346	4,119	6,367	10,487	51%	10,255
	COPIER MACHINE LEASE	25,300	1,896	5,903	-	5,903	23%	19,397
	COPIER PAPER	16,000	2,519	2,519	4,653	7,172	45%	8,828
	SUPPLIES	54,695	6,685	9,272	6,313	15,586	28%	39,109
	SOFTWARE MAINTENANCE	444,193	-	-	-	-	0%	444,193
	LYRASIS CHARGES	200	-	-	-	-	0%	200
	OTHER SERVICES	135,413	1,293	7,515	313	7,828	6%	127,585
	TRAVEL	31,180	1,122	2,416	-	2,416	8%	28,764
	VEHICLE MAINTENANCE	12,850	-	6,408	-	6,408	50%	6,442
	GENERAL INSURANCE	184,495	15,375	46,124	-	46,124	25%	138,371
	CONTINGENCY	25,000	-	-	-	-	0%	25,000
Total		4,327,553	373,282	900,748	17,647	918,395	21%	3,409,158

Atlanta-Fulton Public Library System March 2018

Activity and Description	2018		2017		YTD
	March	YTD	March	YTD	
Circulation					
Total number of items checked out of the library	280,778	771,464	256,916	735,220	5%
Holds					
Number of requests by patrons	47,901	146,294	53,099	156,856	-7%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	518	1,486	388	1,111	34%
Visits					
Number of people entering a library for any reason	362,397	958,221	292,701	889,052	8%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	86,456	239,842	91,408	258,304	-7%
Number of hours of computer use	54,333	138,974	46,348	138,455	0%
Wireless Sessions					
Number of times the library's wireless network is accessed		52,639		84,681	-38%
Webhits					
Number of times people have visited the library's website	709,338	2,055,828	722,806	2,150,050	-4.4%
Online Resources					
Number of times a resource is logged into or a searched performed	226,622	635,573	163,394	418,193	52%
Computer Classes					
Number of classes	15	52	28	78	-33%
Number of attendees	133	424	184	487	-13%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	40,757	121,424	30,683	82,709	47%
Children's programs					
Library sponsored programs offered for children (birth - 12)	420	1,089	407	936	16%
Number of people attending programs	13,482	30,660	12,871	26,272	17%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	96	211	63	141	50%
Number of people attending programs	1,505	3,109	903	2,247	38%
Adult Programs					
Library sponsored programs offered for adults (18 +)	578	1,437	512	1,247	15%
Number of people attending programs	8,328	20,889	7,381	17,199	21%
Programs - Total					
Library sponsored programs offered - total of all programs	1,094	2,737	982	2,324	18%
Number of people attending programs	23,315	54,658	21,155	45,718	20%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	539	1,472	782	1,937	-24%
Number of people attending meetings or activities	7,713	22,441	8,282	22,946	-2%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION COMPARISON REPORT
MARCH 2018

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	MARCH 2018 DATA	MARCH 2017 DATA	INCREASE/DECREASE	PERCENT CHANGE	YTD 2018 CIRC	YTD 2017 CIRC	INCREASE/DECREASE	PERCENT CHANGE
ADAMS PARK	866	525	58	6	1,455	1,793	(338)	-19%	3,998	4,748	(750)	-16%
ADAMSVILLE/COLLIER HEIGHTS	941	781	50	4	1,776	2,031	(255)	-13%	4,668	5,489	(821)	-15%
ALPHARETTA	9,474	15,044	760	134	25,412	27,402	(1,990)	-7%	71,630	79,312	(7,682)	-10%
BUCKHEAD	7,017	5,353	252	44	12,666	10,887	1,779	16%	34,925	31,079	3,846	12%
CLEVELAND AVENUE	981	716	69	3	1,769	2,070	(301)	-15%	4,792	5,323	(531)	-10%
COLLEGE PARK	1,070	538	94	3	1,705	1,808	(103)	-6%	5,065	5,466	(401)	-7%
DOGWOOD	1,041	881	118	11	2,051	2,070	(19)	-1%	5,427	6,674	(1,247)	-19%
EAST ATLANTA	2,235	2,997	155	11	5,398	5,746	(348)	-6%	15,736	16,689	(953)	-6%
EAST POINT	2,306	1,142	101	9	3,558	4,170	(612)	-15%	10,702	11,962	(1,260)	-11%
EAST ROSWELL	7,570	7,024	277	22	14,893	15,237	(344)	-2%	41,072	41,825	(753)	-2%
FAIRBURN	1,269	701	54	8	2,032	2,177	(145)	-7%	5,718	6,413	(695)	-11%
HAPEVILLE	594	540	98	2	1,234	1,266	(32)	-3%	3,324	4,604	(1,280)	-28%
KIRKWOOD	1,644	1,961	115	13	3,733	3,336	397	12%	9,201	9,384	(183)	-2%
MARTIN LUTHER KING, JR	543	213	22	2	780	1,060	(280)	-26%	2,459	3,245	(786)	-24%
MECHANICSVILLE	1,028	691	191	9	1,919	1,696	223	13%	6,695	4,859	1,836	38%
METROPOLITAN	3,280	2,891	215	2	6,388	6,399	(11)	0%	18,970	19,388	(418)	-2%
MILTON	5,339	11,984	469	34	17,826	16,991	835	5%	50,164	47,483	2,681	6%
NORTHEAST/SPRUILL OAKS	9,143	16,405	561	90	26,199	16,872	9,327	55%	67,563	48,232	19,331	40%
NORTHSIDE	5,454	5,891	280	80	11,705	13,470	(1,765)	-13%	31,174	36,841	(5,667)	-15%
NORTHWEST	1,728	3,012	145	5	4,890	5,479	(589)	-11%	14,237	15,594	(1,357)	-9%
OCEE	11,024	17,393	1,134	538	30,089	25,854	4,235	16%	77,656	73,593	4,063	6%
PALMETTO	688	971	38	1	1,698	2,315	(617)	-27%	4,985	7,253	(2,268)	-31%
PEACHTREE	4,086	3,546	439	115	8,186	5,925	2,261	38%	22,501	16,786	5,715	34%
PONCE DE LEON	6,816	5,104	314	32	12,266	12,174	92	1%	33,916	34,207	(291)	-1%
ROSWELL	11,037	9,575	533	67	21,212	20,129	1,083	5%	64,267	57,645	6,622	11%
SANDY SPRINGS	10,373	10,215	1,006	309	21,903	16,635	5,268	32%	60,010	48,349	11,661	24%
SOUTHEAST	1,022	2,002	102	0	3,126	3,320	(194)	-6%	8,251	10,387	(2,136)	-21%
SOUTH FULTON	4,218	3,499	205	14	7,936	6,608	1,328	20%	20,312	20,514	(202)	-1%
SOUTHWEST	2,114	1,063	131	4	3,312	4,123	(811)	-20%	9,443	12,245	(2,802)	-23%
WASHINGTON PARK	708	795	58	3	1,564	1,924	(360)	-19%	4,735	4,999	(264)	-5%
WEST END	892	603	107	6	1,608	1,489	119	8%	4,045	4,404	(359)	-8%
WOLFCREEK	3,067	5,050	229	35	8,381	8,827	(446)	-5%	25,150	24,848	302	1%
BRANCHES TOTAL	119,568	139,106	8,380	1,616	268,670	251,283	17,387	7%	742,791	719,840	22,951	3%
CENTRAL	4,627	1,107	158	50	5,942	5,619	323	6%	19,570	15,364	4,206	27%
OUTREACH SERVICES	233	135	36	2	406	14	392	2800%	1,360	-	1,360	1360%
AUBURN AVENUE	5,601	140	11	8	5,760	0	5,760	5760%	7,743	16	7,727	48294%
SYSTEM TOTAL	130,029	140,488	8,585	1,676	280,778	256,916	23,862	9%	771,464	735,220	36,244	5%

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

AGENCY NAME	MARCH CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,455	81	2,822	2,943	18	369	5	64	2
ADAMSVILLE/COLLIER HEIGHTS	1,776	137	2,159	3,936	13	429	6	66	0
ALPHARETTA	25,412	439	3,628	14,556	63	834	5	111	0
BUCKHEAD	12,666	444	2,323	16,816	37	1,528	43	435	0
CLEVELAND AVE	1,769	99	1,954	4,183	21	447	20	274	3
COLLEGE PARK	1,705	127	3,795	3,492	29	381	3	39	0
DOGWOOD	2,051	72	1,022	5,356	15	251	5	77	6
EAST ATLANTA	5,398	200	1,724	5,412	11	268	21	152	9
EAST POINT	3,558	238	4,677	23,672	23	801	30	212	2
EAST ROSWELL	14,893	222	2,045	3,506	48	802	15	195	16
FAIRBURN	2,032	193	642	2,975	11	259	22	144	8
HAPEVILLE	1,234	43	1,174	3,636	12	187	9	67	0
KIRKWOOD	3,733	108	869	1,208	22	512	10	76	2
MARTIN LUTHER KING, JR	780	37	1,134	17,229	12	139	0	0	0
MECHANICSVILLE	1,919	74	1,165	4,660	19	287	10	100	5
METROPOLITAN	6,388	206	5,178	10,939	43	625	64	1,034	0
MILTON	17,826	294	1,019	8,832	60	1,177	9	156	12
NORTHEAST/SPRUILL OAKS	26,199	194	39	28,762	41	832	26	178	3
NORTHSIDE	11,705	215	831	8,886	9	259	9	91	12
NORTHWEST	4,890	183	2,533	6,514	15	265	16	328	17
OCEE	30,089	435	1,221	38,800	66	1,134	3	26	4
PALMETTO	1,698	74	1,642	4,001	13	339	5	259	0
PEACHTREE	8,186	261	1,710	7,367	36	661	6	67	1
PONCE DE LEON	12,266	183	3,621	20,242	52	564	7	75	11
ROSWELL	21,212	450	2,161	17,625	50	897	8	211	6
SANDY SPRINGS	21,903	499	2,606	19,623	77	1,481	10	150	11
SOUTHEAST	3,126	84	2,094	9,469	22	654	20	293	0
SOUTH FULTON	7,936	302	2,456	8,184	14	692	19	338	0
SOUTH WEST	3,312	253	2,217	14,500	18	352	61	674	0
WASHINGTON PARK	1,564	79	2,389	9,324	15	603	11	158	31
WEST END	1,608	87	920	3,553	21	280	2	16	21
WOLFCREEK	8,381	245	2,520	11,727	46	713	36	1,262	13
BRANCHES TOTAL	268,670	6,558	66,290	341,928	952	19,022	516	7,328	195
CENTRAL	5,942	475	19,687	18,448	83	880	20	359	5
OUTREACH SERVICES	406	39	0	0	43	2,780	0	0	0
AUBURN AVENUE RESEARCH	5,760	0	479	2,021	16	633	3	26	0
SYSTEM TOTAL	280,778	7,072	86,456	362,397	1,094	23,315	539	7,713	200

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
2018 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	3,717	267	4,448	5,263	37	688	12	126	3
ADAMSVILLE/COLLIER HEIGHTS	4,949	428	5,888	14,464	23	543	17	251	2
ALPHARETTA	71,630	1,251	8,186	39,781	159	2,419	21	550	1
BUCKHEAD	34,925	1,169	6,061	46,211	91	3,326	136	1,558	1
CLEVELAND AVE	4,792	265	5,325	10,615	43	675	45	550	3
COLLEGE PARK	5,065	366	8,388	9,751	73	889	12	107	0
DOGWOOD	5,427	181	3,122	17,109	38	618	17	175	20
EAST ATLANTA	15,736	535	4,730	14,753	29	739	64	570	21
EAST POINT	10,702	606	12,479	32,913	62	1,330	71	597	4
EAST ROSWELL	41,072	707	5,717	11,921	120	2,142	57	764	48
FAIRBURN	5,718	628	2,085	7,936	35	874	60	520	21
HAPEVILLE	3,324	124	3,210	9,754	33	432	15	170	0
KIRKWOOD	9,201	337	2,423	4,620	52	1,173	26	224	8
MARTIN LUTHER KING, JR	2,459	116	2,730	61,051	17	282	0	0	0
MECHANICSVILLE	6,695	195	3,471	12,710	53	832	24	242	8
METROPOLITAN	18,970	602	14,931	30,047	119	1,726	149	2,222	2
MILTON	50,164	865	2,690	18,924	145	2,742	33	786	26
NORTHEAST/SPRUILL OAKS	67,563	645	1,996	69,797	111	2,223	65	481	7
NORTHSIDE	31,174	644	2,150	22,550	25	843	28	318	17
NORTHWEST	14,237	499	6,812	20,039	44	619	52	1,517	40
OCEE	77,656	1,158	3,579	75,640	138	2,386	12	243	7
PALMETTO	4,985	197	4,838	11,931	25	775	14	345	0
PEACHTREE	22,501	655	4,796	19,026	104	1,888	20	258	11
PONCE DE LEON	33,916	937	9,485	58,744	115	1,303	21	250	23
ROSWELL	64,267	1,418	6,009	47,275	139	2,376	22	404	27
SANDY SPRINGS	60,010	1,489	6,875	52,691	215	3,163	42	830	42
SOUTHEAST	8,251	309	6,387	26,420	51	1,602	58	766	0
SOUTH FULTON	20,312	1,170	9,936	25,888	47	1,102	58	1,133	0
SOUTH WEST	9,443	744	8,842	44,000	41	650	145	1,817	0
WASHINGTON PARK	4,735	226	6,230	28,168	34	846	14	193	92
WEST END	4,045	265	4,237	8,579	45	648	9	88	58
WOLFCREEK	25,150	637	7,127	31,797	107	2,648	94	3,258	31
BRANCHES TOTAL	742,791	19,635	185,183	890,368	2,370	44,502	1,413	21,313	523
CENTRAL	19,570	1,580	53,324	61,492	208	2,148	52	1,060	29
OUTREACH SERVICES	1,360	44	-	0	109	5,530	0	0	0
AUBURN AVENUE RESEARCH	7,743	3	1,335	6,361	50	2,478	7	68	0
SYSTEM TOTAL	771,464	21,262	239,842	958,221	2,737	54,658	1,472	22,441	552

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
January, February, March 2018

	Jan	Feb	Mar	1 st Quarter Total	2017 Year to date (Jan-Mar)	2018 Year to date (Jan-Mar)
• Total Customer Comments Received:	151	125	143	419	374	419
• Types of Comments:						
▪ Compliment	16	15	19	66	49	66
▪ Suggestion	14	14	23	51	24	51
▪ Complaint	9	5	06	20	26	20
▪ Inquiry	112	91	94	297	275	297
• Format of Comments:						
▪ Emails	138	111	125	374	334	374
▪ Postcards	13	14	18	45	36	45
▪ Direct Contact					4	

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

January, February, March 2018

- **419 comments were received during the quarter.** The majority of comments were directly related to processes and procedures such as holds, circulation, collection development, bookmobile service, fines, classes, events with fewer than five concerns over buildings. The second highest numbers of comments were for services provided by staff with overall ratings of excellent.
- A sampling of complimentary quotes received include:
 1. Metropolitan – “The helpful and friendly staff made my visit pleasant “.
 2. Sandy Springs – “Staff member was amazing and helpful”..
 3. Cleveland - ‘These are some of the most professional and pleasant people I have ever met’. Exceptional!
 4. East Point – “Staff member was very kind and helpful. I was able to get what I wanted and very appreciative”.
 5. Washington Park - “Great Customer Service”.
- **20 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. Library should have a scanner
 2. Changing Table
 3. Computers usage