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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

JANUARY 24, 2018

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FULTON COUNTY LIBRARY SYSTEM
 BOARD OF TRUSTEES REGULAR MEETING
 JANUARY 24, 2018



atlanta-fulton public library system

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**Fulton County Library System
Board of Trustees Meeting
Central Library, 6th Floor
January 24, 2018 – 4:00 p.m.**

AGENDA

- | | |
|---|-------------|
| I. Adoption of Agenda | Doc. #18-01 |
| II. Approval of Verbatim Minutes from Regular Meeting of November 15, 2017* | Doc. #17-67 |
| III. Chairman's Report | |
| IV. Director's Reports – November | Doc. #17-71 |
| Director's Reports – December | Doc. #18-02 |
| Library Bond Program – Update | |
| A. Monthly Financial Report - November | Doc. #17-69 |
| Monthly Financial Report – December | Doc. #18-03 |
| B. Monthly Usage Summary - November | Doc. #17-70 |
| Monthly Usage Summary – December | Doc. #18-04 |
| C. Customer Service Report - Quarterly | Doc. #18-05 |
| D. Library Closure Report - Quarterly | |
| V. Foundation Report – Update | |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

*Action is anticipated on this item.

Doc. #17-67



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
BOARD OF TRUSTEES MEETING
NOVEMBER 15, 2017 – 4:00 P.M.
CENTRAL LIBRARY – 6th FLOOR BOARD ROOM

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Board of Trustees Meeting, 15 November 2017



Members Present

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

Absent:

Burke, Jamilica

Also In Attendance

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

Visitors Present

O’Connor, Michael – Policy Advisor 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'm going to call to order the Board of Trustees meeting, Central Library, November 15 at 4:00.

17-63 ADOPTION OF THE AGENDA

CHAIRMAN PAUL KAPLAN: The first thing on the agenda is the Adoption of the Agenda. Anybody want to put any additions, corrections, anything on there at all? If not, is there a motion to accept the agenda as written?

MOTION

MR. JOE PIONTEK: I make a motion.

MR. JOSH TAYLOR: Second.

CHAIRMAN PAUL KAPLAN: All those -- any other questions? If not, all those in favor say aye.

(Whereupon, all said aye.)

17-62 APPROVAL OF THE VERBATIM MINUTES OF THE REGULAR MEETING OF OCTOBER 25, 2017

CHAIRMAN PAUL KAPLAN: Okay. Approval of the Verbatim Minutes. If everybody's read it over, if there's any additions or corrections on it? If not, do I hear a motion to accept the Verbatim Minutes of the Regular Meeting of October 25.

MOTION

MRS. PHYLLIS D. BAILEY: Mr. Chairman, I move that the Minutes from the Regular Meeting of the Verbatim Minutes be accepted as presented.

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

MR. D. CHIP JOYNER: Second.

CHAIRMAN PAUL KAPLAN: Any other discussion? All those in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN'S REPORT

CHAIRMAN PAUL KAPLAN: Chairman's Report. Well, I'll just briefly tell you a little bit and -- well, Gabe can. And every month I do the same thing again, and I'm looking at Gayle here too. Money's tight, guys. The more we get into the construction the tighter it gets. As far as Phase Group One is concerned, we're not there yet. We're not even at a point to have a Public Meeting. We do not know what's going on. I expected this thing to start at least in January or February. But at the rate we're going now, with the holidays are coming up, weeks are getting short, I'm worried that we're not even going to make it the first quarter. And it's a shame, as far as I'm concerned.

I mean, we should have started something, and we haven't started anything at all. And I know that Gayle and Gabe have been

calling them and trying to get the questions, but we just can't seem to get to the next Public Meeting. We're just not there yet. I'm looking at Gayle. I'm looking at -- what is with it; what is tied up? They're still designing or what are they --

MRS. GAYLE H. HOLLOMAN: No. They're still in Schematic Design. And it's just a matter of finalizing that. They just -- we have got to -- I think they're just a little -- I don't know if the word is overwhelmed or not.

It's my personal opinion that they're caught between the idea of something fantastic with the money we have and then the allegiance the architects have to Breuer. They don't really -- they didn't come across as having that kind of allegiance in the beginning, but I think there's a part of them that don't necessarily want to ruffle the feathers of those who feel even stronger than they do. So I think it's kind of a -- to me the way they talk sometimes, I think it's almost a, you know, do we move in the other direction or not? You know, do we hold true to historic relevance that some people think is very important? I think some of that has -- a little bit of it has to do with that. And then some of it is we're having to go back and forth with what do we really want.

So I think we just got to have a good meeting of the minds and I was going to suggest to Gabe that maybe we could get with them and have a two day pow-wow or something. Because he and I were talking yesterday, that we've got to move this thing forward. So I don't know how --

CHAIRMAN PAUL KAPLAN: Yes. We have to -- it's extremely frustrating to me. And been in construction all my life, I've never seen things go so slow. And it's not only frustrating for me, it's frustrating for you and for Gabe. You know, when you going to close the library? What are you going to do for staff? What's happening? The staff is probably sitting there on edge. When are they going to do it? What's going to happen? Are we going to be here next month? Are we going to be here the next day? And what's going on? And it's just -- it's beyond me, to tell you the truth.

I'm just not used to -- I'm probably not used to government controlled construction. Am I saying that correctly? I'm just used to more of the private industry where things really do get done.

MRS. GAYLE H. HOLLOMAN: Well, it is very different here. I was speaking about Central then, but even Phase Group One on Phase Two, we thought we would be a little bit further ahead, but they're still in Schematic Design, so we're waiting.

MRS. PHYLLIS D. BAILEY: When they talk about Schematic Design, what seems to be the hold up as far as being able to move along?

MRS. GAYLE H. HOLLOMAN: I think some of their interpretation of what a library should be. I think they get hung up on how it looks and what kind of awards they might get or what kind of attention they might get, and they're not necessarily considering all the functionality of it. And I don't know that they always understand the functionality of libraries. I think they have a concept, and they think they'll make this beautiful façade, this beautiful outside, this beautiful inside, and then we'll just adjust. But it can't be. It's got to be the opposite of that.

And, you know, we tried to tell them we're not so hung up on all that aesthetic stuff. We want how we're going to use it. And I think they also have some ideas about usage. Who's really going to come in? We get these people that come to meetings and they give you these grandiose ideas about, oh, I would use it if you do this. You know, if you put a Bentley downstairs, I'll come to see it. But then they never would come to see it.

And so that's the problem. They think you're going to get these people that would do all that, but they don't do it now. And so why -- what's going to really make us think they're going to do it then.

So we know what kind of clientele we need to try and renovate for. And we do need to think about the future, but we also can't get too hung up on what we think might happen, because it may never materialize.

And we know how the libraries are being used, particularly here at Central. We know how it's being used. And to have these grandiose ideas that all of the sudden you're going to have all these millennials tracking through here and they're just going to be checking out books like you wouldn't believe and attending programs like you wouldn't believe.

And those same millennials who come to the meetings have never been in a library until they show up at that meeting. So that's been the problem. And it's just --

CHAIRMAN PAUL KAPLAN: Yes. Who is the -- who is the -- some of the people you're talking about, who's the people that want it that way, think this is the way to go? Is it our people that -- our staff that works for us who's giving us this idea that we're talking about?

MRS. GAYLE H. HOLLOMAN: No. No. Mainly architects and people in the business world who sort to have a --

CHAIRMAN PAUL KAPLAN: But, you know, the architects working for us.

MRS. GAYLE H. HOLLOMAN: No, not the architects working for us, but architects from around us. The members of the Atlanta Chapter of AIA and places like that.

MR. JOSH TAYLOR: It's the people who lobby to keep this iconic building.

MRS. GAYLE H. HOLLOMAN: Exactly.

CHAIRMAN PAUL KAPLAN: You know, we're the ones who are running a library, not them. I get to that point, hey, guys, this is what it is going to be. This is what we need to run a library and --

MRS. PHYLLIS D. BAILEY: And why?

CHAIRMAN PAUL KAPLAN: And design it that way, and that's the end of it. I'll tell you something - otherwise, we're going to --- we'll be into the second quarter of next year and we haven't even started one lousy library. I mean, we're just running out of time.

I'm not -- not frustrated at you, but I mean at a point say, hey, we're running the library, not you. This is what we want; this is what we expect. We know what the circulation is. We know what the traffic pattern is. We want you to develop like that. And that's the end of it. We're the -- we're the owners, not you. I -- I --

MR. JOSH TAYLOR: Why hasn't that happened from the County and from your direction, Gabe?

MR. GABRIEL MORLEY: I think we're close. It's the value engineering that's holding us up now. They have an idea of what it costs, and we have an idea of what we want. And we're trying to merge those two. And remember, two months ago, we thought we were there. And we were going to ask you for some extra money, but we were able to find some extra money from Phase One, so we didn't have to dip in --

MR. JOSH TAYLOR: Well, that's Group One. We've been talking about Central, I think.

CHAIRMAN PAUL KAPLAN: Well, Group One is what I'm -- that's what I'm after right now is Group One.

DR. GABRIEL MORLEY: Yes. I mean, for this one --

MR. JOSH TAYLOR: Gayle was talking about Central.

CHAIRMAN PAUL KAPLAN: Yes.

DR. GABRIEL MORLEY: I mean, we've made good progress on this one -- and Gayle and I talked about that yesterday -- from where we started three months ago with zero to where we are today. The reality is the money just isn't sufficient. You all knew that the first time when you voted to build a new one. The money just wasn't here to do what we need to do to this building.

And part of what's happening here is, remember Faithful and Gould did their assessment. And we knew we were going have to put millions into this building for infrastructure improvements, so that's part of what's happening now when we see these plans.

Money is being poured into lighting, to plumbing, to elevators, window work, plaza work, all of these things that won't return any patron value. They'll all be hidden behind the scenes. And it's expensive, a lot more expensive than anyone thought. And maybe not, though.

I mean, in 2008, maybe it was good. So the voters approved that amount of money. But now we're ten years later and the costs have increased, so we're trying to make the best of it. I mean, we are going to do what we can do that meets the needs, like Paul said.

And so part of our job I think, and what Gayle and I talked about the other day is how do we present what we do in a positive way? So that even if it's not what everyone in this room wants, how do we still do something better? That when people walk in the door, it looks like it's better and it's super fantastic even though we know it could have been a hundred times better.

So I think that's where we are on this particular project. And some of that disagreement, Gayle's right, is they're pushing back, which we wanted them to do a little bit, on challenging us, because we're dealing with the current situation and projecting it into the future. They're coming in with very little understanding of what happens here and just saying, hey, here's some great ideas that have happened in other places. So you should do these things too. And our argument is, this place is unique, just like Birmingham is unique, and Knoxville is unique. We feel like we know what's happening here. We've talked to the staff who works here. Gayle's been here twenty-seven?

MRS. GAYLE H. HOLLOMAN: Twenty-three.

DR. GABRIEL MORLEY: Twenty-three years.

MR. JOSH TAYLOR: It just seems like twenty-seven.

DR. GABRIEL MORLEY: Well, the perfect example, a good concrete example is: One of the drawings for this building, they wanted to put books on the first floor. And Gayle's tried books a couple of times, computers a couple of different times, and we know it doesn't work. But they believe if you put those books there, then all these people around town will rush in here to get books on their lunch hour and all these other ideas that we just have zero proof.

In fact, we have proof that that's not what happens. Right here, concrete evidence. And so it takes us convincing them. And truly, in the best interest of what's good for the County and what's good for the patron, we're trying to manage what we do. And you all know our financial situation. And you know how it's trending. So we can't develop a program plan for this building

that we can't fulfill later on. And so part of our message, despite the looks or what anybody's ideas are, the financial reality, the day-to-day management reality has to take precedence over some future glorified vision, which we could never fulfill anyway.

Because one of the things they mentioned yesterday was you could get Circ up to forty thousand items a month. We could never do it. We don't have the staff. We don't have the capability. And we don't have the luxury of just adding more staff. It would have to be a whole process to go through the County, which may never happen. So I think we're trying to be realistic, even though we're with them. I mean, you -- the things they've proposed are fantastic. We just don't believe we can pull them off.

MRS. PHYLLIS D. BAILEY: Have you or anyone said specifically that to that group?

DR. GABRIEL MORLEY: Oh, yes. We've gotten into a few little things with them.

MRS. PHYLLIS D. BAILEY: Okay. And they're reaction is still go on with this?

DR. GABRIEL MORLEY: Sort of. We told them yesterday when they showed us a plan, hey, give us some time to think about it. And they said, that's okay, we'll stay here all night and draw up another plan and send it to you tomorrow. Okay. Go for it. So you know that -- in some ways we want them to push us to another place so we're not just stuck in our rut.

But like Gayle said, they don't understand the reality of running the library day to day. And they don't understand the staffing issues, the staff abilities, the staff interests. All of the things that contribute holistically to making it work, are not on their radar. The only thing on their radar is fixing the building.

CHAIRMAN PAUL KAPLAN: That's why I say, it needs to come back to us. We need to tell them, this is going to be an asset. I'll tell you the truth. It's too bad we don't have the staffing. You know something, in hindsight I think it'd been better if we designed it ourselves and put it out for bid and that's it. This is it. We'll give you the rough design. We can certainly have a mechanical person come up with some -- it's too late now to talk about it. But rather than the design build, have it the other way. When we design it, you bid it.

DR. GABRIEL MORLEY: Well, they're going to get it to where we want it to be. We just have to make some decisions. Yesterday was a big day for us, and now we have to look at it and make some hard decisions about how we move forward and how we operate when we move forward. And we can do that.

I mean, Gayle sent me an email, I didn't get to read the whole thing while I was at the BOC meeting, but we thought about it last night. We've got to get together and say, are we able to do these things first before we build anything? And if we're able to do them, then we can say, all right, let's look at what we can build and what we believe we can do. And I think we'll get there.

Remember, too, the biggest thing to tell anyone, even though we're frustrated, it's going to be better no matter what we do, right. I mean, if we put ten million dollars into this building, it's going to look a thousand times better than it does now. And it will work a thousand times better. Because we know a few little pressure points we have in this building that we can work out that will make things easier.

But it's never going to be Chicago Public Library or Seattle. It's never going to get to that point. But it will definitely be a thousand times better than what it is today, no doubt.

MR. JOSH TAYLOR: What do you think the timing is for finishing this phase and the work where you would have plans to review with us?

DR. GABRIEL MORLEY: We've got to tell them something next week or the week after, so they can start drawing. They anticipate it will take them three to four months to draw up the Bridging Documents. So we need to be able to tell them specifics next week or the week after so they can start drawing those plans to hand-off. Because they're contract was for seven months. And today was month three.

So counting Christmas, we're right on top of it. So we don't have a lot of time. I wish we had more time. I know Gayle wishes we had more time. But this is where we are. This is the amount of money we have. We've got to put a positive spin on it.

And in reality, too, remember -- I told Paul this before the meeting. And you all know this, or some of you who were on the board a couple years ago know this -- this branch is not one of our top performing branches. So minimizing what happens in here to some degree doesn't necessarily hurt us as a Library System or penalize any of the patrons, because in some ways the building is already too big for what we're trying to do in this building. So right-sizing what happens in here will also be a plus for us.

And I can tell you, to put things in perspective, we had twenty thousand visitors to Central Library last month in October. Twenty thousand people in and out of the door; seventeen thousand computer sessions. So we don't know that it was seventeen thousand discrete users, but seventeen thousand times

a user logged onto the computer. Twenty thousand visitors, seventeen thousand computer sessions. We circulated five thousand items. So if you think, well, let's just say that the majority of people checked out two items. That would be two thousand people checking out a book. Seventeen thousand computer sessions and twenty thousand visits.

So we know that curtailing some of the things we provide in this building will not hurt us in the community. Visually and to all of us it may seem like we're diminishing something. But in reality we're diminishing nothing. We're just right-sizing. And we hope that will grow. We all anticipate that, you all know that. We've talked about building the displays, enhancing the Collection, having more Programming. All of those things will help drive an increase in Circ. And we can still accommodate all of that. That won't be an issue. So there's a lot of reasons to be positive about it.

Like I said, it's not the Taj Mahal, but it's still going to be much better than what it is, and it'll be a lot healthier too. I mean, it'll be immensely easier to manage and run because we won't have some of these same 1980's obstacles that are in the way now.

And we have some other things that we haven't really talked about that we will need to make critical decisions about, like security. We are anticipating getting rid of that security checkpoint at the front desk and trying to create a much more welcoming atmosphere.

I think at some point Paula is going to force us to go over the Code of Conduct. It will involve a wholesale change in the philosophy of how we secure this building, how we treat people in this building. 'Cause this -- this will be a good example. You know I love these concrete examples. I'm a teacher at heart. If a patron right now puts their feet up on the desk, we're going to tussle with them and probably kick them out of building. But if a patron puts their feet on the desk, so what? Do we need to have that confrontation and kick them out of the building? Is this such an affront that we need to grab these people, cause a big stink, has a big ordeal, and have this military presence in the building? And we have multitudes of opinions about that. Alex, playing back our security manager, who was a cop for a long time, believes it's easier to take care of those problems beforehand at the door before they get in the building. But part of our argument I think is that we're creating a more tense atmosphere from the get-go because people are confronted at the front door. They argue with security. They have a poor experience, and they bring that with them upstairs into the rest of the building.

So if we just have more of a security presence, but not such a confrontational relationship with people, does that help change some of the way the System operates? And we feel like it will. It will mean that we need a little more security to patrol the building and do some different things. But, you know, we just - - we have to deal with the realities of this building. We can't just ignore them because we're building something else. 'Cause I think I told you, they did that in St. Louis. They said, hey, we're building a brand new building. Let's just disregard all the people that used to use it, because once we build it and it's nice, we won't have any problems. And all the same people came back and then they had a huge problem.

So we want to be cognizant of all of our different users, how they use the library, and how we can make that experience better for each of those different constituencies. So it's not the same for you, as it is for you and Paul, and me and Zenobia. Each of us has a comfortable feeling and a good experience when they come here. And, you know, I mean, some of the other things we've talked about is adding computers and getting rid of this barrier of time.

Because right now if you come in and you don't have a card, you only get a certain amount of time on the computer. So then you're frustrated when your time runs out. But what if we just add more computers so that we don't have to issue these little time guidelines and you can come in and sit for six hours if you want to. That also cuts down on the tension, the confrontation, the frustration from the patrons. So it also gives them something to do. So instead of fighting with each other, because they can't get on the computer and they just want to be in the building, now they are busy.

So we have some ideas that we believe will work. We have a plan to put those things into place. We just have to make some sacrifices and make sure that our priorities rise to the top. And, you know, some of the other things have to go.

MR. JOSH TAYLOR: And I think all the things that you're mentioning are very positive.

DR. GABRIEL MORLEY: Yes.

MR. JOSH TAYLOR: And I think it'd be helpful, for us at least as a Board of Trustees, if you could include that in your next monthly report. Here is the framework with which we're planning the new -- for down at Central.

DR. GABRIEL MORLEY: Well, Gayle and I have talked about that. We also want to pull in some key staff and have that same conversation. Because it is a reversal of how this building operates. And we need to have buy-in from everyone. It can't

just be the two of us who have these rose-color glasses and say, let's just change it and it'll be perfect, and then find out that it isn't. So we want to incorporate as much as we can without having a conversation that devolves into arguments. And we know there's a diversity of opinion here. And we feel like though at some point as the leaders of this organization, we have to drive it in a specific direction. And some people are going to be aggravated by that and be left behind. But we're trying to amass enough people who will get on board with us and go in that direction.

And I think we're at that point. And we actually talked about it Monday, maybe. You know, that we need to pull in some other people and make sure that some of these decisions are going to be fruitful and worthwhile to everyone who's involved: you all, the County, our users, the staff, everyone. And, I mean --

MR. JOSH TAYLOR: I think it'd be great if we could have a presentation that involved the business community for example. Here are some of the changes that are going to be incorporated in the new building. And get some public support. Because that's who the real -- you've got two constituencies down here. You've got the business community, the academic community, and then you've got the people who are currently using the System.

DR. GABRIEL MORLEY: That was exactly our intention. That was supposed to be yesterday for two hours, and zero business people said they would come to it. We invited twenty specific people that the Downtown Development Association gave us their names. And we had two firm commitments and one partial commitment. So we scrapped it yesterday, because our intent is really to have their input. So we didn't just want to go with the three and say, hey, we did it. So we've moved it to the second week in January. And we've tried to say, look, the holidays will be over. You have a lot more time to manipulate your calendar. 'Cause it was big wigs, you know. It wasn't just a person at Georgia Pacific. It's a hefty person at SunTrust or Coke or whatever. So we wanted to give them some time to coordinate their calendar. Gayle had a good idea to move it to 7:30 in the morning, so we could try to have a breakfast thing, so they're not interrupting their day at lunch or having to stay afterwards. So Claudia has been putting that together. And we're thinking the same way.

MR. JOSH TAYLOR: Good.

DR. GABRIEL MORLEY: You know, that we want to get that different opinion. But we want it to be meaningful and not just have a few people who show up and say, well, you should put a steak restaurant in there. Based on what? It can't just be off

the wall stuff. It has to be people that are really thinking about this, so...

CHAIRMAN PAUL KAPLAN: Let me go back to Group One. So what do you think you're going to do? Are you going to have a meeting with them and see -- push it along? What are we going to do to

-

DR. GABRIEL MORLEY: Al has to coordinate all that. Al's the Project Manager, and really they work for Al. So everything needs to go through him. So, you know, everything can be kept up with. They can't bring those first seven back to the public or to the BOC until they've aligned the money with what we want to do. Because we can't go out and show BOC all these drawings and then find out we still got to cut 'x' million dollars from the project. So they're still in that phase of trying to nickel and dime and get down to what we've agreed upon.

And, you know, in some cases we're moving things around. We're trying to use a furniture piece instead of millwork, because that comes out of a different budget, so.

You all knew it was tight though. We've come a long way. It's been a lot slower than we hoped. But remember, too, their contract was for a long time. So they're still within the bounds of their contract.

But it's to their benefit to get stated as well. They want to get things going, and they've come back and forth several times. We just can't get the money right. You know, for the things we want to do, it's expensive. We just can't manufacture money.

MR. D. CHIP JOYNER: For like Central, for example, are we spending most of the investment just getting the building to standard where we can't do enough changes where it's an innovative, forward thinking facility?

DR. GABRIEL MORLEY: I would say maybe forty percent. Do you think forty percent? I mean, it was eleven or so million estimate on the thirty-five for infrastructure, and then some of those other things sort of disguised infrastructure too. You know, ductwork would be included in the floor cost. So I would say, you know, twelve, thirteen, fourteen, fifteen million out of thirty-five is probably infrastructure type work, and maybe a little bit more than that when you start counting exterior stuff and -- those are the things we're looking at. You know, do we -
- can we cut down on some of that by doing different things? Like, can we put good LED lights on the floors where the public is and then just put regular fluorescent lights in the staff areas? Will that save money? Can we go with a cheaper ceiling tile and save money? Can we just rehab the three elevators without putting in some kind of keycard control and save money?

If we don't move the bathrooms, then we don't have to move the plumbing. So that would save some mechanical money. But the air conditioner alone, I mean, I don't think we can -

CHAIRMAN PAUL KAPLAN: That has to be replaced.

DR. GABRIEL MORLEY: -- get around it. And I think the air conditioner alone is five or six million, maybe more than that. It's a big building. It's got to have all kinds of exhaust fans, fire codes. All of those things have to be upgraded. We just can't get away from it.

MR. D. CHIP JOYNER: Are we going to look at five years from now where the building was not equipped with new technology and new growth and new functionality after we just put this kind of investment into the facility?

DR. GABRIEL MORLEY: I mean, our intent -- our whole intent all along has been to design this for flexibility. And we've told them that from the get-go, every time we meet with them. A good example is they tried to install a kitchen. And we said you can't install a kitchen. This has to be a mobile kitchen. Because if the kitchen doesn't work and we want to get rid of it, we need to get rid of it so we can recapitalize the space. So we've been very fervent about telling them, everything you design has to have the versatility that we need for today and for the future. So if there's something in this room today, but a year from now we want it to be something else, Gayle and I need to be able to wheel this table out of here by ourselves, because we can't count on any other capital funds coming from the County in the meantime.

MR. D. CHIP JOYNER: So like modular walls and shelving, that's all in part of the plan?

DR. GABRIEL MORLEY: Yes. I mean, that's been our goal all along for every project too not just this one. I mean, we've tried to put movable walls. We've tried to get shelving on wheels in every place where we could. And in some of the places, some of the libraries are so small it doesn't make sense. There's only so much you can do with the space. And so it really is much more of a renovation or a rehab really than a renovation. But this one particularly, you know we're trying to figure out how we create space today that we don't have to use but could use later without any extra investment. We had that conversation yesterday. That was a big one about how do we shell some of this space so that it's usable later if we need it.

MR. D. CHIP JOYNER: And one other quick question with regards to the constituency here at this library -- and I've gotten feedback from some staff where there was some concern that with the weather changing again and our policy for patrons and their bag size and things like that. Is there any possibility or

consideration for storage space where people can either put something in some space and still access -

DR. GABRIEL MORLEY: Didn't you all try that before?

MRS. GAYLE H. HOLLOMAN: We did. I don't know if you've ever noticed the vending machines when you walk into the Central library on the right. Well, behind those two vending machines are lockers. And we used to have this key thing. And you lock the stuff and keep the key. It was the biggest mess you ever want to see. People would just leave their stuff in there and just go away and we don't know if they're ever on the face of the earth or not. And we'd have to clean all of this stuff out. That was horrendous. Or they would get into fights about, somebody's broken my lock, just all kinds of things that would happen.

And then they would get filled up and they would be, well, you don't have any space? It's okay. Just hold my stuff behind the Circ -- the security desk. So then that became a factor. So it really was not a good thing, so that's what we stopped using it and put the two vending machines as we started putting those things in libraries, in that space.

MR. D. CHIP JOYNER: Could that be a service that's outsourced where the staff doesn't have to deal with it at all?

DR. GABRIEL MORLEY: There's a place down the street that opened that will store their stuff. I mean, they got to pay for it. It's not free. And this is an issue in a lot of places too. Just last week on the ULC ListServe, this same question was going around. And what a lot of places have moved to is putting up the same display that's at the airport, that says if your back doesn't fit here, you can bring it in. Go do something else with it. You know, some people just leave them outside though. When I go to lunch some days, it's just outside leaning against the wall or in the bushes.

MRS. GAYLE H. HOLLOMAN: Well, we used to have it on the table, on the desk down there. You know, like a little line saying you could fit only between these spaces. And then that became argumentative with people. I'm just coming from the airport, or I've got all this -- so then they took all that away. So it's just been a bone of contention for a lot of years.

DR. GABRIEL MORLEY: And that's partially what we're trying to get away from with the whole issue of making security more visible but less confrontational. By saying, look, if you've got a big bag and you come again and you sit at a computer and you put it beside you and it's not in anybody's way, what's hurting? You know, why have the fight at the front desk about the bag? Because I think -- did you all have -- the other day it was a hoodie; some days it's been a dirty shirt. There's all

kinds of issues that happen right there at that front desk with security that shouldn't necessarily be issues.

And so we're trying to figure out a way to reduce some of that that anger and tension that happens there and create a much better opportunity when you walk in.

MRS. GAYLE H. HOLLOMAN: Well, you see, sometimes security make up their own rules, like the hoodie incident. The man wanted to keep wearing the hoodie. And they felt like in today's time, they don't want people running around here with hoodies up on their heads.

Well, we sort of understand that, but that really isn't in the policy anywhere. So the guy wanted to know where was it written. Well, they called me. It isn't written. And so sometimes they put us in bad positions. So the guy was very upset about that and says he's going to complain. He's going to file a suit and all kinds of stuff. Everybody's going to sue everybody. But that's the kind of stuff we end up with. And if security could have just let the guy walk around, he probably would have taken it down at some point. But instead, you just can't do that. And it's not written anywhere, so.

DR. GABRIEL MORLEY: And security does a good job. I mean, I don't want to beat them up. I mean, they're there vigorous in what they're doing. And they're -- in some ways they probably are preventing a lot of issues from coming in by stopping them at the front door. But think about yourself when you show up. You know, is that the feeling you want right when you walk in the front door for that to be there and you've got to go through all of this no matter what you have or don't have? And at various times of the day, there's a line there. You know, it gets piled up; there's people at the tables. It's just not -- we don't believe that it's a good scenario. And we have an opportunity. And Gayle and I talked about this weeks and weeks ago. We have an opportunity to say let's stop it now and see how it goes not having security there until we close for the renovation. Then we would have some real evidence. You know, we would be able to say look we did this for five or six months and it was terrible. So when we redesign, you know, let's put in an x-ray machine. Or we can say we did this for six months and we had four problems. That wasn't too bad. Let's leave it as it is a rock-n-roll.

So we're still trying to feel out some of those things. And we just don't have the luxury of time for a lot of the ideas we have. We just -- we can't put together enough evidence to make a good decision. So we're just trying to go with what we know and make the best decision we can with what we have.

LIBRARY BOND - UPDATE17-66 DIRECTOR'S REPORTS

CHAIRMAN PAUL KAPLAN: I'll tell you what, let me -- I'm going go right over to you. The Director's Report. The Bond Program update. So we know about Group One. Group Two at this point --

DR. GABRIEL MORLEY: Yes. Remember, we moved Group Two at the -

CHAIRMAN PAUL KAPLAN: Three to two.

DR. GABRIEL MORLEY: The guy from three took two. We have not had our Kick-off Meeting. And I don't anticipate we will until December because Al is out of the country until December.

CHAIRMAN PAUL KAPLAN: Group Three, we don't even know if that's out for bid yet.

DR. GABRIEL MORLEY: No. I didn't get a chance to check. I mean, it's -- it should be. I mean, all of the requirements were essentially the same. All Felicia had to do was advertise it.

CHAIRMAN PAUL KAPLAN: And four, Group Four.

DR. GABRIEL MORLEY: Four, we met with them last week. They felt like they were ninety percent done. We met in this room, actually, and looked at their plans and they took a pencil and drew on the plans while we were here. So now they are getting with the furniture consultant and they're going to start putting together some pricing. And if the pricing is within our budget, then we'll be good to go. If the pricing is not within our budget, then we're back to this table trying to figure out what we can cut, how much that costs, and how can we get it to where we want it to be.

But I can say, too -- and Gayle you're free to disagree -- I think it was great, because then remember Group Four is East Point and Fairburn. And, I mean, there's just not a lot of extra room in either one of those. If you've been in them, you know. I mean, they're there full to the brim. And so adding meeting rooms and study rooms and all the things people wanted was going to be tough. And I think in both cases, I mean, I was very impressed with Fairburn. I mean, the changes of Fairburn I think are hugely impactful. The changes in East Point are going to meet the needs of the people that are there.

And I guess it'll be noticeable. I mean, they were big on meeting space. So those things you don't get a lot of wow factor. You know, you built some study rooms, so. But I think there were five new study rooms.

MRS. GAYLE H. HOLLOMAN: Five. I think they really captured it for Fairburn and East Point.

DR. GABRIEL MORLEY: Me too.

MRS. GAYLE H. HOLLOMAN: I was very, very surprised. And in a short period of time they were able to do that. So I think that whether they -- the designs for the furniture in place now.

DR. GABRIEL MORLEY: Oh, okay.

MRS. GAYLE H. HOLLOMAN: We had that this afternoon.

DR. GABRIEL MORLEY: That's what I mean, they've all gone well. I mean, we're close to getting what we want. It's the money piece that's tight. And so we're just trying to figure out how do we get what we want and what people are asking for within our budget?

CHAIRMAN PAUL KAPLAN: What about Hapeville? Where are we at with Hapeville?

DR. GABRIEL MORLEY: We've not met -- same thing-- they've still got to negotiate and set up our initial Notice to Proceed Meeting. But I suspect that will be sometime in January. But it might be December, depending on what Purchasing can do in between Thanksgiving and Christmas.

17-64 MONTHLY FINANCIAL REPORT

CHAIRMAN PAUL KAPLAN: Monthly Financial Report, but I might add something else to that. I want to -- go ahead. Go on. I'll add it right afterwards. Monthly Financial Report. Any questions? Anybody --

DR. GABRIEL MORLEY: Oh, yes. I don't -- there was nothing outlandish on the Finance Report. Fulton County has closed us down. So they've stopped the P-card and we're just paying off things that we had already had requisitions for. We've submitted our annual maintenance list for all of the items we need to do for next year. We're rolling over some contracts that still have renewals on them for next year.

And this morning in the BOC meeting they mentioned, too, remember we have talked about they might approve the budget early, but it just looks like that schedule's got pushed back. So we're still looking at a January 10 or maybe a January 24 approval of our budget.

And so that's the time when we'll know what kind of decisions we need to make for the remainder of 2018. Because until they approve it, we won't know exactly how much we're getting.

MR. JOSH TAYLOR: Do we know what the county has recommended?

DR. GABRIEL MORLEY: I don't. Today they just did the big general summary. And so we haven't received a packet yet that delineates department by department. They just went over enhancements, total revenues, total expenditures. So once they sent us that, though, we'll have an idea of what the county is thinking.

CHAIRMAN PAUL KAPLAN: Now, the cuts we already took, which we're not going to -- we had that email sent to us concerning we had to cut back.

DR. GABRIEL MORLEY: Yes. Yes.

CHAIRMAN PAUL KAPLAN: We weren't the only group, right? Didn't Ellis?

DR. GABRIEL MORLEY: No every department.

CHAIRMAN PAUL KAPLAN: Everybody in the department had --

DR. GABRIEL MORLEY: Has to sacrifice.

CHAIRMAN PAUL KAPLAN: -- a certain percentage?

DR. GABRIEL MORLEY: Even finance.

CHAIRMAN PAUL KAPLAN: Even finance cut. So this cut here might not necessarily be the only cut. It could be the next -- they cut us again.

DR. GABRIEL MORLEY: Oh, we'll take another cut. There's no way to avoid another cut. We just have to wait and see how significant it's going to be.

CHAIRMAN PAUL KAPLAN: So enhancements are not going to come?

DR. GABRIEL MORLEY: No. They didn't recommend any enhancements that we submitted. So unless a Commissioner makes that a pet project and changes that, I don't think that's going to happen.

CHAIRMAN PAUL KAPLAN: All right. We're going the wrong direction.

MR. JOSH TAYLOR: So for our December meeting you'll have the information to review with us as to what the County is recommending?

DR. GABRIEL MORLEY: I would hope so. I mean, I think the County has it. They've just got to send it out to Department Heads. I mean, I can ask too. But Zenobia wanted me to ask if you all wanted to cancel the December meeting.

17-65 MONTHLY USAGE SUMMARY

DR. GABRIEL MORLEY: Our stats look fairly similar. These are the same things you've been seeing every month. The print Circ is down another three percent or so. Holds are steady. My estimate is always about fifty thousand a month. And this month we were right on it. Virtual Circ continues to increase. The one wild card, if you look at the bottom for meeting rooms, in October 2016 was this forty-two thousand. And remember we talked a couple of months ago about how different branches are counting different things. And some of them are counting Early Voting as meeting room use. And some don't. So remember last year when we had the big election. So that's why those numbers are inflated.

And we're working on trying to fix that. So we'll count different things. So we can separate out study rooms from meeting rooms, and we'll have a much more accurate count when

Brazos gets some of the stats worked out. But everything else is right around where we want to be.

CHAIRMAN PAUL KAPLAN: And Circulation? Oh, I see what that is.

DR. GABRIEL MORLEY: Yes. The virtual circ is still great, over seventy percent. And I talked to Collection HQ this morning and expressed to them that we will be purchasing more virtual items trying to drive that Circ as well at the same time.

And we met with the Managers and had a big discussion about creating displays trying to bump up the Print Circ to meet our goal. Remember for our Strategic Plan we want to increase the Circ by twenty percent prior to 2020. And so that equates to about an extra two hundred thousand items a year. So we need each branch to do their part. And we came up with some guidelines for them to set up a minimum number of displays every month. And we have the ability to scan the bar codes of the items we put on display and track how many times they circ, so we can see if the displays are making a real difference or not. But hopefully, too, this will also align with our Outreach push and we'll be able to say, hey, maybe this isn't working so well. Let's try to take some materials to a place and see if that will help. We can't always rely on people to come to us. We need to try and push out to them a little bit.

So we have a few strategies that we'll deploy for 2018 to try and drive this, especially while we're closed. Because think about Sandy Springs and Roswell, they both circ almost twenty thousand items a month. So if they go down for six months for renovation, you know, that's two hundred and forty, two hundred fifty thousand items that normally would have circ'd. And we'll pick up a little bit at nearby branches. Some people will drive to East Roswell; some will drive to Buckhead; some will go to Milton. But I don't anticipate a hundred percent recovery from that.

So pushing out to Head Start, pushing out to some apartment complexes to where people are could help us recover another percentage of that.

MR. JOSH TAYLOR: Are we -- do we have plans for the Bookmobiles at any of these locations?

DR. GABRIEL MORLEY: Yes. If they come in they're ready to go, but I know the guys told us it'll be at least a nine month build out. And so by the time we get all that processed through the thing, it will be this time next year before we get them unveiled. At that point the first seven should be almost done. Unless Paul is right and we don't even start until summertime. But I'm much more optimistic in this case. But that was all I have for stats.

FOUNDATION REPORT - UPDATE

CHAIRMAN PAUL KAPLAN: Okay. How about the Foundation? What's going on? Did they have a meeting today?

DR. GABRIEL MORLEY: Did you go today Gayle?

MRS. GAYLE H. HOLLOMAN: I did. I attended the meeting today. It was -- they were very impressive Oscar Gittemeier who came in and talked about the library bike and how he's been doing a lot of outreach using it. He actually road out in it, out the door in it. They were real impressed.

DR. GABRIEL MORLEY: Awesome.

MRS. GAYLE H. HOLLOMAN: And they talked about the mini-grant program where we had five staff members to win that out of I think there were ten presentations that were made. They had a lot of questions about the library of course. They talked about -- let me back it up a little bit. They talked about they've got a new website and they showed us that, as well as something called e-tapestry. And that's where it's an online Donor Management System so that you'll be able to go in and actually see what they donated, and it's in real-time almost. I think it's in real-time. And it's just a great tool for them to be able to use as they build up, keeping track of their donations.

They want to assist us. They asked a question about where are we in relocating staff, Central staff for the renovation. That would be our non-public service staff. So I was explaining to them that we had a little bit of a pushback as far as pricing and all that and going into spaces. So they think that they may be able to give us some names of some contacts that they have where we might be able to get free space. So I thought that was interesting. So they're going to push for that, to send us some information by email.

And talked about a couple of libraries. One in -- a new library that they've opened in China. You just have to go on Google and just do new library in China. And how impressed a couple of them were with that. And with Amsterdam's Public Library. So that's what they had to say about libraries.

And then they talked about their board retreat that they're planning in February. So that's primarily what they talked about during that meeting.

DR. GABRIEL MORLEY: And just to add on. One of the things she said reminded me. And she may have already told you this before I was in the room, we budgeted nine hundred thousand dollars to move out of this building and pay for us to relocate somewhere. Those bids came back and they were 1.3. So they were four hundred thousand over what we budgeted, just for the move alone, not for us to go anywhere else. So we believe we're going to

rebid that contract. And we're considering other options for moving out of the building to reduce the costs, because we've got to redraw the specs somewhere to bring that number down. There's just no way to do the 1.3. So we'll be working on that. And we have little bit of time. It's a time crunch, but we have a little buffer, because remember we'll only need three or four months to move out of this building. And if we plan to move out in August, you can backtrack a few months. So we can rebid this moving contract.

MR. JOSH TAYLOR: So that date seems to be moving out in time.

CHAIRMAN PAUL KAPLAN: You noticed that?

DR. GABRIEL MORLEY: Yes. Evan told us that yesterday too. I mean, we're steadily -- every time one of these little things gets delayed, it pushes everything else back. That's what happens. You have the creep; one or two weeks here; one or two weeks here, a stalled thing here. All of a sudden, another three or four months is gone. He reminded them again yesterday, reminded everybody, our goal is to have this done by January 2020. We've got to keep going.

We're doing our part, I feel like. We just got o get some momentum.

OLD BUSINESS

M.O.U. - UPDATE

CHAIRMAN PAUL KAPLAN: Okay. Under Old Business. I mentioned last week. I'll mention again, and Paula's here. M.O.U., Memo of Understanding for the Friends Group, that's pretty much on the side right now. They got -- unless you got it -- working on it Paula, there's more things going on than...

MRS. PAULA RAFFERTY: What we're trying to do is coordinate it with the Senior Centers --

CHAIRMAN PAUL KAPLAN: Okay.

MRS. PAULA RAFFERTY: -- M.O.U., as much as we can. Rather than have two completely different agreements, just have those things that are specific to the different kinds of organizations be different. And so one negotiation at a time. We're working with the Senior Centers now, and they've got the last draft.

CHAIRMAN PAUL KAPLAN: Okay. All right. Last month I mentioned about a Collection Agency. And all the information I'll have for the next meeting. I've talked to the director of the library in Illinois I worked with. It's working very well. They do not charge anything. How they work, they work it on a scale. And I'll have all the information. If it's just a simple collection, it's a certain amount of percentage. If they have to go out and do a skip search -- a lot of people have left the state -- then they get fifty percent of whatever they collect. And most of the ones that have skipped out, there's quite a bit

of money that they owe. Usually, they take the books with them too. So I'll have all the information next month. I'll give it to you or to Gabe or you Gayle and you can look it over. We've had it now in use for the last twelve years, and it's worked out real nice. It doesn't cost us anything. All we have to do is turn things over to them and they take it from that point on.

Now, do they come here? I'm not sure. They're out of Evansville, Indiana, but they go all over. So I'll have all the information. You guys can make the initial contact. And it's something that maybe we should look at. I'm not sure how much is missing in collections. I have no idea of what -- with all the branches. Maybe it's a very small amount. So maybe it's not worth it. I don't know. So I'll have that information for you for next month.

DR. GABRIEL MORLEY: I think in the meantime, too -- I asked the County about this because I'm not sure that this Board has jurisdiction to do that anyway -- and I talked to the County auditor who said they specific -- and the C.F.O. -- who both said they specifically excluded the library last time they hired a county collection agency. And they had some good reasoning that they did not share with me at the time. Because I told them y'all were just considering and I didn't know how serious it was going to be. So keep that in mind too.

I mean, despite what you want to do, they may still say no. I don't know who has jurisdictional authority over contracting with a collection agency.

CHAIRMAN PAUL KAPLAN: Well, we'll see. We'll bring it up and then let the County worry about it.

NEW BUSINESS

CHAIRMAN PAUL KAPLAN: Under New Business. I'm very -- since there was a cutback already in our division, cut back in Ellis Kirby's division and everybody along the way, I'm very much worried that in two years after all the renovation is completed, I'm worried about maintenance again. I'm going right back again. Who's going to maintain these buildings? If they keep getting cut back in their services, which also takes care of our buildings -- so we get a call and we have an emergency or a water leak or something happening or the ceiling comes down or it just doesn't get painted, window don't get washed, the normal things that happen, do we start going back to the way we were when all this stuff came about, when we had a problem with maintenance? It's just something for the Board to think about. I'm worried about that. Not now, because we're at a point of doing renovation, but I'm worried about the years go down.

We're off the Board. Just what's going to happen in ten years from now? Are we going to be right back where the buildings are falling apart and so on? I'd hate to see that after all the money is spent and then find out everything is not being maintained.

Again, I've always said, I wish we had our own maintenance people. We talked about that. I talked to my Commissioner about it, and emphatically said no. Absolutely not going to happen. Because --

MRS. PHYLLIS D. BAILEY: Did he say why?

CHAIRMAN PAUL KAPLAN: Well, yes. Where are you going to put your trucks? Where you going to park it? Who's going to maintain it? Who's going to supervise it? Who's going to get the credit cards? There's a whole list of things. Purchase orders to buy material has to go through the County. That's all the things that -- he put all the things out in front, and he says no. He didn't want to talk about it. But I'm still talking about it. I really think we need it here.

MR. JOSH TAYLOR: Yes.

CHAIRMAN PAUL KAPLAN: We really do.

MR. JOSH TAYLOR: The other side of that is, what is their plan for maintenance and is it adequate? Do we know? Are we getting adequate maintenance today?

DR. GABRIEL MORLEY: I think so.

CHAIRMAN PAUL KAPLAN: Better than what we had before. I'll tell you that.

MRS. GAYLE H. HOLLOMAN: It's better than it used to be.

CHAIRMAN PAUL KAPLAN: Much better.

DR. GABRIEL MORLEY: Yes. I think it's definitely improved. And I think on Dick's radar. I think before Dennis left, he came up with two separate plan; one for ongoing maintenance in-house and one for contracted maintenance, you know, on an annual ongoing basis. Because remember that's what's predicated this whole Faithful Gould thing is how do we maintain our buildings? So we did the survey to see where everything was. Then they worked on the hundred million dollar reinvestment to get the buildings to an acceptable level. And their commitment is to then continue to fund maintenance of all of these facilities more so than they have been. Now that -- that dollar figure is to be determined.

But they're headed in that direction -- there's just no specifics -- because they're doing that hundred million in twenty million bites. So it'll be twenty million a year for five years to upgrade all these facilities.

MR. JOSH TAYLOR: So it's including the libraries or...

DR. GABRIEL MORLEY: Separate.

MR. JOSH TAYLOR: Separate.

DR. GABRIEL MORLEY: Because we have the bond money.

MR. JOSH TAYLOR: Right. So you say it's better. Do you have any way to measure it or can you tell if it starts to drop off?

DR. GABRIEL MORLEY: I think our response time, our initial response time for things is much better.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: You know, they've installed the emergency line. I mean, we can call and get someone to come out rapidly on things. Now, the total overall fix is harder to measure, you know, because other things are involved. Like, the -- I don't know if the doors at Alpharetta are fixed today.

MRS. GAYLE H. HOLLOMAN: I'm still not sure.

DR. GABRIEL MORLEY: It's probably been --

MRS. GAYLE H. HOLLOMAN: The follow up information is lacking.

DR. GABRIEL MORLEY: -- four or five weeks. And we also learned recently that all of the Phase One libraries, Al can't fix them anymore, you know, because that money is exhausted. So all of those Phase One libraries that have issues now need to go through DREAM, through the regular process. So we're making that handoff too for the new buildings over that way.

CHAIRMAN PAUL KAPLAN: It's just something to think about. And Ellis Kirby, who's the director of all the -- is really doing a good job. He's really committed to doing what he can. But, you know, he has two hundred and sixty buildings I think he maintains. And we're only the amount of buildings we have. And he's committed, committed to what he can do. But, you know, if his budget gets cut and he has to cut some people on his staff, well, you know, it all trickles down.

MR. JOSH TAYLOR: Is cleaning part of maintenance?

CHAIRMAN PAUL KAPLAN: Yes.

MR. JOSH TAYLOR: And do we know -- is there a schedule for each of the libraries in terms of how people do cleaning?

DR. GABRIEL MORLEY: They're different contracts. They have multiple vendors. And different vendors service different libraries and have different specs, you know, based on what they bid. And last year, I think last year, they went through two different ones.

MRS. GAYLE H. HOLLOMAN: I think it was two. Some years we've gone through more than that.

CHAIRMAN PAUL KAPLAN: I think we had three. We went through three of them once.

DR. GABRIEL MORLEY: It fluctuates. I mean, some are better than others. You know, they're -- I think they're more responsive now than they were. And that's helped a little bit, because it helps mitigate some of that anxiety. A good example

is the basement flooded in East Roswell last week or the week before. And so the guys came out and they said, okay, we fixed it. So then a couple of days later, she went back and it was flooded again. So it wasn't really fixed. It was temporarily fixed. But they at least showed up to take care of it and to attend to it.

Like, when before we got here, some of these things would just go for a long time. And some still do. Some of the things are lower priority, just like with I.T. I mean, one printer down is low on their list, so.

MRS. GAYLE H. HOLLOMAN: But I also think, because they've become a little more responsive, the staff is a little more in tune with, if they see some water running, they immediately report it.

CHAIRMAN PAUL KAPLAN: They do report it.

MRS. GAYLE H. HOLLOMAN: They used to just think, oh, well, you know, the cleaning crew will see about it tonight. But now we've told them over and over so many times, don't allow that to continue. Let us know right away. Let them know right away. And so I think that because DREAM is a lot more responsive, they know that if they call them, send an email or both, that they're coming out a lot sooner and a lot quicker than they used to. Even some weekend things, they're attending to a lot more than they used to.

MR. JOSH TAYLOR: And they can call direct? They don't have to go through Central?

MRS. GAYLE H. HOLLOMAN: Exactly. And they're really responding to weekend items.

CHAIRMAN PAUL KAPLAN: That works well.

DR. GABRIEL MORLEY: And now our Group Administrators, I mean, they've done a good job too of staying on it. A lot of those issues don't get pushed up to us anymore, only when it's resolved. So they're taking care of those things, which was our goal, remember, to try and relieve some stress throughout the organization by distributing it. So I think that's going well. And Gayle's right. I like that they've developed relationships with people. So now when they call somebody, specifically, each other knows who's talking to each other, so. I don't think we - - the maintenance issues just haven't really been a challenge for us lately.

MRS. PHYLLIS D. BAILEY: Question. In your maintenance issues, does that include your lawn care?

CHAIRMAN PAUL KAPLAN: They do have a lawn company, a lawn company that handles --

MRS. PHYLLIS D. BAILEY: It's separate?

CHAIRMAN PAUL KAPLAN: Separate.

DR. GABRIEL MORLEY: Yes. There's a couple of different lawn companies in Alpharetta. The City of Alpharetta is actually doing the Alpharetta Library. They said they would do it. You know, because it's -- it's right by City Hall, so they're together.

MRS. PHYLLIS D. BAILEY: Okay. Okay. We see what that's all about.

DR. GABRIEL MORLEY: And you know as we renovate we're trying to minimize landscaping needs. So we're trying to develop these renovations in a way that we don't have to go and cut grass all the time, that we can have other things that are much easier to manage. 'Cause, you know, out front here is a perfect example. There's those bushes in that little area, and Floyd probably tried for a year just to get somebody to bring a bag of mulch to spread over the dirt. And he finally got somebody. It took a lot of staying on them. It worked. But truly from their perspective, having to maintain all those things is very difficult. So the more we can do to minimize it the better.

CHAIRMAN PAUL KAPLAN: Is there anything else that anybody wants to bring up? And I -- make sure if you hear something about the budget, make sure you send us something on it. If you find out

DR. GABRIEL MORLEY: Yes. I'll send you some --

CHAIRMAN PAUL KAPLAN: That's critical for us.

DR. GABRIEL MORLEY: You may have seen today, the BOC unanimously approved the name change for Southeast too. So the Southeast Library is now The Louise Watley Library of Southeast Atlanta. And so we will order the letters, find somebody to put them on the wall, that kind of stuff, and plan for a Spring unveil when it's nice weather. We've got to wait for the budget to get approved anyway in January before we can make requisitions and do all that kind of stuff, so.

I talked to a couple of those people today. So they should be aware of our plan.

MR. JOSH TAYLOR: Could you tell us a little bit about the weeding process? And, you know, I see in Buckhead, for example, they're -- they're really trying to get things done by, I guess, the end of December. Is that their goal or is that your goal to have everything done by December?

DR. GABRIEL MORLEY: Our goal was a couple of months ago, I think.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: And, you know, different branches have had different challenges. But part of what we're trying to do is ensure that we get the Collection to the right size before we tag. Because remember all the legacy branches are going to

RFIB. So every book has to be tagged with a radio frequency tag so it can work with our new system.

So we don't want to waste money on tags or things that we don't need. We also know we're reducing the shelving height to create a better user experience, a better atmosphere. And we have the data that shows a lot of the material is beyond its life.

MR. JOSH TAYLOR: Ancient.

DR. GABRIEL MORLEY: So we set up a time frame probably back in the first quarter of the year. I mean, we knew this was coming and we wanted to give them plenty of time. And we told them to get with their Group Administrator because each branch needed to come up with its own percentage of where it needed to be and what it needed to have. There's no way to do that centrally. We couldn't just say, hey, get rid of 'x'. They needed to make those decisions. We had a whole plan worked out with Collection Management. It was all in writing, you know, that says, use your professional judgment, follow these guidelines, x, y, z. This is the order in which items get weeded. Some branches jumped on it, did a great job, moved forward. Some other branches had some challenges and they're trying to catch up now before we have to close and move out.

So Buckhead got a little reprieve with this whole moving of contractor thing. But our first seven, I would say probably ninety percent of them are where they need to be.

MR. JOSH TAYLOR: So the branch really decides which items to be weeded.

DR. GABRIEL MORLEY: Well, Collection HQ is going to spit out a report --

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: -- that lists everything that ought to go based on whatever criteria we've decided.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: But we want to have some human input and some professional judgment and say, I know the machine says that, but that's not what we really want to do here. And so that's why we told them they need to get with their Group Administrator and figure out what works for them. Because some of the branches, and you all know this, this is not a surprise, some of the branches are not circulating very many materials. So if you look at their report, their report may say dump seventy of what you got. But we can't have two-thirds of the library with empty shelves. That's just not going to fly.

MR. JOSH TAYLOR: But that's the opportunity to create more meeting spaces.

DR. GABRIEL MORLEY: Correct. As we work through these renovations, those are the discussions we're having. Those are the things we're moving forward with. That's another pressure point. Like Gayle was saying, where it's hard for the architects to understand, because they keep saying, how many items are you going to have? And we're saying, you show us what space you have drawn up and we'll fit the items into your space. And remember on the back end, too, our saving grace is we have room in this building. And we always have tending to use this building to house some of that overflow. So we can still get material where it needs to go that day or the next day. It's not totally gone. But we have to free up some time or we have to free up some space.

MR. JOSH TAYLOR: Yes. I just wanted to give you a report that the Buckhead Library, and I suspect some of the others, they've asked for the Friends or the volunteers to come help. And apparently it's a very easy to use system. They just hand them a list of books to pull, they pull them. And we've gotten several volunteers to come in and help do that.

DR. GABRIEL MORLEY: Yes. Central's been working for months ahead of time. They started early, because they knew they were going to have a heavy volume. And remember that everything that gets weeded also goes to Better World Books. And so if Better World Books then sells that, then we get some of that, a percentage of that back. So it's a good deal for us. It helps us to get the Collection to a healthy place and not just be a burden to us in some ways.

CHAIRMAN PAUL KAPLAN: Anybody else have anything else? Well, before we adjourn, I wish everybody have a good Thanksgiving. It's coming up next week. And then we're going to meet the third week of December. It's going to come right around and be right back again.

DR. GABRIEL MORLEY: But don't forget about Zenobia's request.

CHAIRMAN PAUL KAPLAN: Zenobia, do you want to make a formal request, Zenobia?

MRS. ZENOBIA CLAXTON: I defer.

CHAIRMAN PAUL KAPLAN: You defer. That was good.

MRS. PHYLLIS D. BAILEY: Oh, I love it.

DR. GABRIEL MORLEY: I make the motion you skip the December 20th meeting. I mean, you can decide. I mean, if there's no Action Item, we can still send you a packet. But there's no reason to come and vote on anything. I mean, it would save you -- I don't know what all your holiday plans are. I won't be anywhere. Isn't it December 20th?

MRS. ZENOBIA CLAXTON: Yes.

CHAIRMAN PAUL KAPLAN: Well, why don't you -- let's leave it on the calendar.

DR. GABRIEL MORLEY: That's what I mean. You can leave it on the calendar and make a decision during the month. Al will be back in town.

CHAIRMAN PAUL KAPLAN: Al will be back?

MR. JOSH TAYLOR: There would be too many things that we would have to discuss. One is an update on the various plans. And the second is, if there's any news on the budget --

CHAIRMAN PAUL KAPLAN: That's the one.

MR. JOSH TAYLOR: Do we need to have a discussion?

DR. GABRIEL MORLEY: I'm with you.

ADJOURNMENT

CHAIRMAN PAUL KAPLAN: Okay. All right. Anything else? Is there a motion to adjourn?

MOTION

MR. JOSH TAYLOR: So moved.

CHAIRMAN PAUL KAPLAN: Moved. Is there a second?

MR. D. CHIP JOYNER: Second.

CHAIRMAN PAUL KAPLAN: All in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Thank you.

*(Whereupon, the Board of Trustees Meeting
concluded at 5:11 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

December 2017

Summary of November 2017 Activities

Personnel

- Kay Clark was named interim branch manager at NESO. Kay has worked at the NESO branch for several years as the assistant manager.
- Sharon Robinson, the head of reference at Auburn Avenue Research Library for many years, has retired. Sharon was a librarian for 40 years beginning at the Schomburg Center for Research in Black Culture in New York.

Bond Update

- We are making good progress on the Central Library redesign. We have developed a plan within budget, and are finalizing a first draft of the plan for review.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – This project was awarded to a new bidder on Nov. 1. We have not had an initial meeting with the contractor. It looks like the meeting will be after the holidays.
- Group 4 (East Point and Fairburn) – This project is being studied to ensure costs are within budget. Once the project is approved we will move forward with a draft of the redesign for review.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – This project needs to be re-advertised. The original bidder declined to accept the Group 2 job.
- The Hapeville project was awarded to Albion. We have not had an initial meeting with this contractor. This meeting will be held after the holidays.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Fact sheets are being developed to demonstrate the proposed redesigns. Once commissioners have seen the fact sheets then we will schedule our final public meetings in late January or February.

Maintenance Update

- The heater at Adams Park library needs significant repair. DREAM placed portable heaters in the library.

VOLUNTEER SERVICES

- In November, we worked with 686 volunteers who served 5,051 hours at 32 locations, including 7 departments at Central. 197 of our volunteers this month were teens and 105 volunteers were new to the library.
- Branches with the top hours of 346, 302 and 293 included Central, Ocee and Sandy Springs. Branches with the top number of volunteers with 97, 65 and 36 included Ocee, Northeast/Spruill Oaks and Milton. Roswell, Alpharetta and Milton had the top number of Friends' hours with 842, 471 and 154 hours respectively. The Friends of Roswell, Sandy Springs and Alpharetta had the most volunteers with 36, 29 and 27 respectively.

METROPOLITAN LIBRARY

- Metropolitan presented 27 programs this month in the community with a total attendance of 553 children, teens, and adults. Meeting rooms were used by various groups 50 times and accommodated 781 patrons. Our two study rooms were used a total of 113 times this month and accommodated 176 patrons.
- We started off the month with a great event for our teens. On November 1st we hosted Library after Dark Game Night, in celebration of ALA International Games Week (October 29-November 4). Over 30 teenagers were in attendance and they were very excited to experience new gaming gadgets and played with multiple games such as the PS4 Virtual Reality games, Nintendo Switch, Wii, and others. They were even more excited to be at the library after closing hours. This event was a great experience for teens and we hope to schedule another in the near future.

ADAMS PARK

- Catherine Roberds continued story times at the YMCA Head Start and preschool program this month, as well as Art Club and Lego Club. Art Club spent the afternoon painting, which was enjoyed by children, teens, and parents. Lego Club had a healthy turnout, with almost 20 people showing up to build and create!
- Catherin Roberds attended the Mother Goose on the Loose training on November 14th, which was easily the best staff development she had ever attended. The presenter, Betsy Daimant-Cohen, was able to give Ms. Roberds tools to feel successful leading a story time for babies, and is planning on holding Adams Park Library's first Mother Goose on the Loose story time on January 30th. She is looking forward to re-incorporating Books for Babies into the services available at Adams Park Library.

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

January 2018

Summary of December 2017 Activities

Personnel

- No major personnel actions.

Bond Update

- We are making good progress on the Central Library redesign. We have developed a plan within budget, and are finalizing a first draft of the plan for review.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – We held an initial contract meeting last week. Staff and public input sessions will be scheduled in the coming weeks.
- Group 4 (East Point and Fairburn) – This project is being studied to ensure costs are within budget. Once the project is approved we will move forward with a draft of the redesign for review.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – This project needs to be re-advertised. The original bidder declined to accept the Group 2 job.
- The Hapeville project was awarded to Albion. We held a contract meeting earlier this month. The contractor must first assess replacement versus renovation before we can proceed. The assessment process could take 4-8 weeks.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Proposed dates of renovation were distributed earlier this month. Once commissioners have seen the fact sheets we will schedule our final public meetings in February.

Maintenance Update

- No major activity.

VOLUNTEER SERVICES

- The Office of Volunteer Services recorded 3,431 hours performed at 30 locations, including 5 departments at Central, by 549 volunteers, 46 of which were new to the system in December. These are high numbers during the holidays, especially considering we were closed 8.5 days. Branches with the top hours in December of 249, 200 and 190 included Ocee, Roswell and Sandy Springs and branches with the top number of volunteers with 79, 55 and 39 included Ocee, Northeast/Spruill Oaks and Roswell. Alpharetta, Roswell and Northside had the top number of Friends' hours with 362, 306 and 198 hours respectively. The Friends of Sandy Springs, Roswell and Northside had the most volunteers with 35, 29 and 28 respectively.
- This brings our 2017 total to 2,562 volunteers who served 62,670 hours across the library system. 922 volunteers were new to the system this year despite the hold on new adult placements for several months. The total statistics decreased from 2016 (2,950/73,597), but we are proud of our large volunteer team and the dedicated staff at each branch who provide orientation and projects for volunteers.

OUTREACH

- Adult Outreach attended 17 events this month, issued 166 library cards, and reached 768 patrons!
- Some of the larger events included a card drive at the Art Institute of Atlanta, the Southern Fried Queer Pride Pop-Up, the Piedmont Park Farmers Market with a Read to Rover program, and the Transgender Day of Remembrance film screening and panel discussion at Auburn Avenue Research Library. Oscar Gittemeier conducted several Library After Dark evening events in branches including virtual reality gaming at Metropolitan and Buckhead and movie nights at Alpharetta and Auburn Ave.

COLLEGE PARK

- The branch has been busy this month preparing for 2018. Programs planned for the coming year will include Spanish Classes, Tax Preparation Sessions, Estate Planning, Interviewing Techniques and Dress for Success. The GED Classes are scheduled to return to the branch in January 2018. Yellock met with Lula Gilliam (Youth Enhancement Services) regarding the GED program. Ms. Gilliam stated that attendance has increased which was a determining factor for the classes to be offered again. Spanish Classes will start in January 2018, and the classes are being offered on Saturdays which should capture and target those patrons who work during the week.

- A partnership with College Park Elementary School brought smiles and joy to approximately 110 students, parents and library users during the Title 1 Reading Comprehension Family Read Night. The program was well attended by our local business partners, College Park Fire Department and police officers. Santa's presence and the students singing performance made for a more festive evening. Children's Librarian Kimara Mason engaged students, parents and all in attendance with interactive stories and fingerplays.

EAST POINT

- December was an active month at the branch. We hosted quite a few events and partnered with various county departments in the theme of Common Grounds. We will take the momentum we are building into the New Year and look forward to what it will bring the branch and the community.
- The branch had a variety of programs including:
 - Gwen Brinkley from Fulton County Water Resources did a program for our storytime.
 - Omari Hill Teen Driver Safety Program.
 - Holiday comedy show featuring Ma Bess
 - Spoken word artist Beloved Jones
 - Therapeutic writing workshop
 - Beginners computer classes
 - AARP driver safety class
 - Served as an early voting site for the run-off election in Fulton County
 - Hosted representatives from Fulton County Office on Aging to assist seniors with getting assistance paying their utility bills.

SOUTH FULTON

- Logan is back! Logan is a therapy dog who comes twice a month to the branch for children ages 12 and under to read to him. This program named Read to Me was created to help improve the language and literacy skills as well as help with emotional and social skills by reading aloud to a dog. Youth also learned to be comfortable with friendly dogs. There were 11 participants. This program has become popular and will continue next month.
- A variety of youth programs were held this month. The most interesting programs were the STEAM Club, the Children's Holiday Party, and Lego Club. STEAM Club participants made holiday canvas art. Youth demonstrated their creativity by making use of several art media: paint, markers, and color pencils. The Lego Club participants were challenged to build something creative using a variety of Lego pieces. Students also

enjoyed watching the *Lego Movie* while building with Legos. Studies have shown that building with Legos helps develop lateral thinking in a fun environment, teaches children to think in three dimensions, improves literacy as children work with instructions, develops problem-solving, organization, and planning by construction, improves creativity, and enhances communication and critical thinking skills, along with fine motor skills.

- The last children's program of this year was a holiday pajama storytime. Youth wore pajamas to storytime, participated in a pajama decorating craft, received juice and cookies and listened to bedtime stories and songs.
- Kwanzaa and Hanukah bibliographies for kids were created for elementary-level children and their caregivers. With these resources, parents and children were able to learn about Kwanzaa resources available in Hoopla.
- The theme for Learning Spaces, a program sponsored by United Way, was physical development. Children learned about dance, and yoga, through storytime and songs. Learning Spaces is held every Monday and has received much praise from parents.

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

Doc. #17-69

AS NOVEMBER 30, 2017

SERVICE	2017 BUDGET	2017 NOVEMBER	2017 YTD	2017 YTD	2017 YTD	2017 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	TOTAL COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,695,467	1,056,824	12,390,644	-	12,390,644	84%	2,304,823
PART TIME SALARY	770,259	40,150	511,600	-	511,600	66%	258,659
BENEFITS	7,628,790	495,740	6,132,236	-	6,132,236	80%	1,496,554
BOOKS	2,250,735	375,484	1,364,019	879,680	2,243,699	100%	7,035
OFFICE EQUIP. REPAIR	4,777	-	3,828	-	3,828	80%	950
EQUIPMENT	5,820	-	-	3,429	3,429	59%	2,391
OFFICE FURNITURE	582	-	-	-	-	0%	582
PROFESSIONAL SERV	42,837	757	29,619	10,562	40,181	94%	2,656
COPIER MACHINE LEASE	289,535	12,223	239,430	-	239,430	83%	50,105
COPIER PAPER	14,260	4,373	9,717	4,530	14,247	100%	14
SUPPLIES	97,952	11,277	60,990	18,011	79,002	81%	18,950
SOFTWARE MAINTENANCE	215,078	-	213,041	1,200	214,241	100%	837
BUILDING RENT	201,741	12,032	165,154	36,558	201,712	100%	29
LYRASIS CHARGES	200	-	-	-	-	0%	200
OTHER SERVICES	149,261	4,503	96,117	12,479	108,595	73%	40,666
SECURITY SERVICES	437,614	9,379	402,745	26,879	429,624	98%	7,990
TRAVEL	38,176	2,726	29,150	-	29,150	76%	9,026
VEHICLE MAINTENANCE	12,750	2,954	12,268	-	12,268	96%	482
GENERAL INSURANCE	759,530	63,294	696,236	-	696,236	92%	63,294
TOTAL	27,615,364	2,091,716	22,356,794	993,329	23,350,123	85%	4,265,241

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

AS OF NOVEMBER 30, 2017

ORGANIZATION	SERVICE	2017 BUDGET	2017 NOVEMBER	2017 YTD	2017 YTD	2017 YTD	2017 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,566,657	905,566	10,501,064	-	10,501,064	84%	2,065,593
	PART TIME SALARY	770,259	40,150	511,600	-	511,600	66%	258,659
	BENEFITS	6,573,491	425,605	5,226,191	-	5,226,191	80%	1,347,299
	BOOKS	2,250,735	375,484	1,364,019	879,680	2,243,699	100%	7,035
	OFFICE EQUIP. REPAIR	4,777	-	3,828	-	3,828	80%	950
	EQUIPMENT	1,500	-	-	1,397	1,397	93%	103
	OFFICE FURNITURE	285	-	-	-	-	0%	285
	PROFESSIONAL SERV	25,595	-	21,444	3,274	24,718	97%	877
	COPIER MACHINE LEASE	261,235	10,008	216,560	-	216,560	83%	44,675
	SUPLIES	49,607	4,680	28,265	12,217	40,482	82%	9,125
	BUILDING RENT	201,741	12,032	165,154	36,558	201,712	100%	29
	OTHER SERVICES	19,598	8	8,280	604	8,884	45%	10,714
	SECURITY SERVICES	437,614	9,379	402,745	26,879	429,624	98%	7,990
	GENERAL INSURANCE	575,035	47,920	527,115	-	527,115	92%	47,920
Total		23,738,129	1,830,832	18,976,265	960,611	19,936,876	84%	3,801,253

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

AS OF NOVEMBER 30, 2017

ORGANIZATION	SERVICE	2017 BUDGET	2017 NOVEMBER	2017 YTD	2017 YTD	2017 YTD	2017 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,128,810	151,257	1,889,580	-	1,889,580	89%	239,230
	BENEFITS	1,055,299	70,135	906,045	-	906,045	86%	149,255
	EQUIPMENT	4,320	-	-	2,032	2,032	47%	2,288
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	17,242	757	8,176	7,287	15,463	90%	1,779
	COPIER MACHINE LEASE	28,300	2,215	22,870	-	22,870	81%	5,431
	COPIER PAPER	14,260	4,373	9,717	4,530	14,247	100%	14
	SUPPLIES	48,345	6,597	32,725	5,794	38,520	80%	9,825
	SOFTWARE MAINTENANCE	215,078	-	213,041	1,200	214,241	100%	837
	LYRASIS CHARGES	200	-	-	-	-	0%	200
	OTHER SERVICES	129,663	4,495	87,837	11,874	99,711	77%	29,952
	TRAVEL	38,176	2,726	29,150	-	29,150	76%	9,026
	VEHICLE MAINTENANCE	12,750	2,954	12,268	-	12,268	96%	482
	GENERAL INSURANCE	184,495	15,375	169,120	-	169,120	92%	15,375
Total		3,877,235	260,884	3,380,529	32,718	3,413,247	88%	463,988

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

AS OF DECEMBER 31, 2017

Doc. #18-03

SERVICE	2017 BUDGET	DEMCEMBER	2017 YTD	2017 YTD	2017 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDED	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,692,167	1,067,524	13,458,168	13,458,168	92%	1,233,999
PART TIME SALARY	770,259	41,982	553,582	553,582	72%	216,677
BENEFITS	7,629,790	1,050,239	7,182,475	7,182,475	94%	447,315
BOOKS	2,172,185	799,878	2,163,897	2,163,897	100%	8,287
OFFICE EQUIP. REPAIR	3,837	-	3,828	3,828	100%	10
EQUIPMENT	4,820	3,429	3,429	3,429	71%	1,391
PROFESSIONAL SERV	38,137	2,883	32,502	32,502	85%	5,635
COPIER MACHINE LEASE	268,535	24,143	263,573	263,573	98%	4,962
COPIER PAPER	14,260	-	9,717	9,717	68%	4,543
SUPPLIES	99,452	26,166	87,156	87,156	88%	12,296
SOFTWARE MAINTENANCE	214,278	1,200	214,241	214,241	100%	37
BUILDING RENT	189,241	22,660	187,814	187,814	99%	1,427
LYRASIS CHARGES	200	-	-	-	0%	200
OTHER SERVICES	156,675	25,602	121,719	121,719	78%	34,956
SECURITY SERVICES	547,072	92,850	495,595	495,595	91%	51,477
TRAVEL	35,176	575	29,726	29,726	85%	5,450
VEHICLE MAINTENANCE	19,750	393	12,662	12,662	64%	7,088
GENERAL INSURANCE	759,530	63,294	759,530	759,530	100%	-
TOTAL	27,615,364	3,222,820	25,579,614	25,579,614	93%	2,035,750

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

AS OF DECEMBER 31, 2017

ORGANIZATION	SERVICE	2017 BUDGET	2017 DECEMBER	2017 YTD	2017 YTD	2017 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,565,657	906,811	11,407,875	11,407,875	91%	1,157,782
	PART TIME SALARY	770,259	41,982	553,582	553,582	72%	216,677
	BENEFITS	6,573,491	935,168	6,161,359	6,161,359	94%	412,132
	BOOKS	2,172,185	799,878	2,163,897	2,163,897	100%	8,287
	OFFICE EQUIP. REPAIR	3,837	-	3,828	3,828	100%	10
	EQUIPMENT	2,500	1,397	1,397	1,397	56%	1,103
	PROFESSIONAL SERV	25,095	2,374	23,818	23,818	95%	1,277
	COPIER MACHINE LEASE	243,235	22,626	239,186	239,186	98%	4,049
	SUPPLIES	44,607	14,943	43,208	43,208	97%	1,399
	BUILDING RENT	189,241	22,660	187,814	187,814	99%	1,427
	OTHER SERVICES	18,040	1,245	9,525	9,525	53%	8,515
	SECURITY SERVICES	547,072	92,850	495,595	495,595	91%	51,477
	GENERAL INSURANCE	575,035	47,920	575,035	575,035	100%	0
Total		23,730,254	2,889,855	21,866,120	21,866,120	92%	1,864,134

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

AS OF DECEMBER 31, 2017

ORGANIZATION	SERVICE	2017 BUDGET	2017 DECEMBER	2017 YTD	2017 YTD	2017 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,126,510	160,713	2,050,293	2,050,293	96%	76,217
	BENEFITS	1,056,299	115,071	1,021,116	1,021,116	97%	35,183
	EQUIPMENT	2,320	2,032	2,032	2,032	88%	288
	PROFESSIONAL SERV	13,042	508	8,684	8,684	67%	4,358
	COPIER MACHINE LEASE	25,300	1,517	24,387	24,387	96%	914
	COPIER PAPER	14,260	-	9,717	9,717	68%	4,543
	SUPPLIES	54,845	11,223	43,948	43,948	80%	10,897
	SOFTWARE MAINTENANCE	214,278	1,200	214,241	214,241	100%	37
	LYRASIS CHARGES	200	-	-	-	0%	200
	OTHER SERVICES	138,635	24,357	112,194	112,194	81%	26,441
	TRAVEL	35,176	575	29,726	29,726	85%	5,450
	VEHICLE MAINTENANCE	19,750	393	12,662	12,662	64%	7,088
	GENERAL INSURANCE	184,495	15,375	184,495	184,495	100%	-
Total		3,885,110	332,965	3,713,494	3,713,494	96%	171,616

Atlanta-Fulton Public Library System - November 2017

Activity and Description	2017		*2016		YTD
	November	YTD	November	YTD	
Circulation					
Total number of items checked out of the library	220,485	2,741,845	244,862	2,854,802	-4%
Holds					
Number of requests by patrons	46,702	578,601	47,770	563,247	3%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	479	5,029	280	3,083	63%
Visits					
Number of people entering a library for any reason	273,565	3,711,005	388,367	3,545,120	5%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	75,680	1,041,001	82,557	847,114	23%
Number of hours of computer use	42,539	874,658	140,561	764,520	14%
Wireless Sessions					
Number of times the library's wireless network is accessed	32,103	411,247	41,366	456,087	-10%
Webhits					
Number of times people have visited the library's website	616,083	7,925,082	662,277	8,073,483	-1.8%
Online Resources					
Number of times a resource is logged into or a searched performed	187,141	1,775,298	104,067	1,012,569	75%
Computer Classes					
Number of classes	27	249	21	206	21%
Number of attendees	157	1,570	109	1,253	25%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	34,146	357,932	21,913	208,557	72%
Children's programs					
Library sponsored programs offered for children (birth - 12)	302	3,588	308	3,556	1%
Number of people attending programs	7,038	120,603	7,848	118,848	1%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	59	688	27	624	10%
Number of people attending programs	844	14,131	519	13,840	2%
Adult Programs					
Library sponsored programs offered for adults (18 +)	395	4,580	305	3,835	19%
Number of people attending programs	5,330	71,627	4,635	52,147	37%
Programs - Total					
Library sponsored programs offered - total of all programs	756	8,853	640	8,015	10%
Number of people attending programs	13,212	205,328	13,002	184,835	11%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	382	6,735	643	5,725	18%
Number of people attending meetings or activities	7,433	96,203	76,923	195,012	-51%

* August 2016 statistics were corrupted and inaccurate.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
NOVEMBER 2017

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	NOV 2017 DATA	NOV 2016 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2017 CIRC	YTD 2016 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	867	580	18	1,465	1,759	(294)	-17%	16,793	19,611	(2,818)	-14%
ADAMSVILLE/COLLIER HEIGHTS	629	802	42	1,473	1,818	(345)	-19%	18,958	19,447	(489)	-3%
ALPHARETTA	7,778	15,049	469	23,296	26,828	(3,532)	-13%	292,181	302,866	(10,685)	-4%
BUCKHEAD	5,385	4,255	331	9,971	10,150	(179)	-2%	117,040	125,112	(8,072)	-6%
CLEVELAND AVENUE	900	625	30	1,555	1,856	(301)	-16%	20,307	21,336	(1,029)	-5%
COLLEGE PARK	798	593	53	1,444	2,230	(786)	-35%	18,855	38,723	(19,868)	-51%
DOGWOOD	984	721	141	1,846	2,105	(259)	-12%	24,431	27,358	(2,927)	-11%
EAST ATLANTA	1,903	2,963	185	5,051	3,879	1,172	30%	61,148	58,307	2,841	5%
EAST POINT	2,272	1,058	127	3,457	5,952	(2,495)	-42%	53,067	54,952	(1,885)	-3%
EAST ROSWELL	5,495	6,434	245	12,175	13,407	(1,232)	-9%	145,820	165,476	(19,656)	-12%
FAIRBURN	1,143	761	81	1,985	2,574	(589)	-23%	24,817	33,763	(8,946)	-26%
HAPEVILLE	437	420	35	892	1,264	(372)	-29%	14,077	13,592	485	4%
KIRKWOOD	856	1,806	56	2,719	2,881	(162)	-6%	33,560	31,570	1,990	6%
MARTIN LUTHER KING, JR	420	301	38	759	1,022	(263)	-26%	10,817	12,496	(1,679)	-13%
MECHANICSVILLE	721	947	180	1,848	1,622	226	14%	16,746	17,489	(743)	-4%
METROPOLITAN	2,305	2,888	119	5,312	6,698	(1,386)	-21%	66,877	85,539	(18,663)	-22%
MILTON	4,160	10,390	377	14,927	15,429	(502)	-3%	186,641	178,513	8,128	5%
NORTHEAST/SPRUILL OAKS	4,279	10,206	462	14,948	15,633	(685)	-4%	186,244	186,530	(286)	0%
NORTHSIDE	3,719	5,332	217	9,267	12,008	(2,741)	-23%	138,451	144,142	(5,691)	-4%
NORTHWEST	1,503	2,802	311	4,616	5,760	(1,144)	-20%	57,799	64,103	(6,304)	-10%
OCEE	6,632	14,646	805	22,083	23,662	(1,579)	-7%	275,474	296,645	(21,171)	-7%
PALMETTO	679	804	22	1,505	2,380	(875)	-37%	22,711	35,806	(13,095)	-37%
PEACHTREE	3,164	2,777	332	6,273	5,320	953	18%	63,661	59,918	3,743	6%
PONCE DE LEON	5,511	4,424	298	10,233	11,092	(859)	-8%	121,320	132,383	(11,063)	-8%
ROSWELL	8,141	8,034	520	16,695	18,510	(1,815)	-10%	215,009	230,175	(15,166)	-7%
SANDY SPRINGS	8,430	8,874	692	17,996	15,250	2,746	18%	195,267	190,308	4,959	3%
SOUTHEAST	990	1,527	63	2,580	3,636	(1,056)	-29%	33,661	17,423	16,238	93%
SOUTH FULTON	2,292	3,068	151	5,511	7,202	(1,691)	-23%	74,670	19,311	55,359	287%
SOUTHWEST	1,791	1,295	117	3,204	4,980	(1,776)	-36%	45,156	57,637	(12,481)	-22%
WASHINGTON PARK	698	653	24	1,375	1,757	(382)	-22%	17,774	21,213	(3,439)	-16%
WEST END	735	439	34	1,208	1,169	39	3%	15,743	18,302	(2,559)	-14%
WOLFCREEK	2,913	4,641	278	7,832	9,618	(1,786)	-19%	92,506	91,759	747	1%
BRANCHES TOTAL	88,529	120,115	6,857	215,501	239,451	(23,950)	-10%	2,677,581	2,771,805	(94,225)	-3%
CENTRAL	3,444	929	175	4,548	5,395	(847)	-16%	62,065	64,407	(2,342)	-4%
Outreach Services	197	227	12	436	16	420	2625%	2,199	883	1,316	149%
AUBURN AVENUE RESEARCH											
Non-circulating library - please refer to other usage reports.											
SYSTEM TOTAL	92,170	121,272	7,043	220,485	244,862	-24,377	-10%	2,741,845	2,837,095	-95,251	-3%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
NOVEMBER 2017

AGENCY NAME	NOVEMBER CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,465	276	162	2,710	5,695	9	139	3	32	0
ADAMSVILLE/COLLIER HEIGHTS	1,473	174	457	1,751	4,199	7	73	2	16	0
ALPHARETTA	23,296	548	2,056	2,691	11,700	45	589	14	241	1
BUCKHEAD	9,971	460	1,264	1,819	13,581	9	274	44	545	4
CLEVELAND AVE	1,555	172	547	1,803	4,643	9	60	12	106	0
COLLEGE PARK	1,444	236	250	2,250	2,844	15	291	1	3	0
DOGWOOD	1,846	99	175	1,023	5,001	16	197	2	19	6
EAST ATLANTA	5,051	260	581	1,598	4,728	8	148	19	182	7
EAST POINT	3,457	315	585	3,806	3,184	8	60	8	1073	1
EAST ROSWELL	12,175	371	1,448	1,492	5,089	34	736	14	152	7
FAIRBURN	1,985	219	408	764	3,010	10	57	16	133	4
HAPEVILLE	892	84	332	1,143	2,989	7	94	3	11	0
KIRKWOOD	2,719	149	279	765	1,479	11	204	7	99	6
MARTIN LUTHER KING, JR	759	40	296	820	400	10	229	0	0	0
MECHANICSVILLE	1,848	77	309	1,068	3,204	8	164	8	127	0
METROPOLITAN	5,312	276	2,753	5,310	9,974	27	553	50	781	0
MILTON	14,927	318	2,463	796	4,457	38	531	2	18	8
NORTHEAST/SPRUILL OAKS	14,948	232	1,869	713	22,879	32	533	16	81	2
NORTHSIDE	9,267	205	899	663	7,797	7	260	3	40	0
NORTHWEST	4,616	335	2,320	2,402	5,290	17	264	8	799	15
OCEE	22,083	497	1,636	1,020	19,365	26	304	3	65	1
PALMETTO	1,505	104	706	1,319	3,789	13	188	1	12	0
PEACHTREE	6,273	265	1,004	1,645	5,646	27	419	5	57	2
PONCE DE LEON	10,233	468	1,583	2,571	17,225	13	228	4	47	9
ROSWELL	16,695	459	2,087	1,942	14,400	50	645	5	55	13
SANDY SPRINGS	17,996	511	1,647	2,369	17,331	59	616	14	649	9
SOUTHEAST	2,580	202	751	2,115	8,546	18	427	6	155	0
SOUTH FULTON	5,511	521	2,857	2,084	8,366	18	243	35	306	0
SOUTH WEST	3,204	259	201	4,124	15,000	15	154	39	587	0
WASHINGTON PARK	1,375	97	372	1,664	8,227	8	139	2	12	24
WEST END	1,208	169	164	1,555	4,794	30	768	3	8	23
WOLFCREEK	7,832	318	2,368	2,516	9,100	26	491	18	686	6
BRANCHES TOTAL	215,501	8,716	34,829	60,311	253,932	630	10,078	367	7,097	148
CENTRAL	4,548	602	4,909	14,989	17,482	69	1,145	16	350	8
OUTREACH SERVICES	436	1	0	0		33	1,015	0	0	0
AUBURN AVENUE RESEARCH			4	380	2,151	24	974	2	18	0
SYSTEM TOTAL	220,485	9,319	39,742	75,680	273,565	756	13,212	385	7,465	156

Atlanta-Fulton Public Library System December 2017

Activity and Description	2017		*2016		YTD
	December	YTD	December	YTD	
Circulation					
Total number of items checked out of the library	179,323	2,921,168	225,752	3,080,554	-5%
Holds					
Number of requests by patrons	40,879	619,480	45,499	608,746	2%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	434	5,463	347	3,430	59%
Visits					
Number of people entering a library for any reason	240,123	3,951,128	297,610	3,842,730	3%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	62,471	1,103,472	75,945	923,059	20%
Number of hours of computer use	109,371	984,029	40,812	805,332	22%
Wireless Sessions					
Number of times the library's wireless network is accessed	21,717	432,964	36,806	492,893	-12%
Webhits					
Number of times people have visited the library's website	562,320	8,487,402	624,235	8,697,718	-2.4%
Online Resources					
Number of times a resource is logged into or a searched performed	164,203	1,939,501	82,219	1,094,788	77%
Computer Classes					
Number of classes	16	265	16	222	19%
Number of attendees	81	1,651	106	1,359	21%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	36,325	394,257	25,174	233,731	69%
Children's programs					
Library sponsored programs offered for children (birth - 12)	230	3,818	213	3,769	1%
Number of people attending programs	6,503	127,106	6,090	124,938	2%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	41	729	27	651	12%
Number of people attending programs	524	14,655	441	14,281	3%
Adult Programs					
Library sponsored programs offered for adults (18 +)	303	4,883	244	4,079	20%
Number of people attending programs	4,794	76,421	2,858	55,005	39%
Programs - Total					
Library sponsored programs offered - total of all programs	574	9,413	484	8,499	11%
Number of people attending programs	11,821	216,112	9,394	194,229	11%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	317	7,052	512	6,237	13%
Number of people attending meetings or activities	5,196	101,399	5,406	200,418	-49%

* August 2016 statistics were corrupted and inaccurate.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
DECEMBER 2017

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	DEC 2017 DATA	DEC 2016 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2017 CIRC	YTD 2016 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	678	348	36	1,062	1,305	(243)	-19%	17,855	20,916	(3,061)	-15%
ADAMSVILLE/COLLIER HEIGHTS	684	704	19	1,407	1,596	(189)	-12%	20,365	21,043	(678)	-3%
ALPHARETTA	6,546	11,475	440	18,461	24,737	(6,276)	-25%	310,642	327,603	(16,961)	-5%
BUCKHEAD	4,814	2,758	222	7,794	9,833	(2,039)	-21%	124,834	134,945	(10,111)	-7%
CLEVELAND AVENUE	657	569	21	1,247	1,729	(482)	-28%	21,554	23,065	(1,511)	-7%
COLLEGE PARK	833	568	50	1,451	1,846	(395)	-21%	20,306	40,569	(20,263)	-50%
DOGWOOD	849	1,129	98	2,076	1,731	345	20%	26,507	29,089	(2,582)	-9%
EAST ATLANTA	1,338	1,633	82	3,053	5,248	(2,195)	-42%	64,201	63,555	646	1%
EAST POINT	2,922	1,021	108	4,051	3,460	591	17%	57,118	58,412	(1,294)	-2%
EAST ROSWELL	4,683	4,466	160	9,309	12,391	(3,082)	-25%	155,129	177,867	(22,738)	-13%
FAIRBURN	912	588	37	1,537	2,137	(600)	-28%	26,354	35,900	(9,546)	-27%
HAPEVILLE	379	326	20	725	1,095	(370)	-34%	14,802	16,339	(1,537)	-9%
KIRKWOOD	836	1,530	92	2,459	2,661	(202)	-8%	36,019	34,231	1,788	5%
MARTIN LUTHER KING, JR	407	242	37	687	888	(201)	-23%	11,504	13,384	(1,880)	-14%
MECHANICSVILLE	430	386	46	862	1,438	(576)	-40%	17,608	18,927	(1,319)	-7%
METROPOLITAN	1,865	2,233	70	4,168	6,966	(2,798)	-40%	71,045	92,504	(21,459)	-23%
MILTON	3,339	6,912	286	10,537	12,800	(2,263)	-18%	197,178	191,313	5,865	3%
NORTHEAST/SPRUILL OAKS	3,751	8,681	452	12,884	12,996	(112)	-1%	199,128	199,526	(398)	0%
NORTHSIDE	2,889	3,389	213	6,491	11,331	(4,840)	-43%	144,942	155,473	(10,531)	-7%
NORTHWEST	1,295	1,988	168	3,451	4,769	(1,318)	-28%	61,250	68,872	(7,622)	-11%
OCEE	5,857	11,851	740	18,448	24,226	(5,778)	-24%	293,922	320,871	(26,949)	-8%
PALMETTO	533	546	32	1,112	2,103	(991)	-47%	23,823	37,909	(14,086)	-37%
PEACHTREE	2,740	2,309	241	5,290	5,017	273	5%	68,951	64,935	4,016	6%
PONCE DE LEON	4,897	3,368	225	8,490	10,829	(2,339)	-22%	129,810	143,212	(13,402)	-9%
ROSWELL	7,221	6,213	473	13,907	17,519	(3,612)	-21%	228,916	247,694	(18,778)	-8%
SANDY SPRINGS	7,300	6,750	534	14,584	14,601	(17)	0%	209,851	204,909	4,942	2%
SOUTHEAST	871	1,001	58	1,930	3,413	(1,483)	-43%	35,591	21,126	14,465	68%
SOUTH FULTON	1,956	2,250	143	4,349	6,561	(2,212)	-34%	79,019	25,583	53,436	209%
SOUTHWEST	1,602	815	84	2,501	4,141	(1,640)	-40%	47,657	61,778	(14,121)	-23%
WASHINGTON PARK	594	491	31	1,116	1,520	(404)	-27%	18,890	22,733	(3,843)	-17%
WEST END	681	281	32	994	1,121	(127)	-11%	16,737	19,423	(2,686)	-14%
WOLFCREEK	3,436	3,272	209	6,917	9,113	(2,196)	-24%	99,423	100,872	(1,449)	-1%
BRANCHES TOTAL	77,797	90,091	5,461	173,350	221,121	(47,771)	-22%	2,850,931	2,994,578	(143,647)	-5%
CENTRAL	4,102	706	118	4,926	4,630	296	6%	66,991	69,037	(2,046)	-3%
Outreach Services	257	504	19	780	1	779	77900%	2,979	884	2,095	237%
AUBURN AVENUE RESEARCH											
Non-circulating library - please refer to other usage reports.											
SYSTEM TOTAL	82,156	91,302	5,598	179,056	225,752	-46,696	-21%	2,920,901	3,064,499	-143,598	-5%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
DECEMBER 2017

AGENCY NAME	DECEMBER CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,062	91	165	909	1,495	7	127	3	31	0
ADAMSVILLE/COLLIER HEIGHTS	1,407	106	400	1,286	3,416	6	17	2	29	0
ALPHARETTA	18,461	424	1,783	2,142	9,834	32	295	18	204	1
BUCKHEAD	7,794	444	928	1,563	11,833	23	887	27	263	3
CLEVELAND AVE	1,247	91	366	1,579	3,397	10	143	4	52	0
COLLEGE PARK	1,451	134	221	2,101	2,561	14	267	2	4	0
DOGWOOD	2,076	101	151	1,021	5,673	9	160	3	19	5
EAST ATLANTA	3,053	278	442	1,214	4,100	7	111	15	102	1
EAST POINT	4,051	156	519	1,481	4,063	11	144	9	861	1
EAST ROSWELL	9,309	268	1,122	1,374	3,521	22	388	10	118	18
FAIRBURN	1,537	131	320	742	2,317	9	208	17	124	10
HAPEVILLE	725	49	228	1,110	2,893	7	128	6	28	0
KIRKWOOD	2,459	104	279	583	648	10	241	2	16	0
MARTIN LUTHER KING, JR	687	36	220	353	553	1	60	0	0	0
MECHANICSVILLE	862	67	250	947	2,841	7	167	5	47	2
METROPOLITAN	4,168	206	2,211	3,679	7,563	20	375	36	441	0
MILTON	10,537	214	2,312	531	4,115	27	738	4	53	7
NORTHEAST/SPRUILL OAKS	12,884	154	1,440	741	20,119	22	349	17	132	1
NORTHSIDE	6,491	135	759	415	5,794	5	100	5	45	2
NORTHWEST	3,451	158	1,733	1,740	6,733	13	223	13	338	9
OCEE	18,448	329	1,250	882	18,170	22	325	2	95	4
PALMETTO	1,112	35	536	1,071	3,783	8	417	6	93	0
PEACHTREE	5,290	163	859	1,362	4,761	26	416	9	54	1
PONCE DE LEON	8,490	269	1,377	2,243	14,228	17	141	5	64	2
ROSWELL	13,907	335	1,794	1,595	13,200	35	477	8	89	4
SANDY SPRINGS	14,584	432	1,319	1,951	17,599	34	233	4	98	7
SOUTHEAST	1,930	121	733	1,130	6,836	16	305	13	256	0
SOUTH FULTON	4,349	360	2,257	2,115	6,275	10	377	7	150	0
SOUTH WEST	2,501	148	275	3,473	16,000	9	58	26	331	0
WASHINGTON PARK	1,116	61	327	1,476	8,201	6	108	1	15	18
WEST END	994	154	155	1,452	2,428	9	169	1	16	19
WOLFCREEK	6,917	210	1,751	1,934	9,023	20	575	18	690	4
BRANCHES TOTAL	173,350	5,964	28,482	46,195	223,973	474	8,729	298	4,858	119
CENTRAL	4,926	461	4,684	15,857	14,106	55	520	15	209	9
OUTREACH SERVICES	780	58	0	0	0	31	1,535	0	0	0
AUBURN AVENUE RESEARCH	0	1	0	419	2,044	14	1,037	4	129	0
SYSTEM TOTAL	179,056	6,484	33,166	62,471	240,123	574	11,821	317	5,196	128

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
2017 4TH QUARTER

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	3,998	607	462	6,671	22,540	25	435	9	107	0
ADAMSVILLE/COLLIER HEIGHTS	4,603	494	1,427	5,390	11,361	23	242	6	64	4
ALPHARETTA	66,023	1,744	5,926	8,264	65,904	126	1,590	42	686	6
BUCKHEAD	27,943	1,450	2,975	5,899	41,477	46	1,777	105	1,074	9
CLEVELAND AVE	4,491	413	1,483	5,273	12,183	36	403	16	158	1
COLLEGE PARK	4,641	715	760	7,224	8,677	39	757	5	26	0
DOGWOOD	6,653	340	576	3,143	16,803	50	616	6	46	13
EAST ATLANTA	13,205	854	1,621	4,778	14,496	29	631	57	493	17
EAST POINT	11,361	821	1,778	52,167	13,457	22	233	24	3,135	4
EAST ROSWELL	34,661	1,095	4,194	4,774	13,923	89	1,874	40	468	39
FAIRBURN	5,748	666	1,114	2,051	7,903	25	335	39	293	34
HAPEVILLE	2,774	208	911	3,426	9,163	25	333	12	57	0
KIRKWOOD	7,962	452	960	2,187	3,739	30	634	18	211	10
MARTIN LUTHER KING, JR	2,324	149	909	2,525	6,887	22	536	0	0	7
MECHANICSVILLE	4,040	262	871	3,307	10,213	30	1,211	23	329	2
METROPOLITAN	15,407	859	8,238	15,372	29,181	75	1,367	142	2,216	0
MILTON	41,807	965	7,548	2,157	13,082	108	1,991	9	259	22
NORTHEAST/SPRUILL OAKS	44,974	708	5,390	2,538	65,262	101	1,840	51	328	4
NORTHSIDE	25,813	611	2,800	1,916	24,739	21	613	9	93	2
NORTHWEST	13,157	779	7,049	6,776	16,677	48	783	33	1,382	37
OCEE	66,512	1,434	4,652	3,212	57,520	88	1,617	7	169	8
PALMETTO	4,402	272	2,012	4,165	12,139	21	605	7	105	0
PEACHTREE	17,467	739	3,056	4,853	15,721	96	1,507	22	141	4
PONCE DE LEON	29,959	1,215	4,631	7,830	52,548	39	609	13	162	15
ROSWELL	49,886	1,432	6,115	5,857	45,950	123	1,705	19	218	32
SANDY SPRINGS	52,248	1,708	4,906	7,042	53,364	169	1,618	38	1,670	28
SOUTHEAST	7,708	727	2,561	4,230	14,821	46	1,696	22	450	3
SOUTH FULTON	16,521	1,599	8,425	3,214	15,202	49	756	166	880	0
SOUTH WEST	9,721	809	725	7,597	31,000	31	271	124	1,624	0
WASHINGTON PARK	4,064	261	1,152	5,179	25,420	22	368	9	91	68
WEST END	3,509	511	543	4,790	10,141	39	937	4	24	88
WOLFCREEK	24,082	902	6,799	7,570	27,393	77	1,665	61	2,236	16
BRANCHES TOTAL	627,664	25,801	102,569	211,377	768,886	1,770	31,555	1,138	19,195	473
CENTRAL	15,078	2,131	14,847	47,797	52,235	225	3,662	52	854	27
OUTREACH SERVICES	1,656	136	0	-	0	102	4,314	0	0	0
AUBURN AVENUE RESEARCH	0	3	5	1,238	7,177	66	3,515	7	150	0
SYSTEM TOTAL	644,398	28,071	117,421	260,412	828,298	2,163	43,046	1,197	20,199	500

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
October, November, December 2017

	Oct	Nov	Dec	3rd Quarter Total	2016 Year to date (Jan- Dec)	2017 Year to date (Jan- Dec)
• Total Customer Comments Received:	151	100	70	321	1076	1624
• Types of Comments:						
▪ Compliment	17	10	3	30	263	149
▪ Suggestion	13	6	7	26	77	129
▪ Complaint	7	6	7	20	137	93
▪ Inquiry	114	78	53	245	596	1253
• Format of Comments:						
▪ Emails	146	89	65	300	775	1513
▪ Postcards	5	11	5	21	297	107
▪ Direct Contact	0	0	0	0	26	4

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

October, November, December 2017

- **321 comments were received during the quarter.** The majority of comments were for services provided by staff with overall ratings of excellent. There were also comments reflecting concerns directly related to services offered such as computer services, internet and policies on fines, future classes, book recommendations for purchase.
- A sampling of complimentary quotes received include:
 1. Metropolitan – “Staff are very helpful and pleasant”.
 2. Wolf Creek – “Visiting the library is always a joy and it is an important institution in the community”.
 3. Central - “The librarian was very helpful in finding the material needed”.
 4. Southeast – “The service received from staff was friendly and helpful”.
 5. Peachtree – “ Utilized resources over an 18 month period and found dream job using the library”.
- **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. Expired Internet Certificate
 2. Library card fines
 3. Library card renewals