



# **BOARD OF TRUSTEES**

## **MEETING INFORMATION PACKET**

**DECEMBER 19, 2018**



## TABLE OF CONTENTS

<b><u>TOPIC</u></b>	<b><u>PAGE #</u></b>
BOT MEETING AGENDA	<b>3</b>
BOT MEETING MINUTES	<b>4-42</b>
DIRECTOR'S REPORT	<b>43-45</b>
MONTHLY FINANCIAL REPORT – TOTAL LIBRARY	<b>46</b>
MONTHLY FINANCIAL REPORT – BY ORG TYPE	<b>47-48</b>
MONTHLY USAGE SUMMARY	<b>49</b>

FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES REGULAR MEETING  
DECEMBER 19, 2018



atlanta-fulton public library system

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**Revised  
Fulton County Library System  
Board of Trustees Meeting  
Auburn Avenue Research Library  
December 19, 2018 – 4:00 p.m.**

**AGENDA**

- I. Call to Order
- II. Meditation Moment
- III. Adoption of Agenda\* Doc. #18-65
- IV. Presentation – Nicolas Rodriguez
- V. Approval of Minutes – November 14, 2018\* Doc. #18-64
- VI. Chairman's Report
- VII. Construction/Renovation Report – Paul Kaplan
 

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- VIII. Director's Reports
  - A. Monthly Financial Report Doc. #18-68
  - B. Monthly Usage Summary Doc. #18-66
- IX. Committee Reports:
  - A. Library Visitation – D. Chip Joyner, Vice Chairman
  - B. Bylaws and Rules – Priscilla Border and Nina Radakovich
  - C. National and State Developments – Linda Jordan and Joe Piontek
- XII. Unfinished Business
- XIII. New Business
  - A. M.O.U. – Discussion
  - B. Name Change – Discussion
- XIV. Adjournment

\*Action is anticipated on this item

**Doc. #18-64**



**FULTON COUNTY LIBRARY SYSTEM**

**BOARD OF TRUSTEES MEETING**

**NOVEMBER 14, 2018 – 4:00 P.M.**

**AUBURN AVENUE RESEARCH LIBRARY  
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Board of Trustees Meeting, 14 November 2018

**Members Present**

Bailey, Phyllis D., Chairman  
Borders, Priscilla  
Jordan, Linda  
Joyner, D. Chip, Vice Chairman  
Kaplan, Paul  
Piontek, Joe  
Radakovich, Nina

**Also In Attendance**

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

**Visitors Present**

Fraser, Denise – Assistant to Commissioner Liz Hausmann  
Rand, Christina – Youth Outreach Librarian  
Williams, David – Patron

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

**Transcript Legend**

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

## TABLE OF CONTENTS

CALL TO ORDER.....	5
MEDITATION MOMENT.....	5
18-59 ADOPTION OF AGENDA.....	5
MOTION.....	5
PUBLIC COMMENTS.....	5
OUTREACH PRESENTATION – CHRISTINA RAND.....	13
18-51 APPROVAL OF MINUTES FROM REGULAR MEETING OF OCTOBER 24, 2018.....	19
MOTION.....	20
CHAIRMAN'S REPORT.....	20
CONSTRUCTION/RENOVATION REPORT.....	21
18-62 DIRECTOR'S REPORTS.....	25
18-60 MONTHLY FINANCIAL REPORT.....	25
18-61 MONTHLY USAGE SUMMARY.....	25
FOUNDATION REPORT.....	31
COMMITTEE REPORTS.....	31
LIBRARY VISITATION.....	31
BYLAWS AND RULES.....	32
NATIONAL AND STATE DEVELOPMENTS.....	32
UNFINISHED BUSINESS.....	32
NEW BUSINESS.....	33
18-63 FULTON COUNTY LIBRARY SYSTEM 2019 HOLIDAY/CLOSING CALENDAR.....	38
MOTION.....	38
ADJOURNMENT.....	38
MOTION.....	38

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

CALL TO ORDER

**CHAIRMAN PHYLLIS D. BAILEY:** Good afternoon, ladies and gentlemen. It is 4 o'clock. As Chairman of the Board, I'd like to call the November meeting of the Atlanta Fulton County Library Board to order.

MEDIATION MOMENT

**CHAIRMAN PHYLLIS D. BAILEY:** For our moments of meditation, I'd like you to think seriously: It is uplifting to consider that each day holds the potential to make a difference in another person's life. To be that person who makes someone feel like somebody, that's empathy. The message of empathy is always, I hear you, even if you don't agree with someone's reasoning. As you interact with others, remember that we all want to be heard, to know that we matter without being judged or compared. And maybe, just maybe, if we extend empathy to others, it will come back to us tenfold.

Please take a moment of silence to reflect on that idea.  
Thank you.

18-59 ADOPTION OF THE AGENDA

**CHAIRMAN PHYLLIS D. BAILEY:** If you'll review the agenda. Upon review, I'd like to have a motion to adopt if there are no additions or corrections.

MOTION

**MR. PAUL KAPLAN:** So moved.

**MRS. PRISCILLA BORDERS:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan. Seconded by Ms. Borders that the agenda be adopted as presented.

At this point, we will have comments from the public. We have Mr. David Williams.

**DR. GABRIEL MORLEY:** Can we -- do we vote?

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, I'm sorry. I'm sorry. My fault. I made a mistake with the parliamentary particulars. I carried the motion, but I didn't vote on it.

Ladies and gentlemen, those in favor of voting for the agenda as presented?

(Whereupon, all said aye.)

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition? Thank you. Motion carries.

Thank you very much. I appreciate that.

PUBLIC COMMENTS

**CHAIRMAN PHYLLIS D. BAILEY:** So Mr. Williams, sir?

**MR. DAVID WILLIAMS:** Should I stand here?

**CHAIRMAN PHYLLIS D. BAILEY:** Wherever is more comfortable for you, sir.

**MR. DAVID WILLIAMS:** Okay. I have an issue that I need your guys help with. I called into your office to talk with this young lady right here, Mrs. Claxton, and I've been coming to the Fulton County System -- I'm going to try to make it short as possible but with giving you guys all the details so you guys see the big picture.

I got a criminal trespassing charge placed against me in the Alpharetta Library. There's a librarian, which sometimes when the managers are not there, she acts as a manager, and I've had issues with this young lady.

I have repeatedly complained about her, you know, with other issues. I have no disciplinary actions against me. I've known Mike, the acting manager at Alpharetta Library. I've known him since 1999 when he was working over by Country Club of the South.

I've never had any issues in any of your libraries. Well, I did some years ago, but I've never had any issues in this library. This particular librarian, we take the bus, and we go back and forth. And at one point in time, I joked around with her and it was a sarcastic joke about someone that was on the bus. I was mocking someone, and I made a comment and she got totally offended by it.

Mind you, she didn't file a complaint. It was just two people making conversation. So I said I wouldn't say anything to her. After that, it seemed like it was trail of -- and mind you, before this, I've been going in these libraries, again, since 1999. Never had any problem. No disciplinary. No one's ever said anything.

I come to the library, I read. I check out books. I get on the computer, do whatever.

After the incident happened -- mind you this is outside the library -- she would come -- she came in and granted -- I know I'm not supposed to be doing this, but I was eating the library, you know. And I'm just following suit. That's a big library; everybody does it. I'm not saying it's right. I know I'm wrong, but that's not the issue.

When she came in, one Sunday she was acting manager. No other manager was there, and I didn't realize this until the cop approached me and escorted me out of the library, November 2nd, which was a few Fridays ago. Every time that I had an issue with her, she was the only person there. She was the acting manager at that point in time, because I remember I would have

to wait and go to a manager the very following day or whatever the case may be.

There's a few incidents that happened. I don't know if you guys have time to listen to it, but I complained to whatever the name of the acting manager was before Mike. I complained to her. I complained to Marsha, and I complained to Mike. This incident happened on a Friday, November 2nd. I talked with Mike a few days before that, and I told him that I'm tired of being harassed by this lady and that I'm scared that she's going to -- because she -- the incident that I had prior to this was -- well, there's two incidents.

The very last incident, the library was full. It was the last day of the voting -- Early Voting. And it's Friday and the library was full. I had my headsets in, and I was on the computer. The library was -- the people that were in charge of the voting, they did a really good job controlling the people. The crowds were like packed from morning to night. I know you guys know this.

But anyhow, this one particular evening, this last evening when I got a criminal trespassing charge pressed against me, there was a group of people that were extremely loud. I didn't hear them because I had my headsets on. Their noise and volume at that point in time was let's say maybe, in my opinion, two point five, maybe a three.

I heard the overhead announcement of the librarian that was up at the front. Someone else complained about the noise that they were making. As I took my -- the library desk was maybe from here to the front door. And the voting was a little further up. They couldn't hear, but the people that were making the noise, that were being the troublemakers had made a comment.

It was a black male and three black females. And they made fun of the person -- the librarian was a white male -- and basically said -- I don't remember word-for-word, but basically they're voting in this library counts more than people reading.

I heard this because I took my headsets out because I heard the noise on the intercom.

So little by little their voice got louder and louder, like they wanted to be troublemakers. Okay. This continued for about fifteen, twenty minutes. And there's another librarian that could give you guys the same story. She looked at me. It was an older lady, and nobody upfront said anything.

This was extremely loud. This was way louder than when they made the announcement. So what I did was, in a polite way, I said, folks. My voice raised up to the level that they were talking. Folks, this is a library. Can we tone it down? And

after that, everything was good. Nobody said anything. There wasn't any confrontation.

This librarian came up to me. And mind you I've complained about her for multiple times. I told them I had it. I told Mike the last conversation, I don't want to have to complain. I don't want to have to take disciplinary actions because I don't want the tension when I go in this library. And this is a few days before she did this. She came up to me and she says -- and what I have -- the issue I have with her is she keeps yelling at me, disrespecting me in library, and all the patrons keep looking at me.

So I'm like, okay, fine. She came up to me and she said, hey, don't yell in the library anymore. If you have anything to say, you know, if you have a problem with anybody, come get us, which is reasonable. It is reasonable.

But my deal is I didn't want to have any communication with this lady because she's shown a lot of -- I'm at a loss for words right now.

I've had issues with her. And I just didn't want to deal with her because she's has acted really irrational. I told her, please have one of the managers tell me. I don't want to have anything to do with you, you know. Just please leave me alone. That set this lady off, and she looked at me, and she furiously walked in the back room. And that's when she called the police. The incident before that with eating, you know, in the library. There was an issue. Her and another librarian, again, after this issue I had with her initially outside the library, she would -- they would needle me about chewing, accuse me of eating. I'm like, I'm chewing gum.

Well, you can't eat in the library. I'm like -- and they're saying this to me. And this is -- I don't know if any of you guys have been to Alpharetta Library, but it's a pretty big library, the computer section. Three quarters of the people in library have food and water and containers on their what you call it.

And I'm like, look at them. Why you guys keep needling me? So, anyhow, that's the issue I keep having with them.

Right now, I want to find out if I can have that criminal trespassing charge, whatever it is, removed from me so I can be able to go to the library. And I want to find out if there can be any disciplinary action against this person, because this person keeps harassing me, and I complained three times. And I'm at my wits' end. I don't know what to do.

I shouldn't be allowed -- I'm a taxpayer. I shouldn't be allowed -- I should be allowed to go to the library and read like everybody else, you know.

There are other patrons that come there that yell at them, your employees. And just -- there was a lady that caused a scene so much where I was so concerned I wanted to say something, but I didn't want to get involved. No, not that I didn't want to get involved, I didn't want to get in the way of maybe that library deescalating the situation and maybe my two cents would have escalated it. And that's exactly what she was doing.

Again, I just keep getting harassed. I've complained about this multiple times. And I'm at my wits' end. And I want you guys to help me if you guys can.

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Williams, I'm very sympathetic, and I understand that you're bringing this to us. I think that Dr. Morley, who is the Library Director, is the person to really address this more directly.

**MR. DAVID WILLIAMS:** I'm sorry.

**CHAIRMAN PHYLLIS D. BAILEY:** No, no, no. Please, please. You have done what you felt it right, and we appreciate the fact that you have come to us with this. But I would like for Dr. Morley, if you would, to address the issue and tell him further as to what he can do and can't do.

**DR. GABRIEL MORLEY:** Yes. We'll find out. I don't know anything. Have you heard anything?

**MRS. GAYLE H. HOLLOWMAN:** No. This is my first time hearing this.

**DR. GABRIEL MORLEY:** I haven't heard anything else about it either, so give us a chance to talk to Marsha and see, you know, what's going on and what it is.

**MR. PAUL KAPLAN:** And Michael.

**DR. GABRIEL MORLEY:** Yes. You know, we can talk to Michael and see. And one of us will get back to you, me or Gayle. We'll let you know something.

**MR. DAVID WILLIAMS:** Okay.

**MS. LINDA JORDAN:** So I have a question. So why do you feel like you're being harassed, if I may ask?

**MR. DAVID WILLIAMS:** Well, this lady -- again, I think I mentioned this before you got in -- we had an incident on the bus. And that incident outside the library, she carried on into the library. And every time that there was an incident, I mean, she would just -- there were little incidents that she kept needling me, needling me. And I complained about it each and every time. And I thought I was doing the right thing, but it just got worse.

And this lady, again, she's like -- has a vendetta against me. And I stay in the library. I go in there. I don't cause any trouble. Again, I've never been written up, never had anything said. This -- all this -- all the incidents have happened after that said incident outside the library.

I don't feel that this person should be able to use the library, use her authority to bully me, threaten me. You know, that incident, her calling the police on me, getting me removed in front of all those voters, that could have been ugly if that had a rogue cop there.

I mean, in this day and age -- you know, I'm not trying to sound like a drama queen -- but for a black man and a cop to get -- you know, for a black man to get in an altercation when he has a cop remove him, it could easily, I'm not saying it will, it could easily go south. And I don't -- I don't think -- I don't believe that I deserved that because she didn't like me. I'm just dealing with an issue where before this incident happened -- it's been going on for several months -- every time I go to that branch I have to walk on egg shells. That's not her library. It's a public library. I'm a taxpayer.

**MS. LINDA JORDAN:** So I have another question. So with the criminal trespassing, what's the deal? What's the time frame? And why did they say you were criminally trespassing? How -- I mean, when is that supposed to play out? Can you --

**MR. DAVID WILLIAMS:** The cop was really -- I gave her the, Ms. Claxton, gave her the email address of the officer. He was very apologetic. He was very -- he was really cool. He said it would be a year.

The reason why she called the police, and, again, he was sympathetic to me because he thought it was nonsense as well. Because I -- in her eyes, I yelled and asked the voters to tone it down a little bit. But there have been other incidents where there's a lot of homeless people that go to these libraries. And there's this one particular guy that goes in there, he was bouncing a basketball.

And, you know, it's kind of funny -- and this is why I'm so frustrated and hurt -- a lot of these homeless people come in there and they walk around, and these people will walk around like -- they don't want to say anything to these people to set them off, because they know they're not stable, but yet you needle me. And I'm like, I'm a good guy.

There was one guy that came in bouncing a basketball. I asked him to stop. This is a library. Have common sense. You know, he does it for a reason and for attention. One of your librarians thanked me. And I'm just saying this to say, how are

you going to thank me for saying something one time, and then another time I turn around and another librarian is going to say, well, I'm going to file a criminal trespassing against you. She wasn't going to do it at first when she came.

Her issue was when I asked -- I guess she was like, how you dare you test my, you know, authority. When I asked her to get a manager to tell me -- I don't want to deal with her -- she shot in that back room with, I mean, just the look.

And, I mean, it's ridiculous for someone that age to act so immature. It really is. And I'm just tired of dealing with it. I mean, you know, this has been since the 2nd of November. I go to the library to do research, you know, and do other things. And I can't go to the library now because she wants to frivolously place a criminal trespassing order on me.

**MRS. GAYLE H. HOLLOMAN:** Sir, was this the first criminal trespass that you received from any of our libraries?

**MR. DAVID WILLIAMS:** No. That was another issue I was going to say -- this was a few years ago -- now that you brought it up.

**MRS. GAYLE H. HOLLOMAN:** I mean, as of recent.

**MR. DAVID WILLIAMS:** No. Yeah, recently.

**MRS. GAYLE H. HOLLOMAN:** That's the first one? And they went directly to one year?

**MR. DAVID WILLIAMS:** Yeah.

**MRS. GAYLE H. HOLLOMAN:** Okay. We need to check into that.

**MR. DAVID WILLIAMS:** Well, I don't know. That's what he told me, a year. And he also told --

**MRS. GAYLE H. HOLLOMAN:** I'm saying we need to check into why it went --

**MR. DAVID WILLIAMS:** He also made it a point to tell me not to call the branch. And I'm thinking that she told him -- because I would call Mike to tell him what was going on, because I talked to him a few days before this. And I told him, I just want to be left alone. I come in there; I do what I'm supposed to do. And it's ridiculous that I have to take time out of my schedule to come from Milton all the way down here to -- me kind of look pathetic in front of you guys. You guys got more important things to talk about.

**CHAIRMAN PHYLLIS D. BAILEY:** You're not pathetic. Don't even go there. You're a taxpaying citizen. You have as much right as anyone else to come and express your views to us. And we as a Board have a responsibility to listen to you and to do what we can to resolve your issue. And that will be done. You can count on that. Dr. Morley and Mrs. Holloman will take care of that --

**MRS. GAYLE H. HOLLOMAN:** Here's my card.

**CHAIRMAN PHYLLIS D. BAILEY:** -- and will be back in touch with you to resolve the issue.

**MR. DAVID WILLIAMS:** Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** That you can rest on.

**MR. DAVID WILLIAMS:** All right. Thank you very much.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. Have a good day.

**MR. DAVID WILLIAMS:** Thank you. Thank you, folks.

**CHAIRMAN PHYLLIS D. BAILEY:** Sorry it took so long, but I think that the issue needed to be addressed and needed to be taken care of from the point of view of the library's personnel. Are there any comments that you, Dr. Morley, would like to make or Ms. Holloman.

**MRS. GAYLE H. HOLLOWMAN:** No. We just have to check into it. I don't know. We just never know. You know, I've known Mike a long time, and he knows -- when he was at Northeast and I was at Northeast. So I'm surprised; so we don't know. We just have to check into it.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay.

**MS. LINDA JORDAN:** Right. I think it's important to get both sides of the issue.

**CHAIRMAN PHYLLIS D. BAILEY:** Right.

**MS. LINDA JORDAN:** So as he mentioned, he's a taxpaying citizen, but we don't know what all the issues are.

**CHAIRMAN PHYLLIS D. BAILEY:** Right.

**MS. LINDA JORDAN:** At least let him know that he has a fair opportunity coming before us and that we're not judging him until we get to the bottom of what's going on.

**CHAIRMAN PHYLLIS D. BAILEY:** Absolutely.

**MR. D. CHIP JOYNER:** And your meditation was so perfect for that.

**CHAIRMAN PHYLLIS D. BAILEY:** I hadn't even thought of it. But that's one of the things that we as a Board need to remember, that we are here to hear and to try to resolve issues of the taxpaying citizens who are patrons of our Library System. We have other issues where people who are less cooperative than he was, and he had an issue. I mean, people who were just harassing us for no reason at all. You know, Priscilla I know how you feel. You're a major one.

But here's a man who does have an issue and we can listen and try to resolve it. And I'm sure that the library personnel will do just that. And I thank you all for your patience and listening.

**MRS. NINA RADAKOVICH:** If I could add one thing?

**CHAIRMAN PHYLLIS D. BAILEY:** Certainly.

**MRS. NINA RADAKOVICH:** There's one thing to be careful of, the fact that there is a pending criminal proceeding right now. That's not something that the library can interfere with.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. But I'm sure they'll find that out. Once they look into, they'll find out what things they can and can't do legally. And that's why I wanted him to know that the library personnel will then take action in that vein, but I appreciate that.

Anytime you can give me advice as to what I'm doing right or wrong, or things that you know that I don't, I would appreciate it. So I thank you all for that particular kind of information and help.

**MRS. NINA RADAKOVICH:** But there a lot of things that you can do without having anything to do with the criminal process. You can look at your policies, personal policies. You can talk to the people involved. Try to figure out what happened.

**MS. LINDA JORDAN:** Right.

**MRS. NINA RADAKOVICH:** There will be a prosecutor who will decide whether to go forward with those charges and so on. But that's not something --

**CHAIRMAN PHYLLIS D. BAILEY:** We're involved in at all -- have to be.

**MRS. NINA RADAKOVICH:** Yes.

**CHAIRMAN PHYLLIS D. BAILEY:** Well, thank you. I appreciate that.

Any other comments or concerns? Thank you. Okay. No other Public Comment.

**OUTREACH PRESENTATION - CHRISTINA RAND**

**CHAIRMAN PHYLLIS D. BAILEY:** We'll have our Outreach Presentation. Christina? Thank you.

**MRS. CHRISTINA RAND:** Good afternoon, everyone.

**MS. LINDA JORDAN:** Are you doing a PowerPoint?

**MRS. CHRISTINA RAND:** No. I'm just showing you something.

**MS. LINDA JORDAN:** Okay. Thank you.

**MRS. CHRISTINA RAND:** I am Christina Rand. I'm the Youth Outreach Librarian. I take STEAM Programs, Library Services, and Special Early Literacy Program to schools and events across Atlanta and Fulton County.

Over the last year, I was given the opportunity to work with Atlanta Public Schools to build this collaborative initiative that we called CLASS, Connecting Libraries and Schools for Success, and that is to connect all students and educators at Atlanta Public Schools with a library account.

So, at this point, we have added fifty-two thousand -- a little more than fifty-two thousand students and six thousand

employees, certified educators, to the Library System. And they have some special perks and access that's a bit different than our regular users.

So what's special about these accounts? So we have, I would say, probably thousands of students in our school districts who don't have access to the library anymore because they have blocked accounts based on library fines, or bills over ten dollars. And a lot of these students have nothing to do with those bills. A lot of times it's based on their parents have checked out a number of items and not returned them. So these students cannot access, they can't come and take out books, and they can't use our online resources to help, you know, to help study, to access the databases for research.

So we think it's important for every student in our school districts to have a library card and to have access to all of our resources.

**MS. LINDA JORDAN:** I have a question.

**MRS. CHRISTINA RAND:** Yes.

**MS. LINDA JORDAN:** So you just mentioned that the Atlanta Public Schools, where are the Fulton County Schools?

**MRS. CHRISTINA RAND:** We are working on that next, so that's to come. We just finished the Atlanta Public Schools.

**MS. LINDA JORDAN:** Okay. I live in Fulton County and I'm -- saying all that -- and I know those kids would love the opportunity as well.

**MRS. CHRISTINA RAND:** They will -- we are absolutely going to start working on that as soon as possible, because we just finished this one.

**MS. LINDA JORDAN:** Thank you.

**MRS. CHRISTINA RAND:** So the accounts that the students have are fine-free. And if they do lose an item, we of course will encourage them to look for it and try to return it. But if they cannot return it, they can go through a process of writing a book review online and then we will clear the account.

This is beneficial to them because it is a literacy-based activity that they have to complete. And it's beneficial to us because we can use those reviews on our webpage to encourage other students to read books that they might not otherwise have known.

So everyone has access to the Class Pass right here on our homepage. And the students also have access to it through their internal portal which is called MyBackPack. That's how they access everything online for their school.

So this is what we've built. The resources are divided into grade bands; elementary, middle, and high. And then we have an

access point for employees only, which includes basically all of the same resources that are included in elementary, middle, and high.

Our FAQ should help guide students and employee through use. And if they need to do the -- to clear their block they can click here and write their little review and send that off to Outreach who will read it and clear the account.

And we chose and opt out style of adding this, so that we'll have a much higher activity level with it. So if we had people opt in -- we have Gwinnett County, I think, did opt in. And they have about, I think, like ten percent to thirteen percent people have joined. And in other counties where they did opt out, there are very few people have opted out. But if people want to opt out, down here there is an opt out form that parents can sign. Opt forms will also be available in the media centers at all of the schools.

So what do our students have access to? Elementary, and middle, and high school have access to a number of databases. The databases are ones that are -- we were able to get -- where we were able to get the vendors onboard. So because APS really wanted the students to not have to have a new -- not have a card that they had to make sure they always had and that they would probably lose, and they also wanted them to have -- they wanted their library card number to be something that they could easily remember.

So they wanted their library card number to -- or the library account number to be their student number, their student ID. So because of that and because the -- for the employees we used their employee ID, the library account formula is different than our regular formula, which is a 'D' zero and like nine digits. So we had to work with our vendors to get them onboard, and some them didn't necessarily want to because they are also trying to sell these databases to Atlanta Public Schools.

So these are the people, these are the folks who have joined with us. And -- so the databases are set up based on grade bands.

So here are the databases for elementary students, such as Miss. Humblebee's, which is a program that people liken to ABC Mouse where people can go on and practice early literacy skills, you know, language. Tutor.com, tutor.com is one of our most important resources for our students, and I have site coordinators constantly talking to me about how they needed their students to have access to tutor.com but they couldn't get access to it because their accounts were blocked. They have

access to the free eBooks and audio books and other study and learning guides.

And then for middle school we have the ones that are still relevant to ages nine through twelve. And we've added some more research based one's down here and a higher level of Tumble Book Cloud and other research databases down here.

And then for the high school level, we have the middle school ones that are still relevant to high school students, and then other things that include college and university prep, and continuing education information.

Let's see. What else is important? So the hope for expansion, so as I said, we have all of Atlanta Public Schools right now. We have the employees who are certified educators. So there's supposed to be a Phase Two with Atlanta Public Schools where they would like us to include all employees. And then now that we really have this going, and as far as I can tell, will just take minimal upkeep to work with like glitches that pop up here and there, just like our regular databases do all the time. We are ready to start work with Fulton County Schools. So I have a meeting next week with Kevin Robinson, the Media Specialist Coordinator, and we will start talking with him them.

Does anyone have any questions?

**CHAIRMAN PHYLLIS D. BAILEY:** My question concerns the missing books, whatever the students checked out and you say the student cannot find it or lose it. You have them to write an essay?

**MRS. CHRISTINA RAND:** Yes.

**CHAIRMAN PHYLLIS D. BAILEY:** What do you do? How do you replace the item?

**MRS. CHRISTINA RAND:** If it is an item that has a large circulation and we really need to replace it, we can look at the budget and look into replacing it, just like we do any of the rest of our Collection Development.

**CHAIRMAN PHYLLIS D. BAILEY:** Does that present a problem when students are losing say numbers of things? Because I've been around students enough to know they do lose, misplace, or whatever you want to call it, a number of items. Now, is that going to affect your budget?

**MRS. CHRISTINA RAND:** Well, we decided to start with this basically like wide open level of an allowance for everything, the same level of checkouts and downloads as a normal library card has. But then we said that, you know, we'll have to -- it's a living, breathing thing, so we can review if that turns out to be a problem.

We can also work specifically with each student based on the type of activity that we experience with them.

**DR. GABRIEL MORLEY:** But part of your effort is to push them primarily to the digital resources anyway. I mean, we're trying to get them off of the print materials. That's part of the burden now is getting to the library, checking out the material, keeping up with it. And so we're trying to make that effort to overload the e-Resources so that they have the accessibility they need instantly 24/7.

I mean, that's part of minimizing these barriers is they're home at night and they say, oh, I forgot I need this. Hey, get it right now. Start on it.

Tell them a bit about Gravy, and tell them a bit the NICU Program, Grady Charter School.

**MRS. CHRISTINA RAND:** Just one second, because you're talking about getting the e-Readers and the e-Access reminded me that one thing we did that is special for this program is we have a new vendor for a specifically curated Collection through Access 360. I have curated a Collection based on the books that APS uses. They call them The Units of Study, and they are books that all students must read to get through from pre-K through grade 12.

So I've loaded these in this Access 360 Collection only available to Class Pass students. And once we get that and we've loaded those books, now we are working closely with the Media Specialists at all schools who are willing to give me information to let me know what else we need to put in this Collection so that their students have what they need and they can access this twenty-four hours a day.

**MS. LINDA JORDAN:** That's awesome.

**MRS. PRISCILLA BORDERS:** Is Accelerated Reader accessible on this site? Is there programming for A.R.?

**MRS. CHRISTINA RAND:** They have it in their -- in MyBackPack, and they can search all books through their Accelerated Reader portal in MyBackPack, so they can --

**MRS. PRISCILLA BORDERS:** So they can access at home?

**MRS. CHRISTINA RAND:** Yes.

**MRS. PRISCILLA BORDERS:** Great. It makes a difference.

**MS. LINDA JORDAN:** That's awesome. I have a question.

**MRS. CHRISTINA RAND:** Yes?

**MS. LINDA JORDAN:** So in the beginning you talked about STEAM, which for those that don't know STEAM stands for Science, Technology, Engineering, Arts, and Math. But I'm used to STEM, which stands for Science, Technology, Engineering, and Math, because I'm an engineer for Georgia Tech, math degree and all that. But my question is regarding those that are in that space and knowing that we are losing a lot of -- well, we're getting

more international people, foreigners that are in that space coming over here to take these courses, how are we kind of monitoring that for the schools trying to encourage students to make it in those particular curriculums and to track them to see and whether or not we can kind of partner with people like -- schools like Georgia Tech, anybody that has a math, engineering or science program, have we thought about that?

**MRS. CHRISTINA RAND:** So -- well, I currently don't partner with those agencies to bring the STEAM programs to the schools. I bring the STEAM programs to the schools. So when we these Outreach positions started, we were given opening budgets to buy STEM, STEAM programming materials. So I have a set number of things and also Oscar Gittemeier, who is the Adult Outreach Librarian, has a set number of things. And so I also have a constant working relationship with the Media Specialist Coordinators, and I have access to them; therefore, it's all the Media Specialists.

So at the start of every year, I let them know, hey, I'm available to come to your school and do STEM, STEAM programming; here's what I have on offer, just let me know. And so we go around to as many schools who are interested and who invite us. Gabe asked me to talk about --

**DR. GABRIEL MORLEY:** But we -- remember, we just added two more fulltime people too who work in the schools everyday doing STEM and STEAM programs that work for Christina. So we're amplifying what we're doing based on the demand for those services.

**MS. LINDA JORDAN:** Great. Thank you.

**MRS. CHRISTINA RAND:** Yes. We got to the point where Oscar and I were just -- we couldn't handle it ourselves, so that's good.

**MS. LINDA JORDAN:** Yes. It's a good thing. Right.

**MRS. CHRISTINA RAND:** It took us a year and a half, but now we're overloaded.

**MS. LINDA JORDAN:** Okay.

**MRS. CHRISTINA RAND:** I do this program -- Gabe wanted me to talk about the NICU program that I do. So I work with Dr. Angela Hernandez. She is -- I'm going to say the wrong thing -- she's a specialist through Emory Hospital who works at Grady with babies in the NICU. And she started a program called, Shared Reading -- Let's Read a Book Today, Shared Reading for Babies in the NICU. And it is a program to encourage parents who have babies in the NICU to read to their babies every day. And it educates them a bit about how important it is and how it can encourage a bonding experience with the baby. Because often parents with babies in the NICU feel like there's nothing they

can do and feel very separated from their baby and just kind of at a loss.

So this gives them something that they can do that we encourage all people with healthy babies to do from the start. And when parents sign up for it, they get a free book every week. They log their minutes, or hopefully hours of reading with their babies, and then they get a graduate diploma when they leave. It shows them how much they read to their baby. And they also get a package from us that was funded through the Foundation, the Library Foundation, that has another core book and a bunch of resources about reading to your baby.

It's not just from us. I included a number of other associations, like Babies Need Words Every Day, and Talk With Me Baby, other national associations that encourage the same thing. And then the families come back a few months later. They come to a focus group that we put on, Dr. Hernandez and I put on in a library. And they talk about their experience and how it -- you know, they don't know how it changed their relationship with their baby, but they know how it affected their relationship with their baby.

And what we know is if children are not reading at grade level by the third grade that they are more likely to leave school, to have difficult social relations, and often people say even to go to jail. So we are just trying to encourage it in a space that's usually left alone because of its high sensitivity level.

**MR. D. CHIP JOYNER:** Great.

**MRS. CHRISTINA RAND:** Anyone has any questions about anything that I discussed?

**MS. LINDA JORDAN:** Keep up the good work.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you very, very, much. Very informative presentation. I'm sure that many of us can relate to some of it, if not all.

**18-58 APPROVAL OF MEETING MINUTES - OCTOBER 24, 2018**

**CHAIRMAN PHYLLIS D. BAILEY:** All right. Will you take a look at your minutes if you haven't read them already?

As we go forward, I would encourage each member to read these minutes when you get the folder because it does make a difference as to whether or not you will be able to pick up any additions or corrections that you maybe want to add at the time. You had a question, Linda -- I mean, Priscilla?

**MRS. PRISCILLA BORDERS:** Correction on my name. I'm being referred to as Patricia. It's Priscilla

**CHAIRMAN PHYLLIS D. BAILEY:** What page is that?

**MRS. PRISCILLA BORDERS:** Thirteen. I believe that's the only one.

**THE COURT REPORTER:** Apologies.

**MRS. PRISCILLA BORDERS:** My husband used to call me Patricia for a long time.

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, yes, Priscilla.

**MOTION**

**MS. LINDA JORDAN:** So Madam Chair, with that correction being made, I move that the minutes be approved as corrected. That's my motion.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Ms. Jordan that the minutes be approved with corrections.

**MR. JOE PIONTEK:** I second that.

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. Piontek. Did I get everybody?

**MR. JOE PIONTEK:** You sure did.

**CHAIRMAN PHYLLIS D. BAILEY:** Are there any questions? All in favor?

(Whereupon, all said aye.)

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition? Thank you. Motion carries. Minutes accepted as presented with correction.

**CHAIRMAN'S REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** As for my report there's very little. I went to Hapeville on Tuesday to read to the children, but because of the weather, the children didn't show up. So I've been rescheduled to read for Dr. Seuss' birthday in March, I believe it is. So I was questioning as to whether or not I could do that. And I explained that I have a degree in counseling for young children and part of that was in Storytelling, so I do know basically what I'm doing. But I'm very, very concerned that reading be promoted in all venues, because reading is essential, and those who can't read are going to be left behind in more ways than one. And our children are an opportunity that we can take to encourage reading at all levels. And so if there's an opportunity to read to children, or to read with a child, I would encourage people to do so. And as far as any other, I have had a call from -- how shall I say? -- a citizen of Fulton County, who was concerned about the state of our meeting. And I replied that the meeting was on this particular date and no other comments. I haven't heard anything further, and I think that some other people have had calls and emails, and other kinds of things which has served to promote a somewhat negative approach to this particular person. And I'm sorry that it's happened. But when situations of that sort arise, there isn't anything more we can do, because as human beings we're going to react too.

We do not work for these people. We work for the County. And we must be accountable to our appointed Commissioners. And when a person comes to this Library Board, they need to speaking in terms of somebody that they are concerned with Library System, not with this meeting. And that is the main thing that I have to say.

Are there any comments or concerns that you have regarding calls or emails that you have received? If not we will move on.

Thank you.

**CONSTRUCTION/RENOVATION REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** Construction/Renovation report, Mr. Kaplan?

**MR. PAUL KAPLAN:** Not much happened since last time. Group One, the permits, they should be in their hands for some of them, unless Gabe you've seen different on there. But it looks like that will be starting pretty soon. The question I have, are they going to start them all at the same time or are they going to just pick and choose, because the libraries are closed as it is? Do they plan on -- does -- Hogan, do they plan on starting them all at one time?

**DR. GABRIEL MORLEY:** Yes. Not simultaneously, all in the same day, but concurrently yes.

**MR. PAUL KAPLAN:** They have enough --

**DR. GABRIEL MORLEY:** Southwest and Sandy Springs --

**MR. PAUL KAPLAN:** -- subcontractors?

**DR. GABRIEL MORLEY:** -- are already demoed and ready to go. And now they have the permits for the others, and they should be ready for those small ones to roll out quickly, because we want to get those reopened in the spring.

**MR. PAUL KAPLAN:** In Roswell, do they -- have they submitted the drawings for the change that's going to be done in the back yet to the village?

**DR. GABRIEL MORLEY:** No.

**MR. PAUL KAPLAN:** So they won't start that one until that is completed? Before they get their permit, do they actually start the interior work?

**DR. GABRIEL MORLEY:** No. We've got to have drawings that we approve, then they can apply for the permit.

**MR. PAUL KAPLAN:** They apply for the permits.

**DR. GABRIEL MORLEY:** And then start the whole process.

**MR. PAUL KAPLAN:** So there's a delay a little bit.

Group Two, there's absolutely been no forward movement on that at all. We haven't received anything back from Evergreen yet, which frustrating I believe to everybody concerned. They still

have a certain amount of days they have to have this thing completed, but there's been no movement at this point. So we'll just keep watch on it right now. That's all I can say. Darnell has done a good job. You said a Public Meeting will be probably in January, and hopefully they can start construction in February, or demo, which would mean that we're going to have quite a few libraries closed once that's done, which will probably be about -- there's going to be a lot of libraries closed on that one.

**DR. GABRIEL MORLEY:** They want to stagger theirs, but remember, we're bumping up again so that December 2019 bond deadline, that January 2020 bond deadline, so we've asked them to accelerate these projects as much as possible. So if they have to overlap, and we're willing to overlap in the savings of time. So they were good on all but one that we're still considering some different options.

But I don't foresee any problems. Their budgets look good; their drawings look good. We picked the finishes on that group. So I think they'll be ready to move forward as soon as they can get permits from the City.

**MR. PAUL KAPLAN:** From the City. And I believe the hired and expeditor for the permits now; one of them did. I don't know if that was Hogan that hired an expeditor.

**DR. GABRIEL MORLEY:** Yes, Group One.

**MR. PAUL KAPLAN:** Okay. An expeditor, just so you know, is a person that can go into the city, or the place, or wherever the permits are being issued, and kind of push it along.

We've done this in Illinois quite a bit. It cost us -- every time we want an expedite it cost us maybe two or three thousand dollars, but it would cut it from a sixteen to seventeen week delay for permits down to about three weeks.

So we give them power to make changes on the print, if they had to, in front of the guy who is doing -- the plan examiner. And I think it's the same thing as -- for Atlanta, it would be the same thing, but it pays to have an expeditor push it along.

**MS. LINDA JORDAN:** Yes.

**MR. PAUL KAPLAN:** Group Four, they're moving along, except the completion now is not until April. That would be the Grand Reopening, hopefully.

**DR. GABRIEL MORLEY:** Which one was that?

**MR. PAUL KAPLAN:** That's East Point and that's Fairburn.

**MS. LINDA JORDAN:** Paul, when we do the Grand Reopening -- because I've never been to one -- do we do a -- do we invite all the Commissioners, or just the Commissioner for that particular

area, and then you invite the Board members? Is that how it works?

**MR. PAUL KAPLAN:** When we did the new libraries, there was the Commissioner that was involved in that one, and then it was open to everybody to come in here.

**MS. LINDA JORDAN:** Okay.

**MR. PAUL KAPLAN:** But because money is so tight on this thing, I'm suggesting that we don't do a lot. Do a very small opening and that's it, because we don't have that money.

**MS. LINDA JORDAN:** But what the PR on it though? I mean, as long as --

**MR. PAUL KAPLAN:** The PR, they can publicize it.

**MS. LINDA JORDAN:** Right.

**MR. PAUL KAPLAN:** They can do all the public relations, get all that done.

**MS. LINDA JORDAN:** Right.

**MR. PAUL KAPLAN:** But to spend money on food and then t-shirts. I'm saying this out loud here. I don't see --

**DR. GABRIEL MORLEY:** We budgeted for it.

**MR. PAUL KAPLAN:** Excuse me?

**DR. GABRIEL MORLEY:** We budgeted for it.

**MR. PAUL KAPLAN:** You budgeted for it?

**DR. GABRIEL MORLEY:** The County prefers to have the PR extravaganza.

**MS. LINDA JORDAN:** Oh, you do? Okay. I got it. I'm open to whatever.

**MR. PAUL KAPLAN:** All right. I'm just saying. Any money I can hold on to is...

**MS. LINDA JORDAN:** I'm conservative, too, right?

**MR. PAUL KAPLAN:** Very conservative.

**MS. LINDA JORDAN:** So whatever works best for us to let communities know when we're reopening the libraries, that would be a great thing. Keeping in mind that we need to be mindful of our budget, so I agree with you on that.

**MR. PAUL KAPLAN:** Okay. Hapeville is going along. I don't know where they are at this point, but it's moving along. And that's going to take some time for that to start. Are we going to keep it open, Hapeville? Did they ever make a decision that they can keep it open while they're doing construction?

**DR. GABRIEL MORLEY:** It's going to depend on where the building is cited on property.

**MR. PAUL KAPLAN:** Okay.

**DR. GABRIEL MORLEY:** And it looks more and more like it's going to need to close.

**MR. PAUL KAPLAN:** Need to close?

**DR. GABRIEL MORLEY:** Because otherwise what happens is the building and the parking lot become two separate projects. And in order to do the building and the parking lot simultaneously, the existing building would need to be gone and out of the way. So we still are trying to get this moved through the City of Hapeville and Fulton County so we can draw the boundaries for where the building is actually going to sit on that piece of property.

**MR. PAUL KAPLAN:** Okay.

**CHAIRMAN PHYLLIS D. BAILEY:** Question. There was someone who asked about the plaque that was on the building, as to what was going to happen to it. Somebody's name is on the plaque. And I can't remember exactly who it was asked that they would be able to have that plaque. I can't imagine that that would be given to any one person.

**MRS. GAYLE H. HOLLOMAN:** We usually decide try to decide where it will go within the new building. Usually, Al Collins gets involved in that process.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay.

**MRS. GAYLE H. HOLLOMAN:** So we wouldn't want to give it away.

**CHAIRMAN PHYLLIS D. BAILEY:** I wouldn't think so either.

**MS. LINDA JORDAN:** You mean the plaque with the names of the --

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. Yes.

**MS. LINDA JORDAN:** They usually stay -- I'm just going to go with Fulton County, another Board, and that plaque is -- about ten years ago that plaque is still up there saying who were the people that were involved at that time. That's the type of plaque you're talking about?

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. Yes.

**MS. LINDA JORDAN:** It stays there, for the most part, I mean, throughout the duration of the project.

**CHAIRMAN PHYLLIS D. BAILEY:** Because this person, I think, called the library and wanted to know if they could have the plaque. And it kind of -- didn't ring well with me because I thought I can't see anybody giving that to any one person.

**MS. LINDA JORDAN:** Right. I agree with you.

**MR. PAUL KAPLAN:** Central Library, have they started some of the demo work inside there? I have not been over there.

**DR. GABRIEL MORLEY:** No. They're still moving.

**MR. PAUL KAPLAN:** They're still moving some stuff out? Okay.

**DR. GABRIEL MORLEY:** They're hoping to finish the move before Thanksgiving, but there's no --

**MR. PAUL KAPLAN:** Thanksgiving is this --

**DR. GABRIEL MORLEY:** -- storage in the garage yet.

**MR. PAUL KAPLAN:** I have not been down there yet.

**DR. GABRIEL MORLEY:** But the books are off the shelves. The shelves are being disassembled. The books are palletized, wrapped. They just have to be moved into the garage once the conditions are created. So I don't know how long it might take to do that. They might have twenty guys and can do that in a day, you know, to frame up those walls and put something in there, or it might take a week. I don't know. But it's to everyone's benefit to move as quickly as possible and get these things done. So they really ramped it up the last couple of weeks to get where they need to be.

**MR. PAUL KAPLAN:** Are they working on permits for this project yet?

**DR. GABRIEL MORLEY:** They've applied for their permits. I don't know if they've gotten them or not. I think they meet tomorrow, on Thursday. So we'll have some kind of update tomorrow.

**MR. PAUL KAPLAN:** All right. And nothing on the historical marker or whatever they're talking about?

**DR. GABRIEL MORLEY:** No.

**MR. PAUL KAPLAN:** We're just moving along. Okay. That's good. That's it.

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

Any other questions or concerns about the reconstruction or building? Thank you.

**18-62 DIRECTOR'S REPORTS**

**18-60 MONTHLY FINANCIAL REPORT**

**18-61 MONTHLY USAGE SUMMARY**

**CHAIRMAN PHYLLIS D. BAILEY:** We'll move on to the Director's Reports, Dr. Gabriel Morley?

**DR. GABRIEL MORLEY:** You know most, I mean, because I sent you the email earlier in the week. We've done extremely well in the first nine months of the year. We accomplished almost all of our goals, and that was with ten libraries being closed that we never really anticipated. So that was a good positive win for us.

A couple of other things I've been following recently, and if you notice in your Stats today, Circulation's up eight percent year-to-date, you know, this same time last year. So remember, again, we've got ten libraries closed.

The Central Library, Roswell, a very heavy hitter. Sandy Springs, a heavy hitter. And we're still driving Circulation. So I credit the staff for all of their work in doing that. Gayle and I talked about this was a big concern for us before any of these projects started. We'd be able to maintain a presence in the communities. Would we be able to maintain the

current Circulation levels? And so far we've been able to not only maintain, but you see grow a little bit.

You can also -- if you skip down a few places on your Stat sheet, you'll see for our Virtual Circ, that is also continuing to skyrocket, which is good because we don't want to necessarily displace our Print Circulation with the Virtual Circ. We would, but it's nice to have both of them continue to climb. And remember, we talked several months ago -- Brazos was here -- about our philosophy. We've tried to reshape our Collection, or right-size our Collection and turn those materials over more so we have more materials that people want and so they'll check it out more. That drives up our Circulation numbers and eliminates some of our waste. So we have a lot of things working in our favor. Remember, some of these other numbers that are way down are just indicative of the closures, you know.

The Computer Internet use is down. We're losing twenty thousand users a month at Central, so that's to be expected.

Wireless Sessions, we're just not getting accurate and reliable data from I.T. So we're going to take that off of this sheet. I think the other things are self-explanatory. If you have a question, you can ask. But remember, part of what we've done is try to focus our objectives on those KPIs. So if you look at markers that align with those KPI, the number of Children's Programs, the number of Visitors to the libraries, you'll see that those are the places where we're driving this change and driving the effort to continue to make an impact on people.

And Christina did mention, part of her NICU program is our Early Literacy KPI. And I think we're over a hundred or so people that have been touched. And it's a hundred percent very satisfied on every survey we've given out.

So we have some quantitative data. We have a little bit qualitative data from the Early Literacy Program from our annual survey, and we're doing exceptionally well. Next year, again, will be a big challenge because we will have some of these libraries still closed; we'll close more. We'll be moving again, and we'll start to see some of that angst from people. You know, we're still just in the early stages, but as these projects go on for longer periods of time, more and more people will disgruntled. They'll be frustrated. When's our library opening? So we're trying to do the things we can do to combat that.

Remember, just like last year, we're preparing for a Summer Reading Program out of the branch at the places that will be closed. So Julia has found some locations to have Roswell Summer Reading next summer. So concerns people have are also

concerns we have. We're working on them. They can definitely let us know, but we hope we're a step ahead of some of these patron requests.

I also want to say, too, because I think it went public today at the BOC meeting, remember, the County changed their budgeting process.

There used to be a Joint Budgeting Commission that would have Commissioners, staff members, Fulton County staff members, finance people. So we changed that this year, and the Commissioner said the County Manager can present a proposed budget.

So the departments went through their process. Dick and the finance team worked out the proposed budget, and they released that today. That did not include any of our enhancements that we asked for. It did include an interesting surprise though. They moved the Cooperative Extension office into the library. So now the Cooperative Extension employees are our responsibility as well as the Cooperative Extensions budget. And to put a positive spin and bright light on the budgeting process, Cooperative Extension did get their enhancement request.

So we got a win, albeit, a tangential win. So we will over the next couple of weeks be trying to better understand how we want to approach our joint efforts with Cooperative Extension and what they're doing.

**MRS. GAYLE H. HOLLOWMAN:** They've been with us before. They were with us before, and they moved them back out.

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, really?

**MRS. GAYLE H. HOLLOWMAN:** Yes. They were downstairs in a big area.

**CHAIRMAN PHYLLIS D. BAILEY:** Why were they moved? Why were they moved in the first place?

**DR. GABRIEL MORLEY:** It's not really a department. They get funded from the University of Georgia and from the County, so it's a weird spot. They don't really work for us. They really work for UGA, because they're a University of Georgia Cooperative Extension. We were giving them space. We were giving them a little bit of budget money. So they've moved them around several times to try and find a good spot for what they're doing, because it doesn't really fit another Fulton County department.

So either way, we can handle it. I think they've only got three or four employees. It's a very small department, maybe a million dollar budget or so. They're doing a Fulton Fresh Program where they go out and have these popup farmer's markets

type events with fresh food and stuff. So it aligns with some of the things we're doing.

The other thing that I do want to point out is this is the proposed budget. This is the budget that Dick has proposed to the Commissioners. So now the Commissioners will have two and a half months, you know, to go over this proposal, ask questions, make whatever modifications they feel like are appropriate. So you still have an opportunity to talk to your Commissioner and express your desire for the library to have its enhancements, recognizing that that's probably going to come at the expense of something else though. So whatever one department gets is probably going to be taken away from another department.

**MS. LINDA JORDAN:** Dr. Morley, I have question. And I don't want to get in front of the Library Visitation, but, Chip, you can use this as my visitation to Wolf Creek because it pertains to something you mentioned. I visited the library. I didn't meet with anybody because it was just a popup. I just showed up. I didn't want to put anybody on the spot. But Wolf Creek is a very nice library. I mean, people were there. I mean, I was really impressed.

But one thing that concerned me was that the Internet was out. And I don't know if it was the Internet was out across Fulton County, or it was just out across their area. So my question is: How do we monitor to see when there is no wireless connection for people to be able to do any browsing or...

**DR. GABRIEL MORLEY:** When someone tells us it's out, we file a ticket with I.T., and then Fulton County I.T. will address. And it goes out periodically. Two or three times a month it'll be out. Sometimes it's a little while; sometimes it's a little bit longer. It's just a common...

**MS. LINDA JORDAN:** But that affects your numbers. Because a lot of times you go to the library just to use the Internet.

**DR. GABRIEL MORLEY:** Yes. Sometimes it's just out for an hour or two.

**MS. LINDA JORDAN:** Okay.

**DR. GABRIEL MORLEY:** It just depends. And, you know, it's been a lot better. I would say over the last two or three years it's gotten a lot more reliable than when I first got here, or before I got here --

**MR. PAUL KAPLAN:** It was terrible.

**DR. GABRIEL MORLEY:** -- it seems like you all had a lot of issues.

**MS. LINDA JORDAN:** Really, Paul?

**MR. PAUL KAPLAN:** Gayle -- oh, yes. It was out more than few hours.

**MRS. GAYLE H. HOLLOMAN:** It was always a problem.

**MR. PAUL KAPLAN:** It was a problem all the way across the whole System. It was terrible.

**MR. D. CHIP JOYNER:** We narrowed it down to our infrastructure, our tech team, or the user. Generally, our biggest challenges were the Internet.

**DR. GABRIEL MORLEY:** I don't know if I understand the question. You mean the accessibility to the Internet?

**MR. D. CHIP JOYNER:** Yes.

**DR. GABRIEL MORLEY:** To the internet? Yes. Remember, we --

**MR. D. CHIP JOYNER:** -- or hardware, or...

**DR. GABRIEL MORLEY:** Yes. We cleared off the -- the filtering program we had two years ago was what was keeping people from accessing that page they need to go through. Remember, in order to log onto our Wi-Fi, if you try to get on today, you should have to go to a page that says, I accept Fulton County's Rules and Regulations.

**MS. LINDA JORDAN:** Right.

**DR. GABRIEL MORLEY:** The web filter we had a couple of years ago was prohibiting people from getting to that page, so they could never see it to click, yes, I accept, to move on and get web access. So we had the County remove that filter, and those problems went away immediately, the next day. So that's been a couple of years. And I don't think we've had five --

**MRS. GAYLE H. HOLLOMAN:** No. We haven't --

**DR. GABRIEL MORLEY:** -- probably not even three issues about it since then. I mean, that resolved the whole issue.

**MS. LINDA JORDAN:** But to get onto the system, it's slow. So who's the provider now, because it seems like to get on it's kind of slow? I'm not sure. I'm just asking questions because I was shocked that it was down. So explain to me who we have as a provider, and if it goes out like for an hour, what would be the reasons for it to go out like that, unless something that's going on in that territory? They might be digging or something?

**DR. GABRIEL MORLEY:** The reasons could be variable. It's AT&T -

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**MS. LINDA JORDAN:** Okay.

**DR. GABRIEL MORLEY:** -- has the service.

**MRS. GAYLE H. HOLLOMAN:** But -- used to put a lot of restrictions on us and they just would not let it go. And so we had so many problems with that, all these restrictions. And then, finally, they allowed us to just take off the filtering.

And it was just always debating, a big debate over it. That made a big difference.

**DR. GABRIEL MORLEY:** Yes. And the state, you know, everybody's trying to get to one gigabyte access. We don't really need it. The demand that we see at the majority of our libraries isn't even close to hitting the maximum amount of bandwidth we have now, but our goal ultimately would be to get to one gig at every building.

**MS. LINDA JORDAN:** Makes sense. And now with all the new like technology with the phones -- I'm not an I.T. expert. I'm a math major and science major and all that, but with all the new phones and all, they're so advanced. Like the iPhone 7, I have that. You know, you go to different phones, and we have these young folks coming in, and looking at the younger people, they're into that space; they're into the high-tech space. Am I right, Joe?

**MR. JOE PIONTEK:** I don't know what you're talking about.

**MS. LINDA JORDAN:** Okay. Scratch.

**DR. GABRIEL MORLEY:** So those that -- those are the main things I wanted to mention today, so stay tuned for the budget process, but don't be afraid if you see your Commissioner or hear from your Commissioner to put in another plug.

You know, we're serving a million people a month. This is one of the most outwardly facing County services. If you total up the percent of people that were satisfied with our service, it was 97.7 percent. These are phenomenal numbers that. The County knows this. We've reached those KPI in nine months, so, I mean, we're doing a very good job considering the circumstances. And we're looking ahead to next year to figure out how we can still meet all of our goals. Still meet the needs of the communities, but get these projects where they need to be too. Because you can see -- now, all of you have been here long enough to see how long it's stretched out just hearing the beginning, the get going. So what til the work starts. I don't have anything else.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you so much. Are there any further concerns?

**MS. LINDA JORDAN:** I want the record to reflect that we thank Dr. Morley and staff for all the work they've done. The numbers are outstanding. He's doing a great job in spite of the circumstances, so we appreciate you and your staff members for everything.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you very much. And I think that is certainly the feeling of the entire Board. And I appreciate your pointing that out.

You've worked under negative circumstances, I'm sure before, but you've done a job this time. It doesn't seem to be getting better at the moment. Okay.

**FOUNDATION REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** Judge Nina, anything in the way of the Foundation Report?

**MRS. NINA RADAKOVICH:** Very briefly, I mentioned last time that we had hired a consultant called Library Strategies to help us become more efficient. And we're in the process now of redoing our governance documents to tighten things up so that we can get Board members who are capable of raising much larger amounts than we have been, because we want to support projects like those described by Christina on a larger scale so that there not just a pilot or a small group. We want as much -- as many people to benefit as possible. So I'll keep you all posted.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. At least we're moving forward. And I appreciate that. Because when all elements are working together, we can move forward as a group. And that's important. Thank you again.

**COMMITTEE REPORTS**

**LIBRARY VISITATION**

**CHAIRMAN PHYLLIS D. BAILEY:** And, now, Vice Chairman Joyner?

**MR. D. CHIP JOYNER:** Okay. This is our favorite part. Well, Linda, thank you for your visitation and sharing comments. Do you have anything else that you wanted to add?

**MS. LINDA JORDAN:** No. It just was I was hoping to get to more than one library, but I did get to that one. But going forward, I plan between now and the next couple of meetings I have to visit at least three. Because I'm, you know, under Commissioner Pitts, and I am supposed to check everything out per you all's advice. Now, I don't have to, but I'm just saying. I just want to be all around, see what's going on. But I was very pleased with what I did see at Wolf Creek. It was just that the Internet piece kind of -- I was taken aback. So that's it.

**MR. D. CHIP JOYNER:** Thank you. Thank you.

Does anyone else have any comments to share about a visit over the last month, to the library? Very good. Again, you know, I know some of the libraries were fairly busy with voting and polling this past month. And then we were hoping to -- or I was hoping to meet with my Commissioner and visit a library, but as you understand, everyone was campaigning this month. It was kind of hard to nail anyone down.

**MS. LINDA JORDAN:** Right. And I didn't want to be -- you know -- I didn't want to just show up and try to see somebody that's in charge. Sometimes you can just go the library and check it

out. But I didn't get a chance to see the person, because I had not called beforehand, so I didn't want to do a popup, because I didn't think that would be fair to the person in charge.

**MR. D. CHIP JOYNER:** I found that they're very happy to see you.

**MS. LINDA JORDAN:** Okay.

**MR. D. CHIP JOYNER:** It's almost like a relief. They say, wait. And they want to be heard.

**MS. LINDA JORDAN:** Okay.

**MR. D. CHIP JOYNER:** Okay. So the feedback is always welcome. As we've been charged this year by our Chairman, we all want to do a better job in stopping by, visiting, getting feedback from all of our libraries. We all learn from every visit, whether it's for ten minutes or an hour. So, please, we would like to encourage you to please bring back some feedback. And we're all busy. And it doesn't have to be a library within your Commissioner's. We prefer that, but if you happen to just drive by because you're having lunch in Alpharetta, pop in Alpharetta even if you don't live near there, so we can all benefit. So thank you for that.

**MS. LINDA JORDAN:** You're welcome.

**MR. D. CHIP JOYNER:** And thanks for those who even thought about it, but we'll give an extra thank you after you do it next month.

**DR. GABRIEL MORLEY:** Make sure it's open before you go there.

**MS. LINDA JORDAN:** Yes.

**MR. D. CHIP JOYNER:** That's true. Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you so much. This is, to me, what a Board should be: an active, participating group without just talking about it at the table. And I thank you so very, very much because you've done an excellent job.

#### **BYLAWS AND RULES**

**CHAIRMAN PHYLLIS D. BAILEY:** Priscilla and Judge Nina, anything on the Bylaws?

**MRS. PRISCILLA BORDERS:** No.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay.

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

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

**MS. LINDA JORDAN:** No new updates.

**CHAIRMAN PHYLLIS D. BAILEY:** No updates. Okay.

#### **UNFINISHED BUSINESS**

**CHAIRMAN PHYLLIS D. BAILEY:** Any Unfinished Business?

**MR. PAUL KAPLAN:** I was just going to mention to you -- and I'm not going to discuss it tonight -- and thanks to Nina -- we are reworking again the MOU, the Memorandum of Understanding, for

the Friends Groups that's for all the Library Systems. We've had a couple of meetings during the month with our County attorney assistant, Paula -- Paula's not here today, is she?

**DR. GABRIEL MORLEY:** No. She just texted me and said she was at the BOC meeting.

**MR. PAUL KAPLAN:** She's at the BOC meeting.

**DR. GABRIEL MORLEY:** Something came up.

**MR. PAUL KAPLAN:** We're going to rework it. Let's not say we. I have to be very careful with this. Right now, it's with the attorneys. The attorneys are reworking the MOU. And, hopefully, we'll come up with something that'll be reasonable for everybody concerned. But it's something we have been doing for the last couple of weeks. But we get some happy news, it's being redone.

**CHAIRMAN PHYLLIS D. BAILEY:** I commend you on that, because that's tedious work. And it can be difficult because of the number of people that you have to work with. I understand that. So we appreciate all that you have done. Thank you very, very much.

**MR. PAUL KAPLAN:** We'll be talking about that.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes.

#### **NEW BUSINESS**

**CHAIRMAN PHYLLIS D. BAILEY:** New Business. Anyone?

**MR. JOE PIONTEK:** Dr. Morley, as long as we're supposed to be reaching out to our Commissioners for more money, what's at the top of your wish list?

**DR. GABRIEL MORLEY:** Money for Materials. You know, I think -- for those of you who were here when Josh was here, almost every month he would point out we're the lowest funded in the Southeast. And even though we can't draw a direct correlation between our funding and Circulation increases, there's -- I got something.

Our County, Fulton County, spends about twenty-five dollars per person. We are ranked number seven out of nine similar counties around the country. So just to give you an idea, again, Fulton County spending twenty-five dollars per person. Cuyahoga County in Ohio is spending a hundred four dollars per person. And then there's some others, Hennepin County, Minnesota spends sixty-six; Charlotte Mecklenburg spends thirty-seven.

So the amount of money the county contributes to the library annually doesn't rank as highly as some other places.

What's difficult to determine, though, and part of what you know from being here from the last year is we're trying to understand how to use our money more wisely.

So we've been hesitant the last couple of years just to go in and say, we want more money, because we wanted to find the places where we were inefficient first so we can reinvest that money. And now we've seen, and remember we -- Brazos was here a couple of months ago and told us we've seen that DOA steadily dropping, so we know all of that money that previously was wasted is being reinvested in the Collection. But all of you can see, too, if our Circulation numbers continue to rise, they could potentially go even further if we were able to reinvest into more Material. And you can see some other indicators and make some assessments that the number of Holds is always fairly high. And remember, we leased some high demand Material, but that still doesn't meet the total demand. We'll still have a hundred or two hundred people on the Hold list waiting for some items.

So more money for Material is always a good bet now that we know for certain what kinds of Materials people want to check out. And now we have evidence -- and Dick and Anna know this at the County level -- that now we have the evidence and the data to show the Materials we're buying are worthwhile. We're not just throwing money after -- after -- we're not making purchases that we believe people will check out. We're making purchases that we know people will check out.

So -- and remember, part of what we asked for this year was another six hundred thousand to put into our databases, which would provide those e-Resources, because we see that growing. Remember, last year it grew over sixty percent. This year we're at forty-four, forty-five percent growth, and we're going to continue to see those huge numbers. And the more Material we put in there, the more people are checking it out. It's just growing more rapidly than we can keep up.

So we want to continue to fund that program. And remember -- we had this discussion before -- we will continue to fund it. We just didn't get the enhancement, which means we're going to cut from somewhere else. So it would be nice to have that extra five or six hundred thousand dollars to pump into Materials and resources.

They had some other priorities. And I should say, too, before you get to your Commissioner, your Commissioner may not know that we asked for those enhancements. Because remember, the enhancement request went to the County. And so then the County has presented this budget, sums, whatever enhancements it took out.

So your individual Commissioner may be sitting there thinking, well, good, the library got its twenty-seven million, not

knowing we asked for extra money. It just wasn't included in the proposed budget.

And Commissioner Darnell may have alluded to that in a mysterious way today when she said this looks like the same budget as last year.

**CHAIRMAN PHYLLIS D. BAILEY:** I'll get to her.

**DR. GABRIEL MORLEY:** So, you know, she may have been trying to say in a nice way, this doesn't look like we really put money into the areas where we wanted to put money, according to what Commissioners wanted. But the County has put the money into things that the County is interested in.

And a lot of those are Justice Initiatives. You know, they're trying to work with the court system, get that squared away and straightened out. So we're a little unique. And some of you recognize that, and that we're -- we are a department of the County, but we're a very independent department of the County. You know, we're not like County I.T., who's right mixed up in it, threaded through everything in the County. We're almost a standalone entity who gets its funding from the County.

So, you know, some of our objectives are a little different than some of the other departments. And I think we see ourselves as an independent entity in some way. You know, whereas, Fulton County Human Resources is Fulton County. We consider ourselves the library, and we just happen to be part of the County; at least that's the way I see it.

So don't ambush your Commissioner and say, why didn't you do this? Because they may be totally unaware, but it doesn't hurt to make them aware, because remember what happened to us last year.

Last year we played by the rules. We did everything we were supposed to do. We submitted the budget, and we sat there very nicely with our hands folded and our mouths shut, and two or other three departments went up there and said, well, we didn't get this and that. And the Commissioner said, okay, well, you can have it. And then we were sitting there saying, well, why didn't we get what we -- because we followed the rules, so you know.

**MRS. DENISE FRASIER:** May I just ask what's your conservative ask on that Materials' budget?

**DR. GABRIEL MORLEY:** Our enhancement was six hundred thousand.

**MRS. DENISE FRASIER:** And that's all Materials?

**DR. GABRIEL MORLEY:** Yes. It's for databases. And the databases, the materials are included in the databases, because Overdrive's a database; Hoopla's a database. So as we buy

Materials in those products, they're included in those databases because there e-Resources.

**MRS. DENISE FRASIER:** Okay. If you don't ask, the answer is always no.

**DR. GABRIEL MORLEY:** I know. But we're also trying to be -- I'm trying to be cognizant of Dick's process and not go behind his back.

**MRS. DENISE FRASIER:** And so I just, you know, I just think maybe this is the year you need to ask.

**DR. GABRIEL MORLEY:** Well, Marvin pointed out today, too, you know, that how can the County have six priorities and some of those priority areas only have 1 percent of the budget. That doesn't seem equitable. But there are also a lot of factors. I mean, the court system has different expenses, so naturally they need money.

Some of the Health Services are mandated by the state, so there are a lot of factors that go into it. So that's what I mean, have an honest conversation with them, but don't think that they ignored us indiscriminately. I mean, there a lot of factors that go into putting together that County budget. But it's worth mentioning, because they do have the opportunity to manipulate those numbers before they vote on the budget.

**MRS. GAYLE H. HOLLOWMAN:** And Programming dollars always help, if we can figure a way to really make that happen a lot more. Because it brings viability when you're able to bring all the programs here, lecture series, and that type of thing. It really brings more attention, and it brings more people into the doors, if they are the people that they want to hear from. So that is something else that could be helpful to us.

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

I think each of us have an obligation to do what you were suggesting. We need to talk with our Commissioners, not in a hostile manner, but a suggestive manner, that maybe you don't know that we didn't get anything in the way of enhancements, that kind of thing. So we need to approach that and perhaps this library in much more vocal manners than we have before.

**MR. PAUL KAPLAN:** We're really, as trustees, in a unique situation where we can go ahead and call our Commissioner. There's not many other Boards that I know that can do something like that. We can pick up the phone and give them a call, or leave a message and they'll call you back. We really have a good communication with them. I probably talk to my Commissioner about every two or three weeks just to tell him what's happening, what's going on, so they're informed of what's happening; they're not going to be surprised.

But I'll tell you that this Board, and I've been to a lot of different Boards, this Board really has, even more than the staff, we can go directly to the Commissioner. So I really emphasize, pick up the phone and talk to them.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes.

**MR. PAUL KAPLAN:** And don't be hostile, like she said. Because then you might be -- a new one coming. He might -- he or she might be appointing somebody else.

**MS. LINDA JORDAN:** Somebody else, right.

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

**MR. D. CHIP JOYNER:** But, also, don't we need bullet points that are really key to -- you need to communicate?

**DR. GABRIEL MORLEY:** To me, the Statistics.

**MR. D. CHIP JOYNER:** Just the -- yes.

**DR. GABRIEL MORLEY:** You know, we're serving a million people a month with a very high customer service rating, you know. And you can see the growth. I sent you all the chart. I don't remember. I remember from 2012 or 2013 until now it's been over a two hundred percent increase, I think, in e-Circulation.

Those numbers are just growing at such a rapid pace.

And remember, or maybe Joe and I talked on the train one day, a little more than a year ago we were paying less than ten thousand dollars a month for our Hoopla services, which is a pay-on-demand. So we don't pay anything until you check something out then we pay for it. So we know someone's using whatever they get.

We were six, seven, eight thousand a month maybe a year ago, and now we're over twenty-five thousand a month. So that shows you the increase, and we don't want to throttle that.

Before Josh left, you know, he got to a point where he was saying, wow, at some point we're going to reach the max. But we don't want to get to the max. We want to take away the things people aren't using and continue to feed the programs that are working.

And so we don't want to get caught in the situation where we have to start telling the community, well, we're sorry, but you can only get to this many items per month in this service.

Because if there's that much demand, then we need to be fulfilling that demand. And that's one of the reasons we asked for the increase in the e-Materials, because we feel like each time we add more materials there, the Circulation grows.

**CHAIRMAN PHYLLIS D. BAILEY:** Any other comments or concerns?

This is something that lies at the core of what we're about and why we're here. So we need to stand tall, talk to our Commissioners in a very gentle way to make that a very positive

suggestion. I think Dr. Morley has given us materials and numbers to support what we need and that each one of us can do our part in doing that. Thank you so much, Dr. Morley. Anything else in the way of New Business? Okay.

**18-63 FULTON COUNTY LIBRARY SYSTEM 2019 HOLIDAY/CLOSING CALENDAR**

**CHAIRMAN PHYLLIS D. BAILEY:** The Holiday/Closing Calendar.

That's for 2019. Did we do that last time? Did we pass it?

**MS. LINDA JORDAN:** We did.

**MRS. ZENOBIA CLAXTON:** That was the BOT schedule.

**CHAIRMAN PHYLLIS D. BAILEY:** That was the BOT schedule. Okay. So we need to look at it to see if --

**MS. LINDA JORDAN:** I thought we accepted ours for the meetings?

**MRS. ZENOBIA CLAXTON:** Right. That's for the meetings. This is for the library --

**DR. GABRIEL MORLEY:** This is holidays.

**MRS. ZENOBIA CLAXTON:** -- holidays.

**MS. LINDA JORDAN:** Oh, oh.

**DR. GABRIEL MORLEY:** And remember, these are County holidays. The only thing that fluctuates on here is Staff Development Day. And so we just try to put it sometime toward the end of the year.

**MS. LINDA JORDAN:** Oh, okay.

**DR. GABRIEL MORLEY:** But the rest of these are pretty -- I mean, whatever the County goes with is what we go with.

**CHAIRMAN PHYLLIS D. BAILEY:** Any concerns? Do we need that accepted by the Board with a motion?

**DR. GABRIEL MORLEY:** Oh, yes.

**CHAIRMAN PHYLLIS D. BAILEY:** I'd like to have a motion then for -- except if there are no changes that you'd like to see. I need a motion to accept the Fulton County Library System Holiday/Closing Calendar.

**MOTION**

**MR. PAUL KAPLAN:** So moved.

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

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. Joyner that the Holiday/Closing Calendar is accepted with the notion that the Staff Development Day will at sometime perhaps be changed. Any questions? All in favor.

(Whereupon, all said aye.)

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

Thank you.

**ADJOURNMENT**

**MOTION**

**MS. LINDA JORDAN:** I move for adjournment.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. That was my next question. Ms. Jordan moves for adjournment.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded, Mr. Joyner. Meeting adjourned. Thank you so very, very much.

*(Whereupon, the Board of Trustees Meeting concluded at 5:22 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

December 2018

**Summary of November 2018 Activities**

**Personnel**

- Ronald Brown, manager of the South Fulton library, retired last month after more than 20 years at AFPLS.

**Bond Update**

- Central Library – Contractor Winter/Johnson has received some preliminary permits and is moving forward with construction in the garage where we will store the collection during the renovation period. Once the collection is safely stored, demolition can begin after Christmas.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Southwest and Sandy Springs are under construction. We are still awaiting permits for the five libraries within the city limits of Atlanta. Roswell is still being redesigned per BOC guidance.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – We are trying to finalize the design documents for this grouping.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – The design phase is complete and we will reveal conceptual drawings for the public in late January. We hope to get through the permitting process swiftly and begin construction thereafter.
- Group 4 (East Point and Fairburn) – Construction continues at these two libraries with anticipated re-opening dates in April 2019.
- The Hapeville designs are being finalized.

**Project Timeline**

- Bookmobiles - The two bookmobiles approved earlier this year will not be available until mid-2019.

## **VOLUNTEER SERVICES**

- Volunteer Services recorded 474 volunteers who served 3,099 hours at 23 locations including the Mount Vernon Towers and North Fulton Service Center.
- 58 new volunteers donated time last month bringing the 2018 volunteer total to 2,097 volunteers serving 57,632 hours.
- Branches with top hours of 293, 241 and 199 included Milton, Ocee and Northeast/Spruill Oaks.
- Branches with the top number of volunteers were Ocee with 86, Milton with 60 and Northeast/Spruill Oaks with 58.
- Alpharetta, Roswell and Milton had the top number of Friends' hours with 512, 134 and 133 hours respectively.

## **PALMETTO**

- Wills are the most common way individuals can state how they prefer their assets to be distributed after they pass away. Palmetto Library collaborated with UGA Extension to present two estate planning classes: "Wills, Probate, and Non-Probate" and "Financial Power of Attorney and Georgia Advance Directive for Health". Kristen Sumpter with UGA Extension educated participants about the requirements for a will in Georgia and financial power of attorney. More than 30 individuals attended the programs.

## **OCEE**

- Teens are very active at Ocee with programming ideas and support of our events. New this month was a FAST After School tutoring program that helped elementary and middle school students with language arts, math, science and social studies.
- One of the Teen Advisory Board (TAB) students painted a box to receive donations for North Fulton Community Charities (NFCC). In November, patrons donated: 34 cans of food, a bag of candy, a box of cereal, 3 boxes of pasta, a box of instant mashed potato, 5 bottles of Ensure, 4 boxes of macaroni and cheese, 3 boxes of spaghetti, a pack of apple sauce, 3 meal packets, a box of croutons and a jar of mustard.
- Multiple TAB members assisted the youth librarian to prepare and conduct art programs for Halloween and Thanksgiving. Kids and their parents love doing art programs. 21 attended the Thanksgiving art program. One TAB member also assisted the youth librarian to host the Fantastic Beasts movie.
- Ocee has a supportive community. A local teen girl has her own non-profit called, Compass Movement, offered to have a meeting on preventing teen suicide. The first meeting had 21 attendees.

## **DOGWOOD**

- The month of November was a busy month in spite of the branch closing. The branch manager and the youth services librarian have been busy with programs at offsite locations. The offsite locations include Dogwood Neighborhood Senior Center, Chick-Fil-A at Northside Drive, Northwest Youth Power Day Care Center and John Lewis Invictus Academy.
- Below is a breakdown of programs and attendance at the offsite locations.

<b>Program Type</b>	<b># Programs</b>	<b>Attendees</b>
Adult	10	152
Children	4	60
Teens	1	15
<b>TOTAL</b>	<b>11</b>	<b>227</b>

- The Branch Manager visited the male section of Fulton County Jail on Rice Street on Thursday, 11/1, 11/15 and 11/29 as part of his outreach to the correction facility. He took over 100 books to the facility this month and provided programming help to the resource officers.
- Youth Services Librarian, Ms. Clark reached out to Tia Reynolds, media specialist at Woodson Park Elementary. Ms. Reynolds is still in the process of scheduling grade level teachers to receive training on CLASS PASS and electronic resources. We anticipate sessions to take place before Winter Break so that students and teachers can access materials while out of school.
- Additionally, the youth services librarian visited John Lewis Invictus Academy and met with Derra Sillah, language arts chair and business manager to discuss library resources students can benefit from. She introduced eCampus to some 7<sup>th</sup> grade students at the media center.

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

AS OF NOVEMBER 30, 2018

Doc. #18-66

SERVICE	2018 BUDGET	2018 NOVEMBER	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,208,028	1,053,056	12,573,820	-	12,573,820	88%	1,634,208
PART TIME SALARY	474,978	34,953	414,156	-	414,156	87%	60,822
BENEFITS	7,331,226	527,846	6,169,157	-	6,169,157	84%	1,162,069
BOOKS	2,239,331	436,363	1,546,721	611,048	2,157,769	96%	81,562
OFFICE EQUIP. REPAIR	6,016	-	3,002	-	3,002	50%	3,014
EQUIPMENT	83,210	2,611	3,958	77,129	81,086	97%	2,124
OFFICE FURNITURE	2,082	-	142	-	142	7%	1,940
PROFESSIONAL SERV	94,337	14,809	64,638	29,699	94,337	100%	-
COPIER MACHINE LEASE	248,035	12,819	213,176	-	213,176	86%	34,859
COPIER PAPER	14,500	3,599	9,913	4,587	14,500	100%	-
SUPPLIES	161,161	1,819	98,324	6,576	104,900	65%	56,261
SOFTWARE MAINTENANCE	405,523	-	350,207	3,630	353,837	87%	51,686
BUILDING RENT	226,641	13,288	175,202	51,439	226,641	100%	-
LYRASIS CHARGES	200	-	-	-	-	0%	200
OTHER SERVICES	164,111	4,360	112,041	7,000	119,040	73%	45,071
SECURITY SERVICES	536,814	41,252	471,952	54,222	526,174	98%	10,640
TRAVEL	25,180	445	21,324	-	21,324	85%	3,856
VEHICLE MAINTENANCE	26,150	-	20,639	-	20,639	79%	5,511
GENERAL INSURANCE	759,530	63,294	696,206	-	696,206	92%	63,324
CONTINGENCY	17,450	-	-	-	-	0%	17,450
<b>TOTAL</b>	<b>27,024,503</b>	<b>2,210,514</b>	<b>22,944,577</b>	<b>845,329</b>	<b>23,789,906</b>	<b>88%</b>	<b>3,234,597</b>

**FULTON COUNTY LIBRARY SYSTEM**  
**MONTHLY FINANCIAL REPORT - ORG TYPE**

AS OF NOVEMBER 30, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 NOVEMBER	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATION	REG SALARY	11,918,913	896,384	10,687,100	-	10,687,100	90%	1,231,813
	PART TIME SALARY	474,978	34,953	414,156	-	414,156	87%	60,822
	BENEFITS	6,204,226	449,202	5,237,141	-	5,237,141	84%	967,085
	BOOKS	2,239,331	436,363	1,546,721	611,048	2,157,769	96%	81,562
	OFFICE EQUIP. REPAIR	5,256	-	2,964	-	2,964	56%	2,292
	EQUIPMENT	72,100	1,673	2,512	68,837	71,349	99%	751
	OFFICE FURNITURE	1,785	-	142	-	142	8%	1,643
	PROFESSIONAL SERV	71,095	14,299	48,517	22,578	71,095	100%	-
	COPIER MACHINE LEASE	222,735	11,768	192,983	-	192,983	87%	29,752
	SUPPLIES	111,766	-	61,910	1,251	63,161	57%	48,605
	BUILDING RENT	226,641	13,288	175,202	51,439	226,641	100%	-
	OTHER SERVICES	35,598	1,285	9,772	2,715	12,487	35%	23,111
	SECURITY SERVICES	536,814	41,252	471,952	54,222	526,174	98%	10,640
	VEHICLE MAINTENANCE	500	-	-	-	-	0%	500
	GENERAL INSURANCE	575,035	47,920	527,086	-	527,086	92%	47,949
	CONTINGENCY	17,450	-	-	-	-	0%	17,450
<b>Total</b>		<b>22,714,223</b>	<b>1,948,386</b>	<b>19,378,158</b>	<b>812,090</b>	<b>20,190,248</b>	<b>89%</b>	<b>2,523,975</b>

**FULTON COUNTY LIBRARY SYSTEM**  
**MONTHLY FINANCIAL REPORT - ORG TYPE**

AS OF NOVEMBER 30, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 NOVEMBER	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES OPERATION	REG SALARY	2,289,115	156,673	1,886,720	-	1,886,720	82%	402,395
	BENEFITS	1,127,000	78,644	932,016	-	932,016	83%	194,984
	OFFICE EQUIP. REPAIR	760	-	38	-	38	5%	722
	EQUIPMENT	11,110	938	1,446	8,291	9,737	88%	1,373
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	23,242	510	16,121	7,121	23,242	100%	-
	COPIER MACHINE LEASE	25,300	1,050	20,193	-	20,193	80%	5,107
	COPIER PAPER	14,500	3,599	9,913	4,587	14,500	100%	-
	SUPPLIES	49,395	1,819	36,414	5,325	41,739	84%	7,656
	SOFTWARE MAINTENANCE	405,523	-	350,207	3,630	353,837	87%	51,686
	LYRASIS CHARGES	200	-	-	-	-	0%	200
	OTHER SERVICES	128,513	3,075	102,268	4,285	106,553	83%	21,960
	TRAVEL	25,180	445	21,324	-	21,324	85%	3,856
	VEHICLE MAINTENANCE	25,650	-	20,639	-	20,639	80%	5,011
	GENERAL INSURANCE	184,495	15,375	169,120	-	169,120	92%	15,375
<b>Total</b>		<b>4,310,280</b>	<b>262,128</b>	<b>3,566,419</b>	<b>33,239</b>	<b>3,599,658</b>	<b>84%</b>	<b>710,622</b>

## Fulton County Library System November 2018

<b>Activity and Description</b>	<b>2018</b>		<b>2017</b>		
	November	YTD	November	YTD	YTD
<b>Circulation</b>					
Total number of items checked out of the library	267,563	2,985,744	220,484	2,741,845	9%
<b>Holds</b>					
Number of requests by patrons	42,590	493,411	46,702	578,601	-15%
<b>Inter-Library Loans</b>					
Number of items lent to or borrowed from another library system	312	4,307	479	5,029	-14%
<b>Visits</b>					
Number of people entering a library for any reason	279,131	3,661,758	273,565	3,711,005	-1%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	35,401	674,780	75,680	1,041,001	-35%
Number of hours of computer use	22,668	394,006	42,539	832,119	-53%
<b>Wireless Sessions</b>					
Number of times the library's wireless network is accessed	N/A	79,590	32,103	411,247	-81%
<b>Web Hits</b>					
Number of times people have visited the library's website	600,967	7,545,118	616	7,925,082	-4.8%
<b>Online Resources</b>					
Number of times a resource is logged into or a searched performed	182,137	1,677,645	187,141	1,775,298	-6%
<b>Computer Classes</b>					
Number of classes	6	124	27	249	-50%
Number of attendees	47	1,021	157	1,570	-35%
<b>Virtual Circulation</b>					
Number of e-books and e-audiobooks checked out	49,452	515,289	34,146	357,932	44%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	267	3,906	302	3,588	9%
Number of people attending programs	8,286	130,617	7,030	120,603	8%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	63	841	59	688	22%
Number of people attending programs	5,734	24,115	844	14,131	71%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	365	4,825	395	4,580	5%
Number of people attending programs	5,527	82,269	5,330	71,627	15%
<b>Programs - Total</b>					
Library sponsored programs offered - total of all programs	695	9,592	756	8,853	8%
Number of people attending programs	15,444	232,898	13,212	205,328	13%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	281	4,391	382	6,735	-35%
Number of people attending meetings or activities	8,781	82,396	7,433	96,203	-14%

FULTON COUNTY LIBRARY SYSTEM  
 CIRCULATION COMPARISON REPORT  
 NOVEMBER 2018

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	NOVEMBER 2018 DATA	NOVEMBER 2017 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2018 CIRC	YTD 2017 CIRC	INCREASE/ DECREASE	PERCENT CHANGE		
ADAMS PARK	1,521	1,059	71	11	2,662	1,465	1,197	82%	27,419	16,793	10,626	63%		
ADAMSVILLE/COLLIER HEIGHTS	2,232	1,714	239	7	4,192	1,473	2,719	185%	49,116	18,958	30,158	159%		
ALPHARETTA	10,575	20,722	762	59	32,118	23,296	8,822	38%	278,547	292,181	(13,634)	-5%		
BUCKHEAD	6,834	7,059	315	34	14,242	9,971	4,271	43%	162,680	117,040	45,640	39%		
CLEVELAND AVENUE	2,573	1,764	274	14	4,625	1,555	3,070	197%	35,802	20,307	15,495	76%		
COLLEGE PARK	2,009	1,349	213	6	3,577	1,444	2,133	148%	31,406	18,855	12,551	67%		
DOGWOOD	18	1		0	19	1,846	(1,827)	-99%	15,611	24,431	(8,820)	-36%		
EAST ATLANTA	3,145	5,267	245	14	8,671	5,051	3,620	72%	71,609	61,148	10,461	17%		
EAST POINT	98	136	6	1	241	3,457	(3,216)	-93%	20,584	53,067	(32,483)	-61%		
EAST ROSWELL	10,455	12,354	551	45	23,405	12,175	11,230	92%	192,165	145,820	46,345	32%		
FAIRBURN	90	71	14	0	175	1,985	(1,810)	-91%	11,294	24,817	(13,523)	-54%		
HAPEVILLE	822	819	42	14	1,697	892	805	90%	15,870	14,077	1,793	13%		
KIRKWOOD	76	100	7	0	183	2,719	(2,536)	-93%	21,758	33,560	(11,802)	-35%		
MARTIN LUTHER KING, JR	992	1,263	130	5	2,390	759	1,631	215%	13,019	10,817	2,202	20%		
MECHANICSVILLE	901	664	61	0	1,626	1,848	(222)	-12%	27,070	16,746	10,324	62%		
METROPOLITAN	4,053	4,937	378	6	9,374	5,312	4,062	76%	80,435	66,877	13,558	20%		
MILTON	8,482	17,359	579	28	26,448	14,927	11,521	77%	228,176	186,641	41,535	22%		
NORTHEAST/SPRUILL OAKS	5,097	12,996	537	54	18,684	14,948	3,736	25%	224,007	186,244	37,763	20%		
NORTHSIDE	6,061	7,593	505	52	14,211	9,267	4,944	53%	140,477	138,451	2,026	1%		
NORTHWEST	3,176	4,513	256	5	7,950	4,616	3,334	72%	65,258	57,799	7,459	13%		
OCEE	9,161	16,707	1,234	265	27,367	22,083	5,284	24%	295,009	275,474	19,535	7%		
PALMETTO	1,081	1,297	83	1	2,462	1,505	957	64%	22,516	22,711	(195)	-1%		
PEACHTREE	3,724	4,291	207	91	8,313	6,273	2,040	33%	84,006	63,661	20,345	32%		
PONCE DE LEON	7,538	6,643	380	60	14,621	10,233	4,388	43%	140,944	121,320	19,624	16%		
ROSWELL	858	852	67	2	1,779	16,695	(14,916)	-89%	168,475	215,009	(46,534)	-22%		
SANDY SPRINGS	1,228	1,755	53	2	3,038	17,996	(14,958)	-83%	163,709	195,267	(31,558)	-16%		
SOUTHEAST	1,414	3,138	113	4	4,669	2,580	2,089	81%	38,268	33,661	4,607	14%		
SOUTH FULTON	3,420	5,531	276	1	9,228	5,511	3,717	67%	81,553	74,670	6,883	9%		
SOUTHWEST	131	72	9	0	212	3,204	(2,992)	-93%	28,789	45,156	(16,367)	-36%		
WASHINGTON PARK	63	47	5	0	115	1,375	(1,260)	-92%	13,713	17,774	(4,061)	-23%		
WEST END	28	119	3	0	150	1,208	(1,058)	-88%	13,348	15,743	(2,395)	-15%		
WOLFCREEK	4,682	6,575	588	40	11,885	7,832	4,053	52%	110,083	92,506	17,577	19%		
<b>BRANCHES TOTAL</b>	<b>102,538</b>	<b>148,767</b>	<b>8,203</b>	<b>821</b>	<b>260,329</b>	<b>215,501</b>	<b>44,828</b>	<b>21%</b>	<b>2,872,716</b>	<b>2,677,581</b>	<b>195,135</b>	<b>7%</b>		
CENTRAL	613	380	33	5	1,031	4,548	(3,517)	-77%	70,766	62,065	8,701	14%		
OUTREACH SERVICES	127	26	11	0	164	436	(272)	-62%	2,486	2,199	287	13%		
AUBURN AVENUE	5,749	264	16	10	6,039				6,039	5760%	39,776	-	39,776	100%
<b>SYSTEM TOTAL</b>	<b>109,027</b>	<b>149,437</b>	<b>8,263</b>	<b>836</b>	<b>267,563</b>	<b>220,485</b>	<b>47,078</b>	<b>21%</b>	<b>2,985,744</b>	<b>2,741,845</b>	<b>243,899</b>	<b>9%</b>		

## FULTON COUNTY LIBRARY SYSTEM

## SYSTEM STATS AT A GLANCE

NOVEMBER 2018

AGENCY NAME	NOVEMBER CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	2,662	76	750	27505	5	231	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	4,192	100	1768	5494	11	129	6	58	4
ALPHARETTA	32,118	538	1350	21509	49	820	0	0	2
BUCKHEAD	14,242	449	1391	8025	35	1428	0	0	14
CLEVELAND AVE	4,625	50	1339	4697	17	194	12	204	2
COLLEGE PARK	3,577	186	2105	3531	8	115	1	12	0
DOGWOOD	19	14	0	0	15	227	0	0	0
EAST ATLANTA	8,671	213	1269	5571	16	353	15	123	5
EAST POINT	241	65	0	0	0	0	0	0	0
EAST ROSWELL	23,405	314	1685	10865	47	671	23	164	10
FAIRBURN	175	159	0	0	0	0	0	0	0
HAPEVILLE	1,697	43	1149	2977	11	377	0	0	1
KIRKWOOD	183	52	0	0	16	332	0	0	0
MARTIN LUTHER KING, JR	2,390	91	1622	8025	13	227	0	0	0
MECHANICSVILLE	1,626	86	1102	3306	7	61	6	122	0
METROPOLITAN	9,374	154	3809	11588	21	282	62	1276	0
MILTON	26,448	370	778	8674	52	883	11	126	12
NORTHEAST/SPRUILL OAKS	18,684	175	450	22459	27	325	15	81	1
NORTHSIDE	14,211	190	339	20224	9	159	7	62	1
NORTHWEST	7,950	147	2682	21120	18	253	10	429	5
OCEE	27,367	390	756	17380	58	924	0	0	1
PALMETTO	2,462	74	926	6588	10	425	0		0
PEACHTREE	8,313	237	1784	6856	35	692	12	111	0
PONCE DE LEON	14,621	353	2002	25084	21	231	8	85	0
ROSWELL	1,779	200	0	0	8	79	0	0	0
SANDY SPRINGS	3,038	656	0	0	28	2455	0	0	0
SOUTHEAST	4,669	129	741	11124	28	703	31	409	1
SOUTH FULTON	9,228	320	3464	9193	23	298	33	564	0
SOUTH WEST	212	102	0	0	0	0	0	0	0
WASHINGTON PARK	115	18	0	0	4	59	0	0	0
WEST END	150	23	0	0	0	0	0	0	0
WOLFCREEK	11,885	242	1742	15024	43	560	19	4892	9
<b>BRANCHES TOTAL</b>	<b>260,329</b>	<b>6,216</b>	<b>35,003</b>	<b>276,819</b>	<b>635</b>	<b>13,493</b>	<b>271</b>	<b>8,718</b>	<b>68</b>
CENTRAL	1,031	166	0	0	0	0	0	0	0
OUTREACH SERVICES	164	499	0	0	44	1227	0	0	0
AUBURN AVENUE RESEARCH	6,039	6	398	2312	16	724	10	63	0
<b>SYSTEM TOTAL</b>	<b>267,563</b>	<b>6,887</b>	<b>35,401</b>	<b>279,131</b>	<b>695</b>	<b>15,444</b>	<b>281</b>	<b>8,781</b>	<b>68</b>