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# **BOARD OF TRUSTEES**

## **MEETING INFORMATION PACKET**

**OCTOBER 24, 2018**



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



atlanta-fulton public library system

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**Fulton County Library System  
Board of Trustees Meeting  
Auburn Avenue Research Library  
October 24, 2018 – 4:00 p.m.**

**AGENDA**

- I. Call to Order
- II. Meditation Moment
- III. Adoption of Agenda\* Doc. #18-52
- IV. Public Comment / Visitors
- V. Outreach Presentation – Oscar Gittemeier
- VI. Approval of Minutes – September 26, 2018\* Doc. #18-51
- VII. Chairman's Report
- VIII. Construction/Renovation Report – Paul Kaplan
  - Contractor
  - Hogan** Group 1: Roswell, Sandy Springs, Dogwood, Kirkwood, Washington Park, West End, Southwest
  - Evergreen** Group 2: Buckhead, Ocee, Northeast, Northside, Mechanicsville
  - CT Darnell Construction** Group 3: Adams Park, Adamsville, Cleveland, College Park, Ponce, East Atlanta
  - BuildSmart/Tebarco** Group 4: East Point, Fairburn
  - Albion Scaccia**  Hapeville
  - RFP**  Central
- IX. Director's Reports Doc. #18-55
  - A. Monthly Financial Report Doc. #18-53
  - B. Monthly Usage Summary Doc. #18-54
  - C. Customer Service Comments Doc. #18-56
  - D. Library Closure Report
- X. 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
- XI. Unfinished Business
- XII. New Business Doc. #18-57
  - A. 2019 Library Board of Trustees Meeting Schedule\*
- XIII. Adjournment

\*Action is anticipated on this item

**Doc. #18-51**



**FULTON COUNTY LIBRARY SYSTEM**

**BOARD OF TRUSTEES MEETING**

**SEPTEMBER 26, 2018 – 4:00 P.M.**

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

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Board of Trustees Meeting, 26 September 2018



**Members Present**

Bailey, Phyllis D., Chairman  
Borders, Patricia  
Joyner, D. Chip, Vice Chairman (Via Teleconference)  
Kaplan, Paul  
Pointek, Joe  
Radakovich, Nina

**Absent**

Jordan, Linda

**Also In Attendance**

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

**Visitors Present**

Ellis, Kirby – Deputy Chief Operating Officer for Infrastructure  
Fraser, Denise – Assistant to Commissioner Liz Hausmann  
Kessler, Kyle – Friends of Central Library  
Lawson, Donna Renfro, Patron  
Price, Brazos – Library Manager – Technical Services  
Roshell, Pamela – Deputy Chief Operating Officer for Health and Human Services  
Taylor, Josh – Former Board of Trustee Member

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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

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

**CALL TO ORDER**

**CHAIRMAN PHYLLIS D. BAILEY:** Good afternoon, ladies and gentlemen. I'd like to call the September 26 meeting of the Atlanta Fulton County Board of Trustees -- Library Board of Trustees to order.

**MEDIATION MOMENT**

**CHAIRMAN PHYLLIS D. BAILEY:** For our meditation moment, I'd like for us to think, fellow members, that we are indeed servant leaders, that we are here to provide services for all citizens of Atlanta and Fulton County. We cannot be biased in anything that we attempt to do.

The lessons of the past should have taught us well. Hopefully, they will continue to do so.

I'd like you to take a moment to think about that, that every citizen deserves the same treatment. So please take a moment to think about that.

Thank you.

**18-47 ADOPTION OF THE AGENDA**

**CHAIRMAN PHYLLIS D. BAILEY:** I'd like to have the Adoption of the Agenda. And after that, I will be introducing everyone because we have a very special young lady who's visiting us today.

May I have a motion, after you've looked over your agenda, would you provide a motion to Adopt the Agenda as is with the corrections, if there needs to be.

**MOTION**

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

**MR. JOE PIONTEK:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** It's been moved by Mr. Kaplan and seconded by --

**MR. JOE PIONTEK:** Joe.

**CHAIRMAN PHYLLIS D. BAILEY:** -- if you don't mind, Joe.

**MR. JOE PIONTEK:** It's fine, Phyllis.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you so much for the privilege -- by Joe.

So the agenda will be adopted as presented.

Are there questions?

**CHAIRMAN PHYLLIS D. BAILEY:** All in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition? None. The motion passes. Thank you.

**INTRODUCTION OF LIBRARY BOARD OF TRUSTEES MEMBERS**

**CHAIRMAN PHYLLIS D. BAILEY:** At this time, I would like to have members of the Board to introduce themselves because we have a very special person here with us today, a young lady who's going to be very important in our lives as we move forward. So we'll start with Dr. Morley, if you will introduce yourselves.

**DR. GABRIEL MORLEY:** Dr. Morley, Library.

**CHAIRMAN PHYLLIS D. BAILEY:** Give her some idea of how you came to be a part of this. Of course, your situation is quite obvious. But we'd like to know just briefly about you so that she will have a general idea of the Board she's working with.

**DR. GABRIEL MORLEY:** Gabriel Morley, Library Director.

**MRS. ZENOBIA CLAXTON:** Zenobia Claxton. I work in the Director's Office.

**MR. JOE PIONTEK:** I'm Joe Piontek. I was appointed by Liz Hausmann.

**MR. JOSH TAYLOR:** I'm Josh Taylor. I'm a former Board member appointed by Lee Morris.

**CHAIRMAN PHYLLIS D. BAILEY:** Paula?

**MRS. PAULA RAFFERTY:** She knows me. Hi.

**CHAIRMAN PHYLLIS D. BAILEY:** No introduction necessary.

**MRS. GAYLE H. HOLLOMAN:** Gayle Holloman, Library -- Division Manager.

**MRS. PRISCILLA BORDERS:** Priscilla Borders, appointed by Natalie Hall.

**MS. NINA RADAKOVICH:** Nina Radakovich, appointed by Lee Morris. And I'm also Chair of the Foundation, the Library Foundation.

**MR. PAUL KAPLAN:** Paul Kaplan, appointed by Bob Ellis.

**CHAIRMAN PHYLLIS D. BAILEY:** And I'm Phyllis Bailey. We know each other --

**MS. PAMELA ROSHELL:** Yes, we do.

**CHAIRMAN PHYLLIS D. BAILEY:** -- from other kinds of interactions. I was appointed by Commissioner Darnell.

#### **PUBLIC COMMENTS / VISITORS**

**CHAIRMAN PHYLLIS D. BAILEY:** At this time we'll have Public Comment.

Josh, I would ask for yours, and as well as Mr. Kessler, and Mr. Ellis, if you would have something to say.

**MR. KIRBY ELLIS:** I'm here to listen.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Oh, you're here to listen. Mr. Kessler?

**MR. KYLE KESSLER:** Yes. I'll pass around a chart. As soon as I finish doing that.

Just two things: My name is Kyle Kessler, a downtown resident. Central Library is my native home, being temporarily filling in

at the Auburn Avenue Research Library. At last month's meeting, which I mentioned two of the libraries and their status regarding the National Register, the Central Library, in particular.

At the September meeting of the State Historic Preservation Board, they did agree to formally nominate that building to the State Register, which is the prerequisite for the National Register. As was mentioned at last month's meeting, sort of what that process is moving from one to other one, which is a paperwork process. So once the state completes its documentation, sends that to folks in Washington. The folks in Washington will add it to their register as well. That does not preclude any of the renovation work that is currently proposed. You can still do whatever you want with the building, for better or for worse. It's only an honorary sort of designation so that folks understand that it does have a sort of significance and could find out more information about the building.

Additionally, on the Central Library -- I'll pass these around -- but next Friday there is an art event at the library in partnership with the Germans, the Goethe-Institut, its local partners, including the library and the Fulton County Arts and Culture. It's an outdoor activity -- street festival with food and German beverages. But there's a light projection that will be occurring on the building. So it will be a fun time, I think, for everybody. The streets will be closed off. They'll be music and dancing. From what I've read, they had proposed one type of projection on the building, but actually coming to Atlanta and seeing for themselves the space, the architecture, and understanding more about the culture in Atlanta and in the region, they've decided to change it up a little bit, so we'll all be in for a little bit of a surprise.

It does seem like a lot of fun. So I'll pass these around so you can find out more information about it and encourage folks from across the county to come downtown to enjoy that next Friday.

Thank you.

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

If there are no other Public Comments we will move on to our presentation by Tech Services.

**DR. GABRIEL MORLEY:** Can we just --

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, I'm sorry. I forgot. There is a young man on our phone exchange, Chip Joyner, who did not get to introduce himself. And I'm sure Mr. Joyner would like to do so. Mr. Joyner?

**MR. D. CHIP JOYNER:** Yes. Chip Joyner. I'm appointed by Commissioner Marvin Arrington.

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

**MR. D. CHIP JOYNER:** Thank you. Sorry, I can't be there today.

**CHAIRMAN PHYLLIS D. BAILEY:** We wish you well. And we'll be keeping in touch to see that you are back in full participation.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Sir?

**MR. BRAZOS PRICE:** Thank you so much. My name is Brazos Price.

**DR. GABRIEL MORLEY:** Let me just -- part of what we've started doing is every month we'll have a staff member come and talk about part of what they're doing at their department so we help educate the Board members, because some of them are relatively new. We skipped over that.

Joe's less than a year, right at a year. Paul is three, four years, but had twenty years Library Board in Illinois. Nina was a city judge in Atlanta for awhile. Has been on the Foundation for awhile but just got on this Board three or four months ago. Priscilla's a year or two --

**CHAIRMAN PHYLLIS D. BAILEY:** An attorney.

**DR. GABRIEL MORLEY:** Right. An attorney at Social Security Administration, and Chip, local businessman. So he's been on the Board the longest, though. I think Chip's over ten years or so. And you're four years -- three years -- four years.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. Paul and I are about the same, yes.

**MRS. PAMELA ROSHELL:** Okay.

**DR. GABRIEL MORLEY:** So some interesting, you know, different background of experience that they bring to the Board. But part of what we've been doing for the last several months is trying to help educate about what's happening at the library. So we just do these little brief, like five minute things. If you have questions, feel free to ask. It's very informal.

**MRS. PAMELA ROSHELL:** Okay. Well, thank you, Dr. Morley. So I'm Pamela Roshell. I'm one of two recently appointed hired Deputy Chief Operating Officers for Fulton County. Dick Anderson, in the restructure of how he wants to ensure that there is operational excellence continued across departments, decided to restructure the Chief Operating Officer function a little differently. So now there are -- there is one Chief Operating Officer, Anna Roach. And then there will be three Deputy Chief Operating Officers; one for justice. I'm responsible for Health and Human Services, which includes the library and five other departments that are really public facing and focused on Health and Human Services. And my colleague,

Ellis Kirby, who you know from his work with DREAM is Deputy Chief Operating Officer for Infrastructure.

And so our focus is related to looking at strategy, really drilling down on impact, and really working with great department leaders like Dr. Morley to ensure that we can continue to move the County forward with operational excellence in human capital, in our finances, as well as our general operations.

So I just wanted the opportunity to actually see and observe the good work of this Trustees Board. And that's my purpose for being here today. So thank you for all that you do for Fulton County.

**DR. GABRIEL MORLEY:** And she's been here. She's not totally new. She was running the Senior Services, the Aging Department. So you may have seen her before and know who she is, so...

**MRS. PAMELA ROSHELL:** Thank you, Dr. Morley.

**DR. GABRIEL MORLEY:** Yes.

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Kirby, would you like to add anything?

**MR. KIRBY ELLIS:** No, but thank you. I'm glad to be here. I -- you know my name, but I've always let Al and Gabe present stuff just because I've talked to a lot of you -- and Paul has me on speed dial, so... But I'm very excited to be here for the first time, and not only from a DREAM or construction real estate perspective, but I think this is an awesome move by Fulton County. I'm over not only DREAM, real estate, I'm over I.T. and I'm also over Public Works, and I'm the liaison for Elections and Registrations.

So I see a vision of being able to tie all those departments together for better services for the library, specifically, not necessarily work with Public Works, but I'm laser focused right now on I.T. and integration and to improvement and making sure we're providing services that need to be, you know, for the library.

I feel like DREAM is providing services to the library. We've not been perfect, but we've been working really hard on the facilities side, so... I believe you've seen improved services over the past year and a half year. We're not -- we still have room for improvement, so keep coming and pushing us on the facility side and on the construction side as well.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, sir.

**MR. KIRBY ELLIS:** Yes, ma'am.

**TECH SERVICES PRESENTATION - BRAZOS PRICE**

**MR. BRAZOS PRICE:** Well, that's a perfect segway, because one of the services of our group is our Technology Department for the

library, so my name is Brazos Price. I'm the Technical Services Administrator for the library. I've been with the library just over a year. And I supervise technology, training, electronic resources, as well as the Collection.

But today I want to mostly focus on the Collection. We're going to talk about how we're using data to make decisions within our project management group here at the Atlanta Fulton Public Library System.

So what we -- when we started -- this was before I got here -- and Dr. Morley, started -- he identified that we had an issue related to specifically new books that we were buying were not checking out as much as you would expect them to. So, specifically, they weren't circulating within basically an eighteen month period after they were initially purchased. So how bad was it? We don't have the specific numbers from 2017 in March, but we do know back in 2013, it was in the fifty-eight percent range, meaning roughly, you know, just over half of our materials that we would buy would not circulate more than two times in an eighteen month period after it was bought. So that's not great.

Our peer library systems are in the twenty percentile range. So that's kind of where we want to be.

**MR. JOSH TAYLOR:** What percentile range?

**MR. BRAZOS PRICE:** The twenty percentile range, so about one -- one tenth. And some of them were even lower than that. But, you know, right now we're shooting for twenty.

Just to kind of go through what these different things mean: Turnover ratio means the number of Circulation, that's checkouts, over the total number of items. That's how hard our Collection is working for the County and for the citizens. So you can see here, in March of 2017, our turnover/ratio is 1.42, which is about 2.75 million Circulations over just under two million items. So that's also not great. We want to be in the three to four range for our turnover.

To kind of put that on a chart there, we can see right in the middle. We've got our 1.5, 1.42 turnover in March. And then today, this was the data set forth -- our current data is actually even better than this. But I sent this in early because I'm about to have a baby and I didn't know if I'd be here. So I wanted to make sure we had --

**DR. GABRIEL MORLEY:** You look great.

**MR. BRAZOS PRICE:** I should correct myself. My wife is about to have a baby.

But today our data set from July of 2018, our turnover ratio is just at under two. And our DOA percentage is at 26.7 percent.

And you can see our numbers. Our Circulation is at just about 2.75 million again. But our Item Count is way lower. And that -- what that means is the number of items that we have are working harder for the citizens. So that means they're checking out more often per item.

**DR. GABRIEL MORLEY:** More for our money.

**MR. BRAZOS PRICE:** More Circ for our money, exactly. More bang for our buck.

So on the screen up here you can see, back in March of 2017, we really started emphasizing the Weeding. So Dr. Morley and Ms. Holloman, you know, made an emphasis to suggest to our middle managers, our Branch Managers, to really emphasize looking at their Collection and using the data that we have through our product that we purchased called Collection HQ to make decisions about what we should deselect. So deselection is when you take a material out of the Collection and dispose of it, either by donating it to the Friends of the Library or through a Better World Books contractor.

So that really started in 2017. And you can see as this kind of -- most of this is happening because of our deselection. You can see it kind of moving on. And there's a nice kind of upward slope through -- almost the entire year, 2017. And that's mostly attributable to Branch Managers steadily deselecting. What happened in October of 2017 is when we bought this product called ESP Enterprise. ESP Enterprise is a product that helps us really use data about the historical patterns in our communities to decide what materials we buy. So that means if, you know, at your community there's a lot of folks checking out specific authors, we're going to buy those specific authors in the future when we release more materials. And we -- you know, it's even more disaggregated in that it can use subjects for a particular topic, as an example. It uses an input. They help us by gridding out the number of copies we buy. So instead of spending all this time deciding, you know, do we need to get two copies at this branch, three copies at this branch? It really takes that sort of guesswork out because it uses the data in order to makes that decision.

So we bought that product in October of 2017 when our DOA was about fifty-two percent, meaning about half. This is better than what it was in 2013, but still not great. And we first started implementing it, meaning our first carts that we received from the company came in in January, which means they would show up in our data starting in July. So you can see here, the data starts in June and July and it drops down to twenty-two percent.

**DR. GABRIEL MORLEY:** Pretty good.

**MR. BRAZOS PRICE:** It's about nearly half a drop in our DOA numbers. So you can see 1.98 turnover, 26 percent DOA, and our Circulation mostly stayed the same, which is wonderful. Just to recap: We were above fifty percent DOA back in March of 2017, our Circulation -- I'm sorry -- turnover ratio was 1.42. And what this ends up being is we see a forty percent increase in our turnover, meaning forty percent more bang for our buck for our Collection. A forty-nine percent reduction in DOA, meaning half as many items that we're getting now are not circulating, which is wonderful. It means the new items that we're getting are actually going out to the people that want them. So it suggests that we're doing a better job of buying materials, leaving less money on the table, sort to speak. And we only have a one percent, less than a one percent reduction in Circulation during that time, which is pretty astounding given that, you know, if you think about it, you lose like a lot of volumes from your Collection, to not lose Circulation is pretty incredible, because in general, the more books you have the more you're going to check out. So we're getting a -- what we're doing is we're getting us down to a nice baseline, and then we're already analyzing those numbers. And then as we -- we're seeing -- I don't have the number up on the slide, but from this month, we saw 2.4 turnover ratio, which another forty percent. We saw a twenty percent increase, which again, is pretty astounding. And one of the other sort of side benefits is we're seeing less staff time spent in my group on popular material selection, so we're able to do more things central, like creating newsbooks and newsletters so we can tell more patrons about the new materials that are coming out way ahead of advance so we can get an idea of what they're going to be interested in so we can buy more materials that they like. So that's kind of just a big picture overview. And I can take any questions that you guys might have. I have more slides if you want to see them, but I didn't want to take more than a couple of minutes.

**DR. GABRIEL MORLEY:** And your big question should be about the money, because the numbers are important, but all of these numbers represent real dollars. And so one of the things that we've been pitching to Dick the last couple of years is at some point when we were spending fifty-three percent DOA, that was over a million dollars a year straight in the garbage of taxpayer money, right. So now we're reducing that, knocking that down bit by bit by bit.

But in reality, we're not saying any money, right. We're just reinvesting that money back into our Collection. So don't, you know, get super happy that we have a ton of extra money. But it does mean, like he said, that we're reinvesting that money back into materials we know people want. And we've had similar discussions previously about the number of Holds we have and how we -- yes, we want to drive down the number of Holds, but, no, we don't want to drive down the number of Holds. We still want that demand for our material, but we want to be able to fill those Holds more thoroughly. And so this helps us do that. Because this allows us to get more items that people want into their hands much more quickly, which then drives that traffic to increase the overall Circ.

And I'm getting some glazed looks. Trust us on this. We're making great progress. The data bears that out. It's such a significant feat for us. The company that sells this product is hosting an event here, and they've invited people from all over the country to come and see what we've been able to accomplish by doing these things.

So this is a very good project for us. It shows a lot of -- Josh and I talked about this -- this shows a lot of trust on the County's part to see that we're not wasting money, that we're spending this money efficiently and that we're not just throwing good money after bad money.

So when it comes times for us next year, remember, to ask for more money for things, we have a good case because we've spent three years not asking for money, fixing our mess. And now that our mess is fixed and we're making progress, we'll be ready to ask for money and receive money.

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

**MR. BRAZOS PRICE:** All right. Well, if there are no questions, I will head out. But I did want to -- Dr. Morley mentioned reinvesting in things that we know people want, so this is a good example of what we're doing with that extra time that we have. We're really watching our Holds ratio, meaning if we have an item that the public wants, they usually represent that by placing a Hold on that item, either before it comes out or after its come out. You can see, I think -- yes, the -- I don't have that here, but there was one that I had of a screenshot of, Crazy Rich Asians, when that movie came out, our Holds number on that just spiked. And so we're watching that. We're buying more copies of materials like that that become super popular. So that's just kind of an example of how we're using that extra time.

Well, thank you, guys, so much for your time.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, sir.

**MR. JOSH TAYLOR:** Brazos, quick -- quick question.

**MR. BRAZOS PRICE:** Yes, sir?

**MR. JOSH TAYLOR:** Do you have any data on how this has impacted circulation of Holds versus coming into a branch and finding something that they want?

**MR. BRAZOS PRICE:** I don't -- I don't know if I have that specific data set. We know anecdotally that people are still finding things that they're after. Because when we hear from the branch staff -- and we've heard -- so one of the other things that we're doing actually is our staff is actually going out to the branches and physically being present in the branches to talk to the Branch Managers about the situation as well as some of the staff members. And anecdotally we've only heard good things about the materials that are coming in. And from the data side of things, we can see that, you know, since our checkouts have been -- we're not doing any worse, I guess you could say, than we were in the past. But we know that we have a lot fewer items. So when you have the same number of Circulation with fewer items, generally speaking, that's a better use of the sort of Collection budget. Does that answer your question?

**MR. JOSH TAYLOR:** In a way.

**MR. BRAZOS PRICE:** In a way. Yes. So I -- we do -- we are watching the Holds ratio. We want people to place hold on things early so we can buy more copies before the book gets in. So that's kind of when we're using Holds data differently than we're using like what people checkout immediately. Because Holds data isn't going to show up in our checkout stats until many months past when a book comes out. So we really got to watch that Holds ratio for that reason.

**MR. JOSH TAYLOR:** Could you also comment on the fact that we have about an eight month window to do our purchasing and how that impacts the availability of current title?

**MR. BRAZOS PRICE:** Yes. So we do have -- we do have some challenges that we're figuring out related to just making sure we're able to draw down on it. I made some break-throughs recently, so I think we're going to be able to draw that down normally over the course of the year going forward.

**MR. JOSH TAYLOR:** So, for example, Charlotte has a twelve month purchasing cycle, so they can buy every month something so they can --

**MR. BRAZOS PRICE:** Yes.

**MR. JOSH TAYLOR:** Whereas, Atlanta Fulton County is limited because the County budget process is about eight months.

**MR. BRAZOS PRICE:** I think we've got a way that we can buy over the full twelve month period. I've kind of -- as I've been here longer, I've learned about ways that you can, you know, buy things. So I'm learning all about the purchasing process. It's been very eye-opening. But I feel good about it right now. Does that answer your question?

**MR. JOSH TAYLOR:** Yes.

**MR. BRAZOS PRICE:** Any other questions?

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

**MR. BRAZOS PRICE:** All right. Thank you so much.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you so very much. Your information has been very pertinent. And we appreciate your taking time to be here.

**18-46 APPROVAL OF THE MINUTES FROM REGULAR MEETING OF AUGUST 22, 2018**

**CHAIRMAN PHYLLIS D. BAILEY:** Ladies and gentlemen, you should have had a chance to look over the minutes. If not, please do so at this time, so we can determine whether they will be accepted.

**MOTION**

**MR. PAUL KAPLAN:** I move that we approve the Adoption of the Minutes from last month.

**MR. JOE PIONTEK:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan and seconded by Joe that we will accept the minutes as presented.

Are there any questions? All in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** All opposed? Motion passes.

**CHAIRMAN'S REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** The Chairman's Report, I have just a very few things to say to you. First of all, since the last meeting, I have gone to the libraries, as I suggested for all of us to do. And I will be doing part of the Thanksgiving program for the Hapeville Library, reading for the children. And I will be doing a similar kind of thing for the library in College Park for Christmas.

We need to think in terms of when we need to set our next meeting date because the Thanksgiving and Christmas holidays will present some concerns because our meeting dates fall within that holiday period. And we're going to have to look at that and decide what date we want to meet on, whether it be another Wednesday or whatever we may want to do.

I, again, encourage you to attend the Public Meetings for each of the libraries, especially the ones in your district. It is very important that you hear what the patrons need and what they

have to say about the construction and renovation of these libraries.

I think we all know that Mr. Joyner is on the phone and that he did have some concerns with his walking. I think it's knee surgery, if I'm right, Chip.

**MR. D. CHIP JOYNER:** Yes. Surgery on Monday.

**CHAIRMAN PHYLLIS D. BAILEY:** Had knee surgery on Monday. And so we want to make sure that we shall keep him in our prayers and wish him the very best so that he will heal quickly and fully.

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

**CHAIRMAN PHYLLIS D. BAILEY:** You're quite welcome. We miss you. There was an article in the paper this morning, and I hope that all of you read that article. It had to do with Fulton approving more renovations for the library. More renovations means that we're using more money for things that we had not planned for, and we need to stop and take a look at that. As members of this Board, you've been appointed by certain Commissioners. And I would hope that each one of us keeps close contact with each of our Commissioners to find out what they're thinking and why they're thinking certain things. I won't go any further. I'll just leave it to you to look into that. I have no other things to report as Chairperson, but I do hope that each one of you will continue to think in terms of visiting libraries and just letting them see you to know who you are, that you are concerned about their welfare, and about the conditions that they work under.

Now, certainly, we can't handle personnel issues, because that's Dr. Morley's job. We will, of course, want to be there for a kind of PR information that will be necessary to make sure that our patrons are knowledgeable and supportive of what we're doing with the library. Thank you.

#### **CONSTRUCTION RENOVATION REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** At this time, we'll have our Construction Report by our construction specialist, Mr. Kaplan.

**MR. PAUL KAPLAN:** I'm going to do it in conjunction with Dr. Morley. So I'm going to bounce around a little bit, so everybody knows. So I'm going to go right to Roswell Library, what happened at the BOC meeting. There was one meeting was kind of tabled to do some additional work at Roswell. There was a second meeting, I think, it was four to three that they would have had and approve some additional funding to come from the TAD money to Roswell for about 1.7 million dollars, something like that.

I want to go back from the beginning. I've been at all -- almost every one of the Public Meetings. At the Public Meeting

at Roswell Library, we talked about cutting in an entrance at one side -- I can't think of the name of the street along there -- putting an entrance and some patio stuff there. But what I don't understand is -- I'm reading some information I received from the Friends Group. Commissioner Hausmann indicated they had -- when we were first doing the design of it, it had the raised roof in there. I didn't realize that that was in the original estimate. Was that something that was taken off when we finally developed the blueprints or was it -- or is she mistaken. I'm trying to figure out where all this came from. I'm looking at you. I'm just trying to find out where we are. Was that in the original thing where the roof was going to be raised? If it was, I kind of missed it. But I'm just wondering if that was...

**MR. KIRBY ELLIS:** It was never -- it was never from my knowledge in the original plans. In fact, the issue with the Roswell in the meetings that the citizen brought up is the extreme desire to have an entrance off of Norcross Street.

**MR. PAUL KAPLAN:** Correct.

**MR. KIRBY ELLIS:** Therefore, because of that, we decided to put in the design -- we all agreed in between the pre and the post meeting to include the entrance at the front, sidewalk to the front. And we also, based on that meeting, talked about improving the visual effect in the front, which was the dorm -- so we all agreed from that that that was a good compromise -- a good compromise to really enhance a new access to the library. Then there was a meeting with the Historic -- somebody with the City of Roswell -- I wasn't a part of it -- between Hogan and Al and others, and that's where the desire from the Historic Preservation team at the City of Roswell to do the raising of the roof in lieu of what we were doing.

**MR. PAUL KAPLAN:** So was the blueprint -- did all the Commissioners see the blueprint? I'm talking about all the Commissioners. Every one of them looked at it and kind of made any comments at all when you started to --

**MR. KIRBY ELLIS:** You're talking for the proposal that was approved at the last Board meeting?

**MR. PAUL KAPLAN:** Yes.

**MR. KIRBY ELLIS:** I would -- I'm looking to Denise. We distributed the presentation that I had to all the Commissioners?

**MS. DENISE FRASER:** They received a copy of it.

**MR. KIRBY ELLIS:** They had a copy of the memo and the presentation that showed the -- what we had planned versus the option 'B', which was the more --

**MR. PAUL KAPLAN:** This Board several months ago had moved some TAD money that was asked because we needed additional funding to do this whole project on all the buildings we had. I think it was like 5.7 million. And you can correct me if I'm wrong about that. Now, that we've done this for Roswell, we did this, so what I'm worried about is that we have other Commissioners that can say, well, you know, I'd like to do it in my library too. And what I'm worried about, we're going to run out of money. And, you know, we're just starting this process. And things are going, you know, things are going very slow. But we're trying to start the progress. This is something I'm telling the Board, I worry about this happening, because I could see other Commissioners say, well, you know, I see them building, but you know something, I'd like to have something changed while we're in construction. You understand where I'm going from. Because now we -- if you make a design change as a general contractor -- as a contractor, myself, if I've been doing a building on the inside and I'm say fifty percent done. You know, we'd like to add an extra room here. I love those change orders. They are the best. Because I tell you the truth, I would put a lot of money into it because you're not going to bring somebody else in. I'm just worried about a slippery slope. I'm just worried about it. We only moved 5.7 million over. We really needed more money to start this whole project as far as I'm concerned.

So I'm just saying that out loud so everybody hears it. But I just hope that, you know, we're doing -- we're starting that first group. I just hope there isn't somebody else to try and come and they want some other changes.

I really worry about Sandy Springs, but that's another high volume one also, if there's changes that somebody might want on that. I'll be out of TAD money before we're even doing any of the rest of them. So it's something I'm concerned with. The TAD money, I believe that the Board of Commissioners had given us the right to money that money to where we see fit, as long it was for libraries. I'm looking at Josh, because Josh was there too. And I know how much money we have left in there.

How much do we have left? Does anybody have an answer? How much do we have left in the TAD money? We took 5.7 million out.

**DR. GABRIEL MORLEY:** Probably around 3. I don't remember when they pay us. But, remember, every year they'll separate that. The City of Atlanta will kick in whatever the amount they collected from that district. So I don't know if they pay at the end of the year or the beginning of the year.

**MR. PAUL KAPLAN:** All right. You know, my main -- when I first started on this Board, we had some major problems with HVAC systems; no heat, no air conditioning. We had portable units that were costing us thousands of dollars a month to run it. And I know that as we are going along on here and that Mr. Collins' group had to cut things back in some of the libraries they were designing. My worry is that we're taking -- we're cutting HVAC systems.

You know, we can have a beautiful library inside, and I'll tell you, people will walk in there and it's ninety degrees and the A.C. unit is not working, which then requires your DREAM team to come up and make the repair. And that's something I really was avoiding, because we really had some major problems with that. So my question is -- I don't have a question. I'm just really concerned about it. Okay. Well, Capital Improvements. It'd be the same thing. So Capital Improvements would also be the construction? Okay. So that is correct. So it's just my concern, as time goes on, that we're not going -- we're going to run out of money and we're not going to do some of the repairs I'd like to see done. I'm really worried about the environment of the libraries. I mean, I walked in here, there was like three hundred and fifty work orders, and most of them were HVAC systems.

And DREAM team has done a great job. I have to tell you, I will tell you, Mr. Ellis, that things are really working well. Mr. Ellis, I got the wrong Ellis. I got two Ellises. I got Bob Ellis -- that's Kirby. So it's just my concern. I do know that after talking to Dr. Morley today that, say, Group One, we're ready to go, but there's delays already. Well, you always talk about delays. That's something that happens in construction. If this -- if the plumber doesn't get this done, then people behind him are stacked up as well. He's not done. I'll come back in another week, and it just starts to snowball. And this is something we've asked all the contractors to try to accelerate their program, because we're really trying to get this done by the end of 2020. But I don't think that's going to happen.

But Group One is going along. Group Two, Evergreen, I don't know at this point if we even have a signed contract.

**DR. GABRIEL MORLEY:** Yes. We've got two.

**MR. PAUL KAPLAN:** Yes. But they're not -- where are we at? We're not anywhere near...

**DR. GABRIEL MORLEY:** They're working on their designs. We looked at one today for Northside. So they still have a few others to get to us. But they won't close this year.

**MR. PAUL KAPLAN:** They're not going to close this year?

**DR. GABRIEL MORLEY:** No.

**MR. KIRBY ELLIS:** We are working extremely hard, and I'm pushing really hard personally to expedite Groups Two and Three. We have got to understand our schedule and scope and price no earlier than the first -- by the end of the year or early next year just because of what you're bringing up. And the Board and everybody needs to understand that Groups Two and Three have not locked in on price yet.

**MR. PAUL KAPLAN:** So it's taking time. I think East Point and Fairburn are doing fine. They're moving along; they're getting done. They'll be done before everybody's done. And I understand Hapeville --

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

**MR. PAUL KAPLAN:** It's okay. We're going to do -- we're building all new buildings. That's nice. That one is going to start -- well, Central, I don't know where we're at with Central. I kind of lose count of what's going on at Central at this point. Is it something that we -- I know we're moving out. I don't think we've completely moved out, but we're stacking things in there.

**DR. GABRIEL MORLEY:** We will -- the library staff will move out October 4.

**MR. PAUL KAPLAN:** October 4, we're officially --

**DR. GABRIEL MORLEY:** They'll turn that building over to Winter Johnson, but the movers will still be in there, because, remember, they can't move the books to the basement until Winter Johnson builds the climate controlled storage.

**MR. PAUL KAPLAN:** Storage down there.

**DR. GABRIEL MORLEY:** And they can't start building until they sign the contract and everybody's good to go. But I think Ellis told me he feels like it will be done this week.

**MR. KIRBY ELLIS:** We are -- just so everybody knows -- we are finalizing the contract with Winter Johnson. It's based on clarification concern in the documents. So it's typical negotiations in a construction of this size. I've had some conversations with Felicia and Artis Johnson and we're going to -- I feel confident we're going to close it out in the next week or two. It's just making sure the document's right. This is a complex bid. It's complex, so...

**MR. PAUL KAPLAN:** Okay.

**MR. KIRBY ELLIS:** We're almost --

**MR. PAUL KAPLAN:** And permitting's going to take time.

**MR. KIRBY ELLIS:** Yes. But they -- they told me that they're already getting the demolition permit ready.

**MR. PAUL KAPLAN:** They are. Okay.

**MR. KIRBY ELLIS:** They're already promised. So if we can get it signed the next week or two, they're going to move extremely, extremely fast on the demo permit.

**MR. PAUL KAPLAN:** Okay.

**MR. KIRBY ELLIS:** They're actually bidding ahead of the contract.

**MR. PAUL KAPLAN:** All right. I didn't mean to be negative, by the way. That's not my way. But I really, I worry about construction. Maybe because I was in it so many years and I've seen so many delays and things just don't make it on time and at the end we're scrambling to try to get things done. So that's just something that concerns me.

That's it, Chairman, I'm done.

**MR. KIRBY ELLIS:** Can I make a statement to the end of that?

**MR. PAUL KAPLAN:** Go ahead.

**MR. KIRBY ELLIS:** So, you know, I'm at the direction of the Board and the Board Members as it pertains to the construction of the library, so this was asked for me to review. I did what I was asked. I do want to express concern that if we take this from the TAD/contingency money, based on my calculations, Roswell alone is taking eighteen percent of the contingency for twenty-two libraries. And we've already got a note from Sandy Springs wanting us to look at it. So, I, as the Deputy C.O. of DREAM and I.T. Infrastructure are very concerned also, and I'm going to be asking for clarification from our leadership, and compliance, exactly what was approved in the Board, because it didn't clarify where the money was coming from. I believe it said contingency is what I -- what I interpreted. But we need to get clarification on that. And also clarification on whether we're going to go forward and look at any other libraries. So I just wanted to mention that we, as in my position personally, I'm trying to get clarification to give you some comfort of where we're at.

Does that help? This is not something I'm just going to let go. I'm going to make sure -- we've got to rap our arms around it, because the contingency is not -- this is not how a contingency is spent.

**MR. PAUL KAPLAN:** No.

**MR. KIRBY ELLIS:** So we've got to be extremely careful or we're going to be in the middle of construction projects and don't have any money to finish. So we've got to get a handle on it. Fair to say?

**MR. PAUL KAPLAN:** That's -- that hit it right on the nail. That's what it is.

**CHAIRMAN PHYLLIS D. BAILEY:** That is -- that was my major concern. And I even made it in meditation, because the longer we allow this to string itself out, we're going to end up with no money at the end of it. And that's not acceptable.

**MR. PAUL KAPLAN:** Well, and it's an inconvenience to the patrons.

**CHAIRMAN PHYLLIS D. BAILEY:** That's true.

**MR. PAUL KAPLAN:** They're the ones who are really -- the ones that you'll be hearing from, so...

Thank you.

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

Any other questions or concerns regarding the construction and/or renovations?

Thank you.

Dr. Morley?

#### **18-48 DIRECTOR'S REPORTS**

**DR. GABRIEL MORLEY:** We had a great Staff Development Day this week on Monday. Nina showed up and got to see some of the things we did. We held it here for the first time. Obviously, Central was closed, so we were squeezed in here. We had four different blocks of training, probably close to three hundred staff showed up. Everybody had a good time. We had a good raffle at the end, which is y favorite time. Egypt Sherrod, the House Flipper was our guest speaker, if you know Egypt from HGTV. So she talked a little bit about teamwork and, you know, building a team, building a better library, all the things that sort of congeal around the -- what's happening around the System with all of our construction.

And Brazos was actually one of the Spirit Award winners, which is voted on by the staff. We have also made some great progress with the H.R. Department at Fulton County. And we will now have a fulltime H.R. person one day a week. So one day a week we will be able to commandeer an H.R. person in our shop.

And what we hope to do is coordinate our efforts so that one day a week they can take care of all of our H.R. concerns. And if not, at least get poised to do it the next week. We just continue to have too many little nit-picky H.R. issues that slow us down and get in our way. So this is a big step. It's a pilot program for the County. And if it goes well they will continue extending our person for additional days and/or doing the same thing in some other departments. So we're excited about that.

#### **18-50 MONTHLY USAGE SUMMARY**

**DR. GABRIEL MORLEY:** Our statistics, you know they're lopsided based on what you're looking at, because the branches are

closed. For example, you see our Computer Use is way down. But we've also lost twenty thousand computer sessions a month because Central's closed. So, remember, we're not fretting over our statistics. We're focused on the statistics that are still meaningful for us. Things like our Virtual Circ, which is up forty-four percent; things like the Holds, driving it down and driving it up at the same time like Brazos said. Remember, also on the Online Resources, we're trying to better capture what each of these categories measure. So our online resources number looks like they're down, but all we did was extract three items that we used to count in there and put them into another spot where they were more aligned.

So no big issues statistically. We are ahead of where we want to be with our KPI with the County. We met a couple of weeks ago. We still think we will exceed all of our KPI goals that we set out to accomplish even though the number of libraries we've closed simultaneously is greater than we ever anticipated. So next year is also going to be tricky, because obviously next year we're going to end up with a bunch of libraries closed at the same time too. It's inevitable as Paul said. And for those of you who don't remember, we need to spend this money before the end of 2019, the bond money.

So even though we worked hard not to have these libraries be closed at the same time, it's going to be an inevitability. There's just no way to avoid it. So we're floating some of those ideas to our core patrons. We're trying to prepare people that these things are going to happen.

We also, if you remember, we planned to open a bunch of libraries next year -- or reopen some of these renovated libraries next year. So that's going to make our statistics a little wonky, but don't worry about it, you know what I mean. It's hard to go month-to-month. What we want to keep in mind is what we set our goals for annually. And so we will start looking at what we want to set our annual numbers for 2019 to be fairly soon. And what we'll do is just like we did this year. We'll back off what libraries we know are going to be closed, and then we'll account for that in all of our estimations. Because we don't want to unduly penalize the library and what we're trying to accomplish, you know, by not having an accurate goal.

That's all I have. I mean, we've had a good couple of months. You know, we slowed down after the summer. We will move out of Central October 4, so that'll be our last day in that building. And it can't be soon enough. The fourth floor was flooded last week. The fire alarm was going off this week. And I told

Gayle, if there are a bunch of crickets or insects in the building, I'm out of there. We had the flood and the fire. I'm not staying for the plague.

**CHAIRMAN PHYLLIS D. BAILEY:** Any questions or concerns for Dr. Morley?

Thank you, Dr. Morley.

**DR. GABRIEL MORLEY:** Yes.

#### COMMITTEE REPORTS

##### LIBRARY VISITATION

**CHAIRMAN PHYLLIS D. BAILEY:** Our Committee Reports, of course, are dependent upon what is needed. First of all, Mr. Joyner, are you still with us?

**MR. D. CHIP JOYNER:** Yes, I am.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Would you take it from here concerning your visitations.

**MR. D. CHIP JOYNER:** Okay. First question: Did anyone else get a chance to visit a library and would like to report on their visit?

**MR. PAUL KAPLAN:** I visited a couple of libraries, but it's in my district, and I didn't get a chance to talk to anybody. I kind of walked in. One is Alpharetta, and the other one was Milton. And I didn't really get a chance to talk to anybody. Everybody was busy, and I was busy. I was trying to throw in there, but none of that from that point. Those are the only two.

**MR. D. CHIP JOYNER:** Okay.

**CHAIRMAN PHYLLIS D. BAILEY:** And I visited Hapeville and College Park.

**MR. D. CHIP JOYNER:** Okay. Did you get a chance to speak with anyone and do you have any insights or thoughts to share with the Board?

**CHAIRMAN PHYLLIS D. BAILEY:** I visited the Hapeville one, and of course they are very anxious to get started and to have much more space. They are concerned about the conditions under which they work. But, of course, I've expressed that before. And the people who are doing this know all about it. And I understand that Joe had visited a library and wanted to say something.

**MR. JOE PIONTEK:** Yes. It's just that I ride around on Saturdays, my bike. So I don't go inside and scare the staff, you'll be glad to know. But the -- I ran in that Alpharetta Library at the same time, Paul. And they were just -- the Friends Group up there is just -- wow, they're doing great. I mean, they had a huge sale. And then I rode up to Milton and the library was packed. And this was on a Saturday, so it's supposed to be, I hope. But the other branches, because they're

having to move out of the Roswell branch now, they're moving up, and I think that they're making use of the other libraries very well, so we're okay.

**CHAIRMAN PHYLLIS D. BAILEY:** Very good. Anybody else? Judge Nina?

**MS. NINA RADAKOVICH:** I went to the Southeast Renaming Ceremony and spoke briefly with the Branch Manager. And it seemed that the morale was very high at that library. I talked to a few of the employees, and I mentioned to them that the library looked just as good now as when it opened. And they said, oh, yes. We love it. It's easy to maintain. It's a great place to work. And the Branch Manager did a nice job at the -- she gave the remarks. It was very impressive. But everybody was very upbeat about that location.

**MR. D. CHIP JOYNER:** Very good. Thank you, everyone, for visiting the libraries and sharing those comments.

I visited the library on Ponce de Leon near Old Fourth ward in Midtown -- and Virginia Highlands. I'm not sure how it's exactly drawn out. But I met with one of the librarians. It was midday -- or late afternoon -- and had a really good conversation with the librarian. And it was probably my first approach really coming in very relaxed and I felt like I knew what I was going to do when I went in there. So it was really good. But the librarian, she said the traffic is up. Visitations were up at Ponce, partly because of the closing of Central.

She'd love to see some more training in the area of handling public health with some of their patrons, and then also dealing with some biohazard accidents that I guess you could say. It appears she was saying very tactfully that they do have some accidents with some of the patrons that come in there. They deal with it quickly. And she had a very, very nice attitude about it. She said it from a very empathetic place. But still I think she'd like some help in that area to make sure they're doing it right or if there's another way to approach some of those challenges. They would like some more seating. It's always good. Sometimes it's not seating for their visitors. There is an area under one of the windows where people would love to sit near a window. She just thought that would be nice to have. You know, she -- she had no complaints about anything whatsoever.

She shared that there'll be a fire truck there on October 1st. They expect about sixty-five people, plus or minus twenty. Most of them -- or they said most of their patrons have kids and adults. They don't have much luck in trafficking teens. She

couldn't really speak to why. And then she said there's one area right outside of the building that spins off in the back of the building. I walked around and took a look at it. It has -- it's a chain-linked fence. She said they're finding some days where people are squeezing through the fence or hopping the fence and they're getting stuck back there. It's clean. I don't -- you know, there's not much trash, or there wasn't trash there when I walked back there, but it just seems like a place where people may want to loiter. And she just thought that's something we might want to know about.

And so that was pretty much it. She was happy -- she was very busy. So she would talk to me five minutes and do some work and come back five minutes and do some work. But it's really nice. It was Hailey. She was the children's librarian. Very good spirit. Very nice. It was a very good visit.

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

**MS. NINA RADAKOVICH:** You know, one of the things he mentioned first about the biohazard and troubled patrons, that was one of the programs they had here on Monday, dealing with patrons on -- with -- who have mental health issues -- with empathy, how to deal with them with empathy.

**MR. D. CHIP JOYNER:** Oh, good. Good.

**MS. NINA RADAKOVICH:** There was a handout, which maybe we could get at our next meeting.

**MR. D. CHIP JOYNER:** Okay.

**MS. NINA RADAKOVICH:** That was such a great idea for a program. And the variety of programs they had this year was amazing. They had a lot of practical things. They had a lot of technical things. They had computer things. And it was so well scheduled that the things they anticipated there would be demand for like Google Docs and teaching your patrons how to use it, they had that in two or three different segments so that if there were two things you wanted to go to and that was one of them you could miss in the first session and go to it in the second session. But they had a wonderful variety of things that would be very much enhancements to the job of a person. And everybody there seemed happy to be there and enjoying the programs. Everything was well-attended. And there was a lot of choices.

**MR. D. CHIP JOYNER:** Oh, good. Good. Thank you.

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

And this is basically what I had in mind as to Board members getting out to know what is going on at the libraries, to make librarians and patrons feel that we are actually connected and that we do offer something in the way of personal services.

So thank you all so very, very much for what you've done. And I hope that we'll continue in this mode.

**BYLAWS AND RULES**

**CHAIRMAN PHYLLIS D. BAILEY:** Bylaws and Rules, anything?

**MS. PRISCILLA BORDERS:** No.

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

**NATIONAL AND STATE DEVELOPMENTS**

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

**MR. JOE PIONTEK:** So I hope you all -- Linda's not here so I -- she would have done this herself. Got the -- Public Libraries online on Facebook. It's neat, because, Gabe, they -- Dr. Morley, sorry, actually they come up with all of the -- whenever you post that there's going to be a library meeting, that pops up on that as well. But it's all over the country. It's all the libraries from around, but the Atlanta libraries are all over that page now.

I also spoke with Commissioner Hausmann and the County Manager and the other thing about that idea that I talked to you about last time.

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

**MR. JOE PIONTEK:** Commissioner was very familiar with the same guy that I was talking about, our old rotary president, so I'm sure I could get them together.

**CHAIRMAN PHYLLIS D. BAILEY:** Good.

**MR. JOE PIONTEK:** I don't think we're going to get any money, but that's normal.

**CHAIRMAN PHYLLIS D. BAILEY:** That's always a difficult uncertainty.

**UNFINISHED BUSINESS**

**CHAIRMAN PHYLLIS D. BAILEY:** Any other comments or concerns about issues that might pertain to the library?

If not we will look at Unfinished Business. Anything in the way of Unfinished Business? Anyone?

**MR. PAUL KAPLAN:** The only thing was the Bookmobile is on back order, correct? So it could be another year before we even look at.

**DR. GABRIEL MORLEY:** It's back ordered until sometime next year.

**MR. PAUL KAPLAN:** We really could use it.

**MR. KIRBY ELLIS:** Is that through my department? Is that through the state contract?

**DR. GABRIEL MORLEY:** I think it's the manufacturer. They're back ordered. So we can't get it from the guy we want to get it from.

**MR. PAUL KAPLAN:** Can we go to anybody else?

**MR. JOE PIONTEK:** Is it very possible that somebody else makes that same...

**MR. PAUL KAPLAN:** The problem is you have to go -- you have to go for request for proposal. We have to start over.

**DR. GABRIEL MORLEY:** It's the back order with the manufacturer. We're trying to look at some other alternatives and look at a different maker, you know, a different type of vehicle. But we specifically chose the vehicle we chose because we knew it could accommodate all of the features we wanted to customize it with. So we'll see where we are.

**CHAIRMAN PHYLLIS D. BAILEY:** And the manufacturer hasn't offered anything in the way of...

**DR. GABRIEL MORLEY:** No. We talked about it last week. They're looking at some other things they can do. And, remember, part of what we're doing, we're getting this so we can customize it and turn it into a tech mobile. So there are specific features that we know we want, and that's a separate company. So one company is going to take the vehicle and modify it. So first we got to buy it from the manufacturer and get it to the guy that can modify it. I know. It's totally ridiculous to me too. I don't get it, but that's part of it. And it's on state contract, so we're dealing with some supply issues.

#### **NEW BUSINESS**

**CHAIRMAN PHYLLIS D. BAILEY:** Any other concerns? If not, do we have any New Business? Any new ideas? New thoughts?

**MR. PAUL KAPLAN:** I do want to say something. All the construction and all the blueprints and all the meetings we had that everybody's been going through, I also want to put my -- give a hand out to Al Collins. Let me tell you something. He is in a very, very difficult situation. Not only does he handle all the blueprints and write-up, he deal -- at the meetings, he deals with Commissioners, the changes, and the deals there. And I have to give a hand. I don't know how he doesn't have a nervous breakdown to tell you the truth. I'm nervous thinking about what he has to go through. I talked to him on the phone. I said, listen, if you ever need a hand, I'll put a different hat on. I'll give you a hand. I'll come in there and give you a hand. But I will tell you that I want to thank him for what he's doing. It's a very difficult position to be in. And I don't how he juggles all those things and comes up with it. So I just want to put that down on record.

**CHAIRMAN PHYLLIS D. BAILEY:** Anything else? I think that I would agree with Mr. Kaplan that Mr. Collins is in a very precarious position, to say the least, and that we owe him our

support and thanks because he has really gone to the wall for all he's done.

Is there anything else anybody would care to share with the Board? Ms. Renfro?

**MR. PAUL KAPLAN:** I make a motion that we adjourn.

**MS. DONNA RENFRO LAWSON:** Pardon me?

**CHAIRMAN PHYLLIS D. BAILEY:** Would you care to share with the Board?

**MS. DONNA RENFRO LAWSON:** What did you call me?

**CHAIRMAN PHYLLIS D. BAILEY:** Ms. Donna Lawson Renfro?

**MS. DONNA RENFRO LAWSON:** How did you know that? How did you know that?

**CHAIRMAN PHYLLIS D. BAILEY:** I beg your pardon?

**MS. DONNA RENFRO LAWSON:** How did you know that?

**CHAIRMAN PHYLLIS D. BAILEY:** I recognize you.

**MS. DONNA RENFRO LAWSON:** Well, wonderful. Yes. My name is Donna Renfro Lawson. I know a bunch of you all. Most of you all don't return your emails. I do have a concern. I don't want it on public record, but I am glad to be here. And I like your presentation today and how you present yourself. I learned something. Unfortunately, it takes the constituents too long to get the minutes. They are not on the website. We never really know what's going on. So today I decided to come in.

**CHAIRMAN PHYLLIS D. BAILEY:** I'm glad you did.

**MS. DONNA RENFRO LAWSON:** But I have one priority concern. I've written it to Mr. Kaplan. Have not gotten a response. Tried to reach out to Ms. Nina Radakovich. A number of you all me. Ms. Priscilla Borders doesn't return phone calls. So I'm a very, very involved constituent in Fulton County, and I am glad to be here today. He didn't want to let me in because of this rolling bag. But when you come from the airport, sometime you have luggage. And so that's a concern too. They need to do something about that, because I had to wait out there a little long; however, I am glad to be here. And, hopefully, somebody will get back to me. And I did leave you a voicemail earlier today.

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

**MS. DONNA RENFRO LAWSON:** Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** Are there any --

**MS. DONNA RENFRO LAWSON:** I didn't sign anything. Just so you know that. Okay. I appreciate it.

#### **ADJOURNMENT**

**CHAIRMAN PHYLLIS D. BAILEY:** Are there any other concerns or questions that we need to address before we adjourn. If not, I will entertain a motion for adjournment.

**MOTION**

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

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Kaplan moved for adjournment.

**MRS. PRISCILLA BORDERS:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mrs. Borders.

All in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, Chip. Motion carries.  
Thank you so much for your support and your information.

*(Whereupon, the Board of Trustees Meeting  
concluded at 5:02 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

October 2018

**Summary of September 2018 Activities**

**Personnel**

- No update

**Bond Update**

- All AFPLS personnel are out of Central Library at this time. Winter Johnson is applying for demolition permits. The movers are hopeful they can move the collection and complete the project before Thanksgiving.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Southwest and Sandy Springs have been permitted and work will begin soon. Roswell is being redesigned per BOC guidance. The remaining permits have been applied for.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – We have advised the architect about some updates to Northside, Buckhead and Mechanicsville. We will see drawings for NESO and Ocee in the next few weeks.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – We concluded all of our public meetings for this grouping. The designer submitted rough drawings for several libraries. We will see the remaining floor plans later this month.
- Group 4 (East Point and Fairburn) – Construction progress at East Point and Fairburn continues.
- The Hapeville project is on schedule. The redesign was presented to the community last month.

**Project Timeline**

- Bookmobiles - The two bookmobiles approved earlier this year are on back-order, which means delivery will not happen this year.
- CLASS (Connecting Libraries and Schools for Success) – The MOU between Atlanta Public Schools and the library has been finalized. We are now working out technical issues with each vendor as they arise.

## **VOLUNTEER SERVICES**

- Volunteer Services recorded 3,263 hours performed at 23 locations (including the North Fulton Services Center)
- We had 490 volunteers, 94 of which were new to the system
- Branches with the top hours of 283, 236 and 230 included Milton, Alpharetta and Ocee.
- Branches with the top number of volunteers were Milton with 70, Ocee with 58 and Northeast/Spruill Oaks with 50. Alpharetta,
- Northeast/Spruill Oaks and Milton had the top number of Friends' hours with 479, 255 and 150 hours respectively.
- Junior League of Atlanta volunteers led Journey to Literacy storytimes with Don Freeman's book A Pocket for Corduroy at East Atlanta, East Roswell, Adams Park and Ponce de Leon.

## **ADAMS PARK**

- The branch focused on outreach to local schools to present the different resources students now have access to with their CLASS PASS accounts. Since students now automatically have library accounts, library resources were presented instead of passing out applications to schools. Adams Park Library partnered with Kimberly Elementary School and held 4 information sessions with younger students (K/1), with more planned in October for other grades. A homeschool group –Best Academy- came into the library for a story time, information session, and library card applications.

## **ADAMSVILLE-COLLIER HEIGHTS**

- The branch kicked off its first weekly storytime with Lingual Kids presenting a bi-lingual storytime in honor of Hispanic Heritage Month. Magnificent Daycare was extremely happy because they are learning to count in Spanish and were able to follow along and participate in the program.
- The Shredding Event, sponsored by Fulton County DREAM was another successful program. We also hosted an AARP Driver Safety Class, a “Paying for College” workshop hosted by the Georgia Student Finance Commission, an estate planning class and a “Medicare 101” workshop. We also held a Launch Pad & Play Book Party to introduce parents and kids to the educational tablets and describe how they can be beneficial during the school year.

## **MILTON**

- Milton spent a large amount of staff time this month keeping up with the Roswell returns and boxing them up for storage. Since Roswell has been closed now for over a month we feel that most of the books checked out the last few weeks from that building have been returned. The off-site storage of these items was a great idea and the gentleman picked up over 170 boxes from Milton on October 3.
- We have had a few patrons remark that they want to see more floating titles for selection, we had to remind them that with additional patrons walking in the door those title selections are being shared with more than “normal” patrons. We have also had an opportunity to remind them about Libby and Hoopla as options for some of these titles.

## **WEST END**

- West End staff assisted with Adult and Children’s Outreach events. September was National Library Card Signup Month. Staff visited 3 local colleges to get the students to register for Fulton County Library Cards. The highlight this month was visiting Georgia Tech, Georgia State and Emory University libraries. The students were very excited to get library cards and we registered over 800 student for cards. While at Georgia State we also visited the Makerspace Lab for students. It was a fascinating environment full of tools and materials for students to create.

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT

AS OF SEPTEMBER 30, 2018

Doc. #18-53

SERVICE	2018 BUDGET	2018 SEPTEMBER	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,208,628	1,053,936	10,465,612	-	10,465,612	74%	3,743,016
PART TIME SALARY	474,978	32,743	344,570	-	344,570	73%	130,408
BENEFITS	7,330,626	526,557	5,104,911	-	5,104,911	70%	2,225,715
BOOKS	2,124,531	81,792	738,911	943,773	1,682,684	79%	441,847
OFFICE EQUIP. REPAIR	6,016	-	2,964	-	2,964	49%	3,052
EQUIPMENT	72,710	-	1,347	66,316	67,662	93%	5,048
OFFICE FURNITURE	2,082	-	142	-	142	7%	1,940
PROFESSIONAL SERV	109,337	8,682	36,477	34,779	71,256	65%	38,081
COPIER MACHINE LEASE	281,535	26,649	192,459	-	192,459	68%	89,076
COPIER PAPER	19,500	178	6,314	11,333	17,647	90%	1,853
SUPPLIES	207,391	3,718	62,328	1,395	63,722	31%	143,669
SOFTWARE MAINTENANCE	401,893	-	346,857	3,350	350,207	87%	51,686
BUILDING RENT	203,641	17,870	136,378	67,255	203,633	100%	8
LYRISIS CHARGES	200	-	-	-	-	0%	200
OTHER SERVICES	191,111	10,803	97,805	6,336	104,142	54%	86,970
SECURITY SERVICES	536,814	28,832	373,703	38,111	411,814	77%	125,000
TRAVEL	31,180	8,244	20,879	-	20,879	67%	10,301
VEHICLE MAINTENANCE	20,350	236	15,344	-	15,344	75%	5,006
GENERAL INSURANCE	759,530	63,294	569,618	-	569,618	75%	189,912
CONTINGENCY	42,450	-	-	-	-	0%	42,450
<b>TOTAL</b>	<b>27,024,503</b>	<b>1,863,535</b>	<b>18,516,618</b>	<b>1,172,648</b>	<b>19,689,266</b>	<b>73%</b>	<b>7,335,237</b>

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT

AS OF SEPTEMBER 30, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 SEPTEMBER	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	11,918,913	899,477	8,889,421	-	8,889,421	75%	3,029,492
	PART TIME SALARY	474,978	32,743	344,570	-	344,570	73%	130,408
	BENEFITS	6,204,226	447,634	4,330,878	-	4,330,878	70%	1,873,348
	BOOKS	2,124,531	81,792	738,911	943,773	1,682,684	79%	441,847
	OFFICE EQUIP. REPAIR	5,256	-	2,964	-	2,964	56%	2,292
	EQUIPMENT	62,600	-	839	59,095	59,934	96%	2,666
	OFFICE FURNITURE	1,785	-	142	-	142	8%	1,643
	PROFESSIONAL SERV	76,595	7,928	25,726	15,173	40,899	53%	35,696
	COPIER MACHINE LEASE	256,235	24,634	174,863	-	174,863	68%	81,372
	SUPPLIES	152,196	-	31,745	1,251	32,996	22%	119,200
	BUILDING RENT	203,641	17,870	136,378	67,255	203,633	100%	8
	OTHER SERVICES	47,598	789	7,685	2,304	9,989	21%	37,609
	SECURITY SERVICES	536,814	28,832	373,703	38,111	411,814	77%	125,000
	VEHICLE MAINTENANCE	500	-	-	-	-	0%	500
	GENERAL INSURANCE	575,035	47,920	431,247	-	431,247	75%	143,788
	CONTINGENCY	17,450	-	-	-	-	0%	17,450
<b>Total</b>		<b>22,658,353</b>	<b>1,589,619</b>	<b>15,489,073</b>	<b>1,126,961</b>	<b>16,616,034</b>	<b>73%</b>	<b>6,042,319</b>

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT

AS OF SEPTEMBER 30, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 SEPTEMBER	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICE OPERATIONS	REG SALARY	2,289,715	154,458	1,576,191	-	1,576,191	69%	713,524
	BENEFITS	1,126,400	78,923	774,033	-	774,033	69%	352,367
	OFFICE EQUIP. REPAIR	760	-	-	-	-	0%	760
	EQUIPMENT	10,110	-	508	7,221	7,729	76%	2,381
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	32,742	754	10,751	19,606	30,358	93%	2,384
	COPIER MACHINE LEASE	25,300	2,016	17,595	-	17,595	70%	7,705
	COPIER PAPER	19,500	178	6,314	11,333	17,647	90%	1,853
	SUPPLIES	55,195	3,718	30,582	143	30,726	56%	24,469
	SOFTWARE MAINTENANCE	401,893	-	346,857	3,350	350,207	87%	51,686
	LYRASIS CHARGES	200	-	-	-	-	0%	200
	OTHER SERVICES	143,513	10,014	90,120	4,033	94,153	66%	49,360
	TRAVEL	31,180	8,244	20,879	-	20,879	67%	10,301
	VEHICLE MAINTENANCE	19,850	236	15,344	-	15,344	77%	4,506
	GENERAL INSURANCE	184,495	15,375	138,371	-	138,371	75%	46,124
	CONTINGENCY	25,000	-	-	-	-	0%	25,000
<b>Total</b>		<b>4,366,150</b>	<b>273,916</b>	<b>3,027,545</b>	<b>45,687</b>	<b>3,073,232</b>	<b>70%</b>	<b>1,292,918</b>

## Fulton County Library System September 2018

Activity and Description	2018		2017		YTD
	September	YTD	September	YTD	
<b>Circulation</b>					
Total number of items checked out of the library	255,141	2,413,193	235,837	2,276,503	6%
<b>Holds</b>					
Number of requests by patrons	46,756	445,656	50,000	481,109	-7%
<b>Inter-Library Loans</b>					
Number of items lent to or borrowed from another library system	469	3,613	519	4,027	-10%
<b>Visits</b>					
Number of people entering a library for any reason	246,261	2,806,459	276,578	3,017,830	-7%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	40,119	592,240	81,855	871,546	-32%
Number of hours of computer use	25,818	346,220	43,281	778,635	-56%
<b>Wireless Sessions</b>					
Number of times the library's wireless network is accessed	N/A	79,590	37,536	338,429	-76%
<b>Web Hits</b>					
Number of times people have visited the library's website	670,349	6,259,996	675,523	6,599,723	-5.1%
<b>Online Resources</b>					
Number of times a resource is logged into or a searched performed	156,593	1,316,361	168,124	1,370,786	-4%
<b>Computer Classes</b>					
Number of classes	2	105	14	198	-47%
Number of attendees	4	884	71	1,271	-30%
<b>Virtual Circulation</b>					
Number of e-books and e-audiobooks checked out	47,985	416,082	33,505	288,665	44%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	315	3,298	259	2,950	12%
Number of people attending programs	9,879	108,716	7,818	104,164	4%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	68	685	69	545	26%
Number of people attending programs	2,103	12,647	3,470	11,843	7%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	407	3,982	361	3,728	7%
Number of people attending programs	9,323	65,604	6,489	58,644	12%
<b>Programs - Total</b>					
Library sponsored programs offered - total of all programs	790	7,985	689	7,220	11%
Number of people attending programs	21,305	186,967	17,777	173,618	8%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	329	3,870	486	5,856	-34%
Number of people attending meetings or activities	4,978	62,105	6,163	81,210	-24%

FULTON COUNTY LIBRARY SYSTEM  
CIRCULATION COMPARISON REPORT  
SEPTEMBER 2018

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	SEPTEMBER 2018 DATA	SEPTEMBER 2017 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2018 CIRC	YTD 2017 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	2,904	1,263	89	13	4,269	1,397	2,872	206%	21,309	13,857	7,452	54%
ADAMSVILLE/COLLIER HEIGHTS	1,745	1,091	170	3	3,009	1,643	1,366	83%	39,602	15,762	23,840	151%
ALPHARETTA	9,422	18,409	671	85	28,587	24,256	4,331	18%	211,120	244,619	(33,499)	-14%
BUCKHEAD	6,767	5,720	307	45	12,839	10,126	2,713	27%	131,880	96,891	34,989	36%
CLEVELAND AVENUE	3,906	5,455	413	13	9,787	1,535	8,252	538%	24,226	17,063	7,163	42%
COLLEGE PARK	1,975	1,644	108	9	3,736	1,530	2,206	144%	21,828	15,665	6,163	39%
DOGWOOD	26	0	2	0	28	2,533	(2,505)	-99%	15,566	19,854	(4,288)	-22%
EAST ATLANTA	2,573	4,419	283	35	7,310	5,185	2,125	41%	53,781	50,996	2,785	5%
EAST POINT	161	149	11	2	323	3,139	(2,816)	-90%	20,100	45,757	(25,657)	-56%
EAST ROSWELL	9,480	10,919	461	44	20,904	13,622	7,282	53%	142,955	120,468	22,487	19%
FAIRBURN	112	103	7	0	222	1,962	(1,740)	-89%	10,943	20,606	(9,663)	-47%
HAPEVILLE	768	751	56	10	1,585	933	652	70%	11,607	12,028	(421)	-4%
KIRKWOOD	121	157	6	1	285	2,944	(2,659)	-90%	21,337	28,057	(6,720)	-24%
MARTIN LUTHER KING, JR	688	549	106	6	1,349	880	469	53%	8,325	9,180	(855)	-9%
MECHANICSVILLE	2,235	2,097	575	24	4,931	1,316	3,615	275%	20,917	13,568	7,349	54%
METROPOLITAN	3,779	4,205	249	12	8,245	5,995	2,250	38%	60,212	55,638	4,574	8%
MILTON	6,861	14,509	626	25	22,021	15,688	6,333	40%	173,207	155,371	17,836	11%
NORTHEAST/SPRUILL OAKS	5,297	16,157	637	101	22,192	16,476	5,716	35%	185,958	154,154	31,804	21%
NORTHSIDE	8,491	7,152	295	37	15,975	9,848	6,127	62%	108,211	119,129	(10,918)	-9%
NORTHWEST	1,724	3,946	185	5	5,860	4,725	1,135	24%	49,071	48,093	978	2%
OCEE	6,593	15,420	1,086	387	23,486	25,237	(1,751)	-7%	238,700	227,410	11,290	5%
PALMETTO	844	1,260	69	1	2,174	1,939	235	12%	17,157	19,421	(2,264)	-12%
PEACHTREE	2,955	3,820	258	80	7,113	5,609	1,504	27%	66,563	51,484	15,079	29%
PONCE DE LEON	6,848	5,988	323	43	13,202	10,014	3,188	32%	109,549	99,851	9,698	10%
ROSWELL	1,613	1,340	116	6	3,075	18,603	(15,528)	-83%	164,451	179,030	(14,579)	-8%
SANDY SPRINGS	1,455	2,035	101	4	3,595	19,404	(15,809)	-81%	157,909	157,603	306	0%
SOUTHEAST	1,120	2,710	89	5	3,924	2,370	1,554	66%	28,761	27,883	878	3%
SOUTH FULTON	3,594	4,746	264	9	8,613	6,774	1,839	27%	62,199	62,498	(299)	0%
SOUTHWEST	211	290	11	0	512	4,032	(3,520)	-87%	28,192	37,936	(9,744)	-26%
WASHINGTON PARK	70	76	1	0	147	1,447	(1,300)	-90%	13,467	14,826	(1,359)	-9%
WEST END	62	72	4	0	138	1,400	(1,262)	-90%	13,039	13,228	(189)	-1%
WOLFCREEK	4,507	5,378	346	18	10,249	8,433	1,816	22%	83,920	75,341	8,579	11%
<b>BRANCHES TOTAL</b>	<b>98,907</b>	<b>141,830</b>	<b>7,925</b>	<b>1,023</b>	<b>249,685</b>	<b>230,995</b>	<b>18,690</b>	<b>8%</b>	<b>2,316,062</b>	<b>2,223,267</b>	<b>92,795</b>	<b>4%</b>
CENTRAL	1,162	1,204	43	19	2,428	4,705	(2,277)	-48%	66,628	51,913	14,715	28%
OUTREACH SERVICES	17	36	11	1	65	137	(72)	-53%	2,128	1,323	805	61%
AUBURN AVENUE	2,654	284	17	8	2,963		2,963	5760%	28,375	-	28,375	100%
<b>SYSTEM TOTAL</b>	<b>102,740</b>	<b>143,354</b>	<b>7,996</b>	<b>1,051</b>	<b>255,141</b>	<b>235,837</b>	<b>19,304</b>	<b>8%</b>	<b>2,413,193</b>	<b>2,276,503</b>	<b>136,690</b>	<b>6%</b>

**FULTON COUNTY LIBRARY SYSTEM  
SYSTEM STATS AT A GLANCE  
SEPTEMBER 2018**

<b>AGENCY NAME</b>	<b>SEPTEMBER CIRCULATION</b>	<b>TOTAL REGISTRATIONS</b>	<b>COMPUTER USAGE</b>	<b>LIBRARY VISITS</b>	<b>NUMBER OF PROGRAMS</b>	<b>PROGRAM ATTENDANCE</b>	<b>NUMBER OF MEETINGS</b>	<b>MEETING ATTENDANCE</b>	<b>VOTER REGISTRATIONS</b>
ADAMS PARK	4,269	113	1,851	1,818	11	246	2	22	3
HEIGHTS	3,009	97	1,935	4,453	9	102	9	108	0
ALPHARETTA	28,587	637	1,790	16,466	53	865	15	245	0
BUCKHEAD	12,839	542	1,539	8,671	40	1,411	33	294	7
CLEVELAND AVE	9,787	100	1,140	4,632	20	457	10	129	4
COLLEGE PARK	3,736	224	2,108	3,546	18	381	7	53	0
DOGWOOD	28	30	0	0	12	211	0	0	0
EAST ATLANTA	7,310	222	1,593	6,296	7	172	15	125	6
EAST POINT	323	361	0	0	14	514	0	0	2
EAST ROSWELL	20,904	134	1,744	6,932	45	748	12	161	12
FAIRBURN	222	101	0	0	0	0	0	0	0
HAPEVILLE	1,585	40	619	4,431	25	695	14	133	0
KIRKWOOD	285	85	0	0	22	510	0	0	0
MARTIN LUTHER KING, JR	1,349	183	1,800	11,100	4	30	0	0	1
MECHANICSVILLE	4,931	95	1,241	4,964	5	166	8	97	2
METROPOLITAN	8,245	245	4,207	12,497	27	535	58	1,153	0
MILTON	22,021	364	949	9,741	59	866	7	105	17
NORTHEAST/SPRUILL OAKS	22,192	215	483	45,802	40	569	13	44	2
NORTHSIDE	15,975	235	398	11,944	19	209	5	40	6
NORTHWEST	5,860	216	3,290	7,129	25	1,010	11	423	8
OCEE	23,486	458	1,010	13,890	45	1,361	2	24	5
PALMETTO	2,174	97	1,026	5,970	13	288	5	144	14
PEACHTREE	7,113	315	1,755	6,057	28	537	11	69	5
PONCE DE LEON	13,202	405	2,240	20,470	34	391	7	81	2
ROSWELL	3,075	322	0	0	2	68	0	0	0
SANDY SPRINGS	3,595	663	0	0	26	828	1	8	0
SOUTHEAST	3,924	152	644	12,789	34	1,116	25	263	0
SOUTH FULTON	8,613	531	4,348	9,562	0	0	21	279	4
SOUTH WEST	512	119	0	0	0	0	0	0	0
WASHINGTON PARK	147	22	0	0	7	242	0	0	0
WEST END	138	47	0	0	7	1,660	0	0	11
WOLFCREEK	10,249	263	1,949	13,718	49	720	20	804	21
<b>BRANCHES TOTAL</b>	<b>249,685</b>	<b>7,633</b>	<b>39,659</b>	<b>242,878</b>	<b>700</b>	<b>16,908</b>	<b>311</b>	<b>4,804</b>	<b>129</b>
CENTRAL	2,428	215	0	0	0	0	0	0	0
OUTREACH SERVICES	65	200	0	0	74	3695	0	0	0
AUBURN AVENUE RESEARCH	2,963	0	460	3383	16	702	18	174	0
<b>SYSTEM TOTAL</b>	<b>255,141</b>	<b>8,048</b>	<b>40,119</b>	<b>246,261</b>	<b>790</b>	<b>21,305</b>	<b>329</b>	<b>4,978</b>	<b>129</b>

## ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

## SYSTEM STATS AT A GLANCE

2018 3RD QUARTER

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	10,416	392	4,624	7,337	71	840	8	93	3
ADAMSVILLE/COLLIER HEIGHTS	7,130	425	5,938	13,537	43	670	23	266	2
ALPHARETTA	85,159	2,021	5,513	53,003	158	3,091	42	2,954	33
BUCKHEAD	48,890	1,580	4,864	31,799	113	3,964	80	2,192	35
CLEVELAND AVE	14,447	354	4,468	15,471	52	1,125	33	414	20
COLLEGE PARK	9,909	631	6,921	11,161	53	1,961	15	150	0
DOGWOOD	4,198	162	2,202	11,679	33	682	6	68	37
EAST ATLANTA	20,768	768	4,785	19,449	27	722	51	353	25
EAST POINT	1,010	823	-	0	14	514	0	0	2
EAST ROSWELL	56,024	767	4,890	17,832	118	2,120	43	560	46
FAIRBURN	757	261	-	0	10	402	0	0	0
HAPEVILLE	4,631	159	3,620	13,283	83	1,722	22	207	0
KIRKWOOD	3,694	302	546	2,212	50	1,020	0	0	3
MARTIN LUTHER KING, JR	3,595	441	5,376	34,439	19	526	0	0	1
MECHANICSVILLE	8,181	255	4,053	14,441	17	429	19	205	11
METROPOLITAN	23,694	674	13,245	37,085	80	1,425	162	2,878	0
MILTON	66,167	1,209	2,505	30,011	151	2,525	18	287	42
NORTHEAST/SPRUILL OAKS	64,100	850	1,657	101,279	117	2,197	52	248	4
NORTHSIDE	41,892	808	1,550	33,920	32	657	22	221	24
NORTHWEST	18,987	662	9,204	23,138	61	1,680	51	1,607	41
OCEE	74,098	1,530	3,475	53,829	153	3,550	6	109	14
PALMETTO	6,348	302	3,481	16,429	59	1,600	5	144	14
PEACHTREE	23,038	1,117	5,814	18,970	81	1,596	24	171	12
PONCE DE LEON	40,390	1,953	7,122	64,513	89	1,139	16	197	23
ROSWELL	38,858	1,261	2,053	32,400	44	817	2	13	39
SANDY SPRINGS	32,947	2,098	4,343	26,808	131	3,243	11	146	6
SOUTHEAST	10,590	439	4,366	43,981	72	3,000	49	505	0
SOUTH FULTON	23,355	1,346	14,259	33,281	18	571	133	1,235	9
SOUTH WEST	4,957	588	3,426	16,500	18	481	57	569	0
WASHINGTON PARK	2,469	140	2,078	13,475	21	608	2	16	46
WEST END	3,333	254	1,755	4,240	47	3,079	5	132	40
WOLFCREEK	31,858	962	6,482	41,192	137	2,026	53	1,904	50
<b>BRANCHES TOTAL</b>	<b>785,890</b>	<b>25,534</b>	<b>144,615</b>	<b>836,694</b>	<b>2,172</b>	<b>49,982</b>	<b>1,010</b>	<b>17,844</b>	<b>582</b>
CENTRAL	8,949	1,094	-	0	0	0	0	0	0
OUTREACH SERVICES	323	258	-	0	108	5,994	0	0	0
AUBURN AVENUE RESEARCH	8,680	1	1,647	9,842	44	2,076	21	232	0
<b>SYSTEM TOTAL</b>	<b>803,842</b>	<b>26,887</b>	<b>146,262</b>	<b>846,536</b>	<b>2,324</b>	<b>58,052</b>	<b>1,031</b>	<b>18,076</b>	<b>582</b>

**ATLANTA-FULTON PUBLIC LIBRARY SYSTEM**  
**Customer Service Comments**  
**Quarterly Report**  
**July, August, September 2018**

	July	August	September	3rd Quarter Total	2017 Year to date (Apr- Jun)	2018 Year to date (Apr- Jun)
• <b>Total Customer Comments Received:</b>	360	409	353	1,122	813	1,994
• <b>Types of Comments:</b>						
▪ Compliment	3	2	2	7	87	99
▪ Suggestion	11	15	8	34	72	151
▪ Complaint	8	4	3	15	47	71
▪ Inquiry	105	90	85	280	607	902
• <b>Format of Comments:</b>						
▪ Emails	127	111	98	336	736	1,139
▪ Postcards	7			7	73	76
▪ Direct Contact					4	4
▪ Libanswers	226	298	255	779		779

# ATLANTA-FULTON COUNTY LIBRARY SYSTEM

## *Customer Service Snapshot*

*July, August, September 2018*

- **1,122 comments were received during the quarter.** The majority of comments involved a mixture of concerns related to the renovation process such as library locations, opening and closings as well as a number of true reference questions concerning the relocation of the Atlanta Journal and Constitution and the Haines Criss Cross Directory. The traditional questions related to processes and procedures such as holds, renewals, circulation, collection development, fines, classes, events continue with a few concerns over buildings. The acquisition of *Libanswers* has proven to be a useful tool in capturing the voice of the people as we realign reference services to the public. The second highest numbers of comments were for services provided by staff with overall ratings of excellent.
- A sampling of complimentary quotes received include:
  1. Metropolitan – “We appreciate the resourcefulness of the Librarians”.
  2. Ocee – “Staff are excellent”.
  3. Cleveland – “Staff members are professional and also serve with a smile”.
  4. College Park – “Library staff are very helpful!”
  5. Ponce De Leon - “Exceptional Service”.
- **15 disappointments and suggestions for improvement** were received during this quarter indicating patrons felt the service they received that time was worse than what they had experienced in the recent past or there was a need for service enhancements.
- A sampling of suggested enhancements quotes appears below:
  1. Library should have a scanner
  2. Documentaries on DVD
  3. User friendly WIFI



atlanta-fulton public library system

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## INTEROFFICE MEMORANDUM

**TO:** Board of Trustees, Fulton County Library System

**FROM:** Gabriel Morley, Executive Director *GM*

**DATE:** October 17, 2018

**SUBJECT:** Library Board of Trustees Meeting Schedule - 2019

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Please note the following Library Board of Trustees Meeting dates for 2019. This is an action item on your October 24, 2019 agenda.

January 23, 2019  
February 27, 2019  
March 27, 2019  
April 24, 2019  
May 22, 2019  
June 26, 2019  
July 24, 2019  
August 28, 2019  
September 25, 2019  
October 23, 2019  
November 20, 2019\*  
December 18, 2019\*

Board of Trustees meetings are held the 4<sup>th</sup> Wednesday of each month at 4:00 p.m. at the Auburn Avenue Research Library on African American Culture & History.

\*November and December's meetings will be held on the 3<sup>rd</sup> Wednesday at 4:00 p.m. at the Auburn Avenue Research Library on African American Culture & History, due to Fulton County holidays.

Thank you.

GM/zrc

Approved by the Library Board of Trustees  
October 24, 2018