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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

JULY 25, 2018



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FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
JULY 25, 2018



atlanta-fulton public library system

"Take your dreams off the shelf."

Revised
Fulton County Library System
Board of Trustees Meeting
Auburn Avenue Research Library
July 25, 2018 – 4:00 p.m.

AGENDA

- | | | |
|------|---|-------------|
| I. | Adoption of Agenda | Doc. #18-35 |
| II. | Approval of the Minutes from Regular Meeting of June 27, 2018* | Doc. #18-34 |
| III. | Chairman's Report | |
| | Construction/Renovation Update | |
| | <u>Contractor</u> | |
| | Hogan <u>Group 1:</u> Roswell, Sandy Springs, Dogwood, Kirkwood,
Washington Park, West End, Southwest | |
| | Evergreen <u>Group 2:</u> Buckhead, Ocee, Northeast, Northside,
Mechanicsville | |
| | CT Darnell Construction <u>Group 3:</u> Adams Park, Adamsville, Cleveland,
College Park, Ponce, East Atlanta | |
| | BuildSmart/Tebarco <u>Group 4:</u> East Point, Fairburn | |
| | Albion Scaccia Hapeville | |
| | RFP Central | |
| IV. | Director's Reports | Doc. #18-39 |
| | A. Monthly Financial Report | Doc. #18-36 |
| | B. Monthly Usage Summary | Doc. #18-37 |
| | C. Customer Service Comments | Doc. #18-38 |
| | D. Library Closure Report | |
| V. | Foundation Update | |
| VI. | Old Business | |
| | A. Collection Development Policy* | Doc. #18-40 |
| | B. M.O.U. | |
| | C. FY 2019 Budget | |
| VII. | New Business | |
| | A. | |
| IX. | Adjournment | |

*Action is anticipated on this item.

Doc. #18-34



FULTON COUNTY LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

JUNE 27, 2018 – 4:00 P.M.

CENTRAL LIBRARY – 6th FLOOR BOARD ROOM

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Board of Trustees Meeting, 27 June 2018



Members Present

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

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

Anderson, Dick – County Manager
Densmore, Amanda – Community Outreach
Grier, Tonya – Interim Clerk to the Commission
Kessler, Kyle – Friends of Central Library
Perkins-Hooker, Patrice – County Attorney
Pitts, Robb – Commission Chair, Board of Commissioners
Thomas, Harriett – Chief of Staff for Commission Chair Robb Pitts
White, Daniel – Assistant to Commissioner Liz Hausmann

Chairman Paul Kaplan 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 PAUL KAPLAN: I'm going to call the Board of Trustees meeting, Central Library, June 27th at 4:00.

18-30_ ADOPTION OF THE AGENDA

CHAIRMAN PAUL KAPLAN: First thing on agenda is the Adoption of the Agenda. Before we do that, let me back up a little bit. I'm waiting for a couple of people to come. When they do come, I'm probably going to -- I will be going into an Executive Session. So wherever we are, I'll probably stop it at that point and then restart it again, just so you know. In the meantime, do I hear a motion to accept the agenda as presented?

MOTION

MR. JOE PIONTEK: So moved.

CHAIRMAN PAUL KAPLAN: Moved. Is there a second?

MRS. PHYLLIS D. BAILEY: Second.

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

(Whereupon, all said aye.)

18-29 APPROVAL OF THE MINUTES FROM REGULAR MEETING OF MAY 23, 2018

CHAIRMAN PAUL KAPLAN: Next thing is the Approval of Minutes of the Regular Meeting on May 23rd, 2018. Has everybody read it?

MOTION

MRS. PHYLLIS D. BAILEY: Mr. Chair, I move that the minutes in May be approved.

CHAIRMAN PAUL KAPLAN: There's a motion.

MR. JOE PIONTEK: Second.

CHAIRMAN PAUL KAPLAN: Is there a second? Any further discussion? If not, all those in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Next is Swearing In Ceremony, but I think we're going to -- nobody's here yet.

DR. GABRIEL MORLEY: No. She's not here.

CHAIRMAN PAUL KAPLAN: These people are late too. Before I -- Amanda is here -- before I get to you, I have one speaker, Kyle.

MRS. AMANDA DENSMORE: Community Engagement Library. Title?

CHAIRMAN PAUL KAPLAN: Yeah. Kyle Kessler. No.

DR. GABRIEL MORLEY: Kyle.

MRS. AMANDA DENSMORE: I thought you said title.

CHAIRMAN PAUL KAPLAN: He's not idle. Go ahead, Kyle.

PUBLIC COMMENT

MR. KYLE KESSLER: Good afternoon. My name is Kyle Kessler. I'm a downtown resident. The Central Library is my local library. Before the next Board of Trustees meeting, the bids will come in for the renovation of this building. Having reviewed the documents myself, I noticed that the first deductive alternate, there are additions and subtractions that are possible with the bid, but the first one is the potential removal from the scope of work of the windows on the exterior, particularly the front façade plaza of the building. As you have probably heard in the news regarding presidential politics and increases in steel and aluminum prices regarding tariffs, it is likely that bids will come in high for those pieces of the project.

So I'd like to throw my support behind being more cost effective and choosing to spend money elsewhere on the project rather than paying higher material costs for those items, but instead working on all the other things that still need to be done in this library; spending those on cheaper materials that are to be used on the interior rather than materials that are going to be on the exterior of the building.

That will also allow for a shift in spending from material costs that are coming from somewhere else, potentially overseas, versus spending it on labor that would be local labor to do installation, renovation, minor work, rather than the expensive materials that are being shipped in.

It would also allow for the project to happen on a faster schedule rather than having the exterior of the building open to the elements or needing to close it in to allow for other work on the inside. If the exterior shell of the building is not penetrated, then the work on the interior should be able to happen much more quickly. It would save the removal of material that would end up in the landfill or some other location.

Instead we can be much more LEED, which I know is one of the goals of the project. We could potentially achieve a higher LEED rating for this project, gold, potentially even platinum, given the location in the downtown across the MARTA Station. So I think there's a lot of objectives to be accomplished rather than being hard set with a particular vision of what the exterior of this building should be and spending the money when we know that those costs are going to be particularly high given the current political environment and the construction cost associated with it. So thank you.

CHAIRMAN PAUL KAPLAN: Thank you, Kyle.

SWEARING IN CEREMONY - TONYA GRIER, INTERIM CLERK TO THE COMMISSION

CHAIRMAN PAUL KAPLAN: Okay. Tonya's here. We'll do the swearing in ceremony of our newest Board member.

MS. NINA RADAKOVICH: Do you want me to stand up?

CHAIRMAN PAUL KAPLAN: Yes.

MS. TONYA GRIER: How are you?

If you would please, raise your right hand and repeat after me. I, state your name.

MS. NINA RADAKOVICH: I, Nina Radakovich --

MS. TONYA GRIER: Do solemnly swear or affirm --

MS. NINA RADAKOVICH: -- Do solemnly swear or affirm --

MS. TONYA GRIER: -- that I will well -- that I will well --

MS. NINA RADAKOVICH: Oh. That I will well --

MS. TONYA GRIER: -- and truly discharge --

MS. NINA RADAKOVICH: -- and truly discharge --

MS. TONYA GRIER: -- the duties as a member --

MS. NINA RADAKOVICH: -- the duties as a member --

MS. TONYA GRIER: -- of the Library Board of Trustees --

MS. NINA RADAKOVICH: -- of the library Board of Trustees --

MS. TONYA GRIER: -- in all matters --

MS. NINA RADAKOVICH: -- in all matters --

MS. TONYA GRIER: -- which require my official action --

MS. NINA RADAKOVICH: -- which require my official action --

MS. TONYA GRIER: -- to the best of my knowledge --

MS. NINA RADAKOVICH: -- to the best of my knowledge --

MS. TONYA GRIER: -- and skill.

MS. NINA RADAKOVICH: -- and skill.

MS. TONYA GRIER: I will so act --

MS. NINA RADAKOVICH: I will so act --

MS. TONYA GRIER: -- as in my judgment --

MS. NINA RADAKOVICH: -- as in my judgment --

MS. TONYA GRIER: -- will be most conducive --

MS. NINA RADAKOVICH: -- will be most conducive --

MS. TONYA GRIER: -- to the welfare and best interest --

MS. NINA RADAKOVICH: -- to the welfare and best interest --

MS. TONYA GRIER: -- of the entire County.

MS. NINA RADAKOVICH: -- f the entire County.

MS. TONYA GRIER: I do further solemnly swear or affirm --

MS. NINA RADAKOVICH: I do further solemnly swear or affirm --

MS. TONYA GRIER: -- that I am not the holder --

MS. NINA RADAKOVICH: -- that I am not the holder --

MS. TONYA GRIER: -- of any unaccounted for --

MS. NINA RADAKOVICH: -- of any unaccounted for --

MS. TONYA GRIER: -- public money --

MS. NINA RADAKOVICH: -- public money --

MS. TONYA GRIER: -- due this state --

MS. NINA RADAKOVICH: -- due this state --

MS. TONYA GRIER: -- and that I am otherwise qualified --

MS. NINA RADAKOVICH: -- and that I am otherwise qualified --

MS. TONYA GRIER: -- to hold said office --

MS. NINA RADAKOVICH: -- to hold said office --

MS. TONYA GRIER: -- according to the Constitution of the United States of America.

MS. NINA RADAKOVICH: -- according to the Constitution of the United States of America.

MS. TONYA GRIER: Congratulations.

MS. NINA RADAKOVICH: Thank you very much.

CHAIRMAN PAUL KAPLAN: Congratulations, Nina.

Just to tell what happened, Josh Taylor has resigned from the Board. He felt it was time to rotate. He has other things he's doing. He has a lot of other projects he's doing, but he will be missed. He came in at the same time I came in. We had a lot of work to do. We hired a new director. We -- so it's been -- he's been really a definite asset. He will be missed.

But Nina will be taking the spot, and I'm quite sure that she's very capable of doing -- continue on from there, but he'll be missed.

OUTREACH PRESENTATION - MRS. AMANDA DENSMORE

CHAIRMAN PAUL KAPLAN: Well, let's do this. Amanda, you got a report. She's from the -- Outreach. This is Outreach. If you recall, for our newest members, each division is kind of giving a little bit of a talk and so you have an idea, in the Library System, how many departments there are and what they do. So go ahead.

MRS. AMANDA DENSMORE: Hi. My name is Amanda Densmore. I'm the Community Engagement Librarian for the library. So, basically, I focus on creating relationships between businesses and organizations with the library to the goal of programming and funding opportunities for the library. So to that end I also help handle grants within AFPLS. So I'm on the County Grant Coordinating Council, and I make sure that any monies that we get from sponsorships or grants go through the proper channels through the County and make sure that they get back to the library.

And I'm also working with Keira at the Foundation. I'm the mini-grant liaison with the library, and I'm making sure that we streamline the process of the mini-grant program. So we are stopping the program for about a year to reevaluate and make sure that the mini-grant process is streamlined and makes sense to the needs of the library. So just so you know, the 2018 grant process is going through, but in 2019 we're not going to

have it, and then we're just going to evaluate. And Keira's got some ideas on how to redesign it. So that's part of the grant fund raising end.

I also help facilitate relationships with organizations and the Library System. I kind of want to create programs that the whole System can do. So I've worked with the WNBA Dream Team to bring in some different programs to branches. Public Broadcasting of Atlanta came in and did some programs for us, and I helped kind of coordinate that. And Georgia's Own Credit Union is working with several branches to do financial education, and I kind of helped with that, as well.

Some other partnerships that I've been working on: the Georgia Historical Society, helping them with their historic markers in Fulton County. We've joined the Metro Atlanta Chamber of Commerce, so I'm going to networking opportunities and educational programs through them. I'm working with Commissioner Hall to promote library services to senior facilities throughout her area and community meetings.

Ad I'm also working with Public Broadcasting Atlanta. They're trying to extend their tutoring services throughout Atlanta-Fulton. So they're working with Atlanta Public Schools, AFPLS, and Clayton County Public Library to expand their tutor.com services. So I'm working with them on that.

We're going to be starting the Library on the Lawn project at Woodruff Park. And that is a -- we're going to bring ten laptops. Once the library closes we're going to have ten laptops at Woodruff Park to offer to the public so that they have some opportunity to use computers near this area.

And I'm also on the Fulton County Justice and Mental Health Task Force. I'm in the Outreach Committee there, just to make sure that the library's represented in a place that not necessarily people think libraries are, but I think it's a good opportunity to show how we can like play an educational role within the community.

Some engagement projects I'm working on within the library: I'm on the Facebook Virtual Book Club Group, and I've been helping with that. I'm on the Technology Committee for the library, the Staff Development Day Committee.

And some ongoing projects I'm working on: Community Gardens, and it's a kind of a big -- food insecurity are some big topics that are going around throughout the city and the county. So I'm working to see how the library can fill that space. We're hoping to have a presence at the Super Bowl, so I'm still working on that. It's a good opportunity to show off how great

Atlanta is, and as a piece of that, how important the library is in this city.

And the next project that we're kind of working on is Pop-Up Libraries. Baker and Taylor, our book vendor, has this new technology where you don't need a library card. And these little units can be installed in waiting rooms around the community, and people can access e-books while they're waiting. So we're hoping to target places like Atlanta Housing, the jury booth -- the jury waiting rooms, and potentially doctors' offices, and potentially the DMV or other Fulton County areas where people are waiting so that we have these free books that people can access.

And, also, if there's any of you that have contacts that you think would be helpful for me to reach out to in the community, businesses or organizations that would potentially help with our programming or funding, please let me know and I'd be more than happy to talk to anybody and reach out. So that's kind of what I've been doing. Is there any questions?

MRS. LINDA JORDAN: Question. So on the -- you mentioned the Super Bowl.

MRS. AMANDA DENSMORE: Yes.

MR. LINDA JORDAN: What are your plans for it and...

MRS. AMANDA DENSMORE: Okay. So there's the Super Bowl and then there's sort of the week leading up to the Super Bowl with activities and a lot of opportunity to show off our city and how great like all of its resources are, so I think there's a space there for us to show off the library.

So it's going to be kind of like Outreach. So Christina and Oscar will be working -- I'll be working with them, as well, just to try to get a library presence somewhere there.

MRS. LINDA JORDAN: Dr. Morley, do you have any thoughts on that, as far as what she's saying about the -- I'm a Falcons fan, and I'm just wondering.

DR. GABRIEL MORLEY: Dick's trying to get the Falcons in the Super Bowl. The original plan we had was to try and do a Story Time at half time, you know, because we wanted to have that huge presence, but the more she talked to the people at the NFL, I think they're making human trafficking sort of the centerpiece of their efforts during that week.

So we tried to migrate a little bit into what could we do related to human trafficking, and then also what could we do literacy-wise, because the Players Association is coming in and they have a whole literacy component. There's a couple of former players from Atlanta who have written books, who have done programs for us in the past, and we're trying to reconnect

with them and get them to come in and hopefully, what our real subversive goal is, is to be around all the time so that eventually someone said, hey, come and do this, too. So I think we'll have a good piece. We made some connections already. I think the more Amanda talks to people, the more they see what we can do, so better opportunities will present themselves.

Because truly -- and Amanda and I talked about this a long time before we created her job -- what we're asking her to do is something that other people are not doing. Libraries -- Georgia Pacific's not ready for the librarian to walk into their office across the street and offer some kind of unique services. So we've had a little bit of a learning curve to get over, but I think the Chamber has had some good progress. We've made good contacts there now that they're becoming more familiar with what you're doing. We've been able to push that out, and we went to a meeting last week where part of the results of that is how do we work together with the people downtown to find alternatives for homeless individuals when this library closes.

So it's a slower process than we hoped. There's a lot of skepticism when she shows up and says, hey, I'm from the library. I'm here to help. That's not really something that happens frequently. So it's been an education process. We'll have a good push, though, because as part of an ancillary project -- remember our class project where we're connecting libraries and schools. We're doing all the students library cards -- I think that's going to overflow. Once parents become aware of what we're doing, and once we really start marketing that piece, it's going to jump beyond the borders of the school, and that's when we'll have somebody who's ready. And, truly, the funding is probably the biggest component.

I mean, one of the primary reasons we created this was not just to do more programming, but to find opportunities where that programming leads to some kind of significant contribution from a bigger corporation or some other non-profit entity.

MRS. LINDA JORDAN: Thank you.

MRS. PRISCILLA BORDERS: Do you have contact information? Do you have a card?

MRS. AMANDA DENSMORE: I do, yes.

MRS. PRISCILLA BORDERS: Thank you so much.

MRS. LINDA JORDAN: I'll take one.

MRS. AMANDA DENSMORE: All right.

MRS. LINDA JORDAN: And the reason I asked about the Super Bowl, not only -- I have a friend -- I went to Georgia Tech, so I have some friends that used to play in the NFL, so I can see what's

going on with him, and I'm a season ticketholder with the Falcons, so...

MRS. AMANDA DENSMORE: Thank you.

MRS. LINDA JORDAN: You're welcome.

CHAIRMAN PAUL KAPLAN: Any other questions for...

Thank you very much.

MRS. LINDA JORDAN: Thank you.

CHAIRMAN PAUL KAPLAN: Appreciate it.

EXECUTIVE SESSION

CHAIRMAN PAUL KAPLAN: At this point, I'd like to hear a motion to go into Executive Meeting --

MOTION

MRS. LINDA JORDAN: So moved.

CHAIRMAN PAUL KAPLAN: -- to deal with legal.

MRS. LINDA JORDAN: So moved.

CHAIRMAN PAUL KAPLAN: Moved. Is there a second?

MRS. PHYLLIS D. BAILEY: Second.

CHAIRMAN PAUL KAPLAN: All those in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Thank you.

(Whereupon, the Executive Session began at 4:15 p.m.)

(Whereupon, the Regular Session of the Board Meeting resumed at 4:40 p.m.)

CHAIRMAN'S REPORT

CHAIRMAN PAUL KAPLAN: All right. We're going to reconvene.

Okay. Next on the agenda is the Chairman's Report.

I'm going to do it short. It's been very busy this month. It's been a busy month.

Group One renovations are going on. There's some -- a couple of punch lists for Sandy Springs, Dogwood, and Southwest. And no interior work had started yet. We're just talking about exterior work only at this point.

West End is the pressure washing, caulking, has been done at the West End. Roofing is beginning at Kirkwood. When that's completed then they'll go over to Washington Park and start that roof, so it's kind of going in session.

And we're -- it's slowly getting there. We're -- we're -- pretty soon by, probably, in a couple of weeks, we'll have some dates when the libraries are going to close in Group One, hopefully. I'm looking at Gayle. I'm not sure that's going to happen, yet, but they're trying to get some dates together. Group Two, basically, they're still in the design team working. They have an HVAC consultant out to evaluate the system in each of the libraries to see what we're going to do with it. And once that evaluation is done, then they'll start going into

looking at all the things together, all the components and see where you are as far as the budget's concerned.

Group Four, Central Library. Right now, they're -- you know more about Central Library than I do, Gabe.

DR. GABRIEL MORLEY: You want Group Four or Central Library?

CHAIRMAN PAUL KAPLAN: Well, let's go to Central Library. We'll jump over and do that. The Bridging Documents, the Pre-bid Meeting was June 11th, and I think there's some addendums coming up. There's some -- you're up to about seventy-seven questions already -- concerning the documents. Questions that some of the contractors want to know.

I'm not sure that this is going to go in front of the BOC this month, anything, or next month at all.

DR. GABRIEL MORLEY: No.

CHAIRMAN PAUL KAPLAN: I don't think it is.

DR. GABRIEL MORLEY: By the time the bids come in, we'll have to review, then we'll have to put together our package to put back in front of them.

CHAIRMAN PAUL KAPLAN: Okay. All right. This library, now, is going to close on July --

DR. GABRIEL MORLEY: Sunday.

CHAIRMAN PAUL KAPLAN: Sunday is the last day here.

DR. GABRIEL MORLEY: Sunday at six.

CHAIRMAN PAUL KAPLAN: Six o'clock it closes.

MRS. LINDA JORDAN: So where will the Board meetings be held after this month?

MRS. GAYLE H. HOLLOMAN: Auburn.

MRS. LINDA JORDAN: Okay.

CHAIRMAN PAUL KAPLAN: Hapeville Library, there's meetings ongoing with the mayor of Hapeville and the county officials. That's ongoing. And right now we have -- everything's on hold. We don't know what's happening with that. They're going back and forth. Not sure where we are at this point, 'cause they're working with Hapeville officials. And there's a couple of meetings scheduled.

MRS. PHYLLIS D. BAILEY: When is the next one scheduled?

CHAIRMAN PAUL KAPLAN: It's still up in the air. I don't have any -- no firm dates on that.

MRS. PHYLLIS D. BAILEY: Please call me.

CHAIRMAN PAUL KAPLAN: Yes. I'll get it for you.

MRS. PHYLLIS D. BAILEY: I'd like to be there.

CHAIRMAN PAUL KAPLAN: Okay.

The East Point Library, I guess everything went well; the packing, the furniture. Gayle were you in there when they were doing -- everything came smooth?

MRS. GAYLE H. HOLLOMAN: It was very smooth. It was a wonderful operation for East Point and Fairburn. And East Point manager and group administrator went out and talked with the manager and group manager for --

CHAIRMAN PAUL KAPLAN: For Fairburn.

MRS. GAYLE H. HOLLOMAN: -- for Fairburn in order to give them some lessons learned and things like that. So it really, really made a difference, and they both closed smoothly.

DR. GABRIEL MORLEY: Good.

MRS. LINDA JORDAN: Great.

CHAIRMAN PAUL KAPLAN: That's nice.

DR. GABRIEL MORLEY: And so far no complaints.

MRS. GAYLE H. HOLLOMAN: No complaints.

CHAIRMAN PAUL KAPLAN: As far as that concern right now, the leased library, Peachtree and M.L.K., talking about doing some improvements in there, but they're going to be very minimal, probably painting, things like that, since we are leasing it out. And so we're going to spend a little bit of money on that. Also, M.L.K., they're looking into it. I'm not sure what you're going to do with M.L.K. There's painting on that one?

DR. GABRIEL MORLEY: Yes. They'll all have new technology. If we can get the new furniture, they'll have new furniture. Our goal is to rearrange both of them so they're more conducive to what's really happening in there. M.L.K. is a big computer use branch, so we need to reconfigure and add computers over there. Same with Peachtree, we want to try and create better site lines. You know, have some different shelving and a different workflow.

I don't know if you've ever been in Peachtree, but it's long and skinny. So if you're at the front it's hard to see all the way into the back.

MRS. LINDA JORDAN: Dr. Morley, do we have public Wi-Fi?

DR. GABRIEL MORLEY: Yes.

MRS. LINDA JORDAN: Oh, I was just asking. I have AT&T, so I'm always on it, but I mean -- as far as the Wi-Fi. But I think that's good, you know, for people to know, 'cause sometimes you can have a phone, but you might not have access to the Internet. But if you have the Wi-Fi --

CHAIRMAN PAUL KAPLAN: If it's working.

MRS. LINDA JORDAN: Right. Right.

CHAIRMAN PAUL KAPLAN: I had to put that in there, because they do have some problems with that. That's something -- but hopefully with the new renovation, that's going to be taken care of.

MRS. LINDA JORDAN: Yes.

MRS. GAYLE H. HOLLOMAN: It's not as bad as it used to be.

CHAIRMAN PAUL KAPLAN: That's right, not as bad as it used to be.

MRS. GAYLE H. HOLLOMAN: It's improved.

CHAIRMAN PAUL KAPLAN: Right. Exactly.

MRS. LINDA JORDAN: That's good.

CHAIRMAN PAUL KAPLAN: So we'll see what happens with that. Okay you got anything else on renovations at all, Gabe? I don't think of anything.

DR. GABRIEL MORLEY: No.

CHAIRMAN PAUL KAPLAN: Okay.

Well, we'll go right into Director's Report.

DIRECTOR'S REPORTS

18-32 MONTHLY USAGE SUMMARY

DR. GABRIEL MORLEY: The Director's Report is something that Linda just talked about. We have about forty thousand people a month who use our Wi-Fi. And like Paul said, we've been trying to work out some issues. It comes and goes. Sometimes when there's a software upgrade it kicks back some of the defaults we have set so that it creates hassle so then we've got to get those fixed. So sometimes these numbers fluctuate.

For example, Ocee didn't have good Wi-Fi for about the last three months. So if you look at our stats, you know Ocee is one of the busiest branches. For them not to have their Wi-Fi hurts our stats. That should be taken care of.

All of our regular trends continue to do well. Virtual Circ, you see, is up forty-three percent. Children's Programming, Teen Programming, Adult Programming, all the things we're focused on are doing well.

I'm not sure what's going on with our Computer Internet Usage. We talked to the staff about seeing some of the declines, and they think partially it's because we've been working ourselves down to get ready to get out of these buildings. And so what we're seeing, I think, is a little curtailment of use in some of these branches.

You can see the Circ is close to where we want it to be. We want to get to 2.8 or 3 million this year. We want to hit our goal. And remember, this is a -- the Holds piece is something that we're watching but just sort of half watching because we know the Holds isn't a good indicator of what's really happening. And if you see, we want that Holds number to go down, theoretically, but we also want that number to go up because we want more people to want our stuff. But we also want to have more stuff to fulfill those Holds more quickly. So

that's why it's a bad measure. It's not really indicative of what we want to track.

A much better indicator is our turnover rate, which will tell us how many times a specific title gets checked out over and over. And so that over the last two or three months has really been increasing and gone from maybe 1.4 to 1.77, so that's a good number that's driving our success in the Collection.

Inter-Library Loans is going to be wonky for the next two years. You know, we'll be down for a month or so while we move out of this building, so there won't be any ILLs. And then once we start closing some of these big places like Roswell and Sandy Springs, the ILLs are going to skyrocket, you know, as people request materials that they can't get to otherwise.

It's also going to be tricky because if you haven't been through a move or a closure before, the branches that we're closing, their Collection grayed-out. So no one can see it anymore. So no one can see any of the materials here at Central if you go in our catalog. No one can see the East Point books, the Fairburn books, 'cause they're all packed up and in storage.

So that's going to affect what happens in those ILLs, too.

Because if we close seven branches in Group One, that's a big chunk of our Collection that won't be visible in the catalog anymore. So just keep that in mind, as we go through. You know, those of you who've been here awhile know that. We've been preparing for this. Those of you who are new, this is what's happening with our stats. They're not going to be very reliable.

MRS. LINDA JORDAN: So how do you like designate that when you're doing the numbers going forward in the months that all these renovations are happening? Can you asterisk it out so that we'll know that if the numbers are down because it's --

DR. GABRIEL MORLEY: In our minds we've done that, but we've also tried to encourage the staff to pick up the slack in other ways. You know, if Sandy Springs is going to close, start encouraging people to check out forty or fifty items instead of ten or twenty. So that way they're anticipating these closures.

MRS. LINDA JORDAN: Got you.

DR. GABRIEL MORLEY: And so some of that, yes, we know. We built that into our KPIs for the County, knowing that we would be closed, 'cause Roswell is one of our busiest, right? So we're going to lose twenty thousand Circs a month right off the top, and we don't know how many we will pick up, though, from those patrons going somewhere else or getting them ILL. So it's not a one-for-one swap.

MRS. LINDA JORDAN: Right. Okay.

DR. GABRIEL MORLEY: So we're prepared for that. We talked about that a lot last year before we started closing, how these numbers would fluctuate. So that's why we're focused on some of the things we know shouldn't fluctuate. The Virtual Circ should continue to increase. Programming should continue to increase. Online resources should continue to increase.

Web Hits, I don't know. You know, we're ambivalent about that. In some ways we want to drive down the Web traffic because we want to get patrons to the resources in the most efficient way possible. So making them click through our website doesn't make sense if they could do a Google search and then click directly onto the item from Google.

So measuring Web Hits is not a great measurement anymore, not as valuable as it used to be. But we're still keeping up with it because it gives us an indication of how many people are using those virtual services, without having to compile all these other numbers.

And Library Visits, you know, that one's going to be sketchy, too, while we close. I mean, we're about to have ten libraries closed at the same time. When we get to August, we'll close seven in Group One. East Point and Fairburn will still be closed and Central will be closed. So you're taking a third of the system out of pocket for visits.

And we know some of those people will visit other places, but it's not going to be what it's been historically.

MRS. LINDA JORDAN: I have a question. So once they're back up and running, could we do a Re-Grand Opening or how do we kind of get the word out to the community to get them back in the mix?

DR. GABRIEL MORLEY: We will. We'll do -- Dick wants to do a smaller thing than we did when we opened the new one and just have a smaller ceremony. When we opened the new branches, we had a big deal, hundreds of people would come out; we'd have a tent and all kind of stuff. And for the renovations we'll probably just have a new ribbon cutting and maybe just invite local people to come out and see.

We'll just have to see how it goes, 'cause we also have to pay for it. So we'll have to budget for it.

MRS. LINDA JORDAN: Well, I just hope -- yes. I just think that would be important for the community to know, you know, then that way they'll be able to come out and see the renovations, but the word needs to get out some kind of way. And I think a good P.R. piece, whether we do the ribbon cutting or have Commissioners in the various areas go to their libraries and be there for that. Something to think about.

DR. GABRIEL MORLEY: Oh, yes. They'll be there. And we have our communications planned. The website has the up-to-date information; the phone number has up-to-date information. And the Branch Managers, remember, the closed branches, the Branch Manager is still working in that community. They're not in the building, but they're in that community. So people know who those people are. They can talk to them. They'll see people at other branches.

MRS. LINDA JORDAN: Okay.

DR. GABRIEL MORLEY: And we should see an uptick. I mean, I think in all the ones before I got here and all the ones we've opened since I've been here, there's that surge afterward for people who want to come see it and get involved and participate. So I suspect we'll see some good numbers, which will also be not as accurate, you know, because it'll be that upswell, and then it'll level off in 2021, 2022.

MRS. GAYLE H. HOLLOMAN: Yes. That's what happened last time. It leveled off. There was a great deal of excitement in the beginning.

MRS. LINDA JORDAN: Okay.

18-31 MONTHLY FINANCIAL REPORT

DR. GABRIEL MORLEY: And I don't really have anything on the Financial Report. We've hired, I think, every opening we've had. We've just about filled the Librarian Ones.

MRS. GAYLE H. HOLLOMAN: Three Librarian Ones.

DR. GABRIEL MORLEY: Might be still hanging out, and we've got a register, or almost a register for the interim slots we have. So we should have those positions filled. And if you're new to the Board like Nina, then you realize having those positions unfilled creates a Salary Savings that we can't easily access. So it's not too our advantage to have those positions stay open. We're not really saving money for the library. So we want to fill those positions as quickly as possible and -- especially toward the end of the year, 'cause we don't want to get caught at the end of the year and not be able to fill a slot because the County is starting to shut down their processes. So we're pretty close. This is the middle of the year. If you're new, again, and Nina I think knows this already, but Fulton County toward the end of September will stop or start stopping all of their mechanisms. So all of our spending, all of those kinds of things, any procurements we want need to start winding up in the beginning of September. So even though it seems like we still have six months to go, we don't really have six months to go. And then we just sort of ride out November and December and January, really, 'cause they won't approve the

next year's budget until the second meeting in January. So we lose about three months every year.

And we try to plan for it. We pre-buy books and materials so those can still come in because we've already encumbered the money. And anything that's happening in January, Ed can get permission to go ahead and put out purchase orders for those things knowing that that money's going to come once we move into the next year.

So nothing, like I said, outstanding on here. If you remember, we moved extra money for security. Remember, we added security a couple of months ago. So even though it's maxed out, we moved Salary Savings into that line item. So that's okay. Don't worry about that. And the rest are where we want them to be.

CHAIRMAN PAUL KAPLAN: Okay. Any questions?

OLD BUSINESS

CHAIRMAN PAUL KAPLAN: Old Business. And I forgot to put this in here. What's happening with the name change? Where are we at this point?

DR. GABRIEL MORLEY: The name change, the BOC voted, our name, like the law says, is Fulton County Library System. We've been using that on all of our legal documents, all of our grant paperwork. And we were just sort of using Atlanta-Fulton Public Library System as our unofficial nickname.

So, remember, all of you preferred to sort of keep the nickname because it identified us. It gave us some identity about what Fulton County Library System we were talking about, and the BOC did not -- they were not swayed by your argument or my argument. So we've been using Fulton County Library System on everything we have. Al's changed it on everything he has. Dick would like to incorporate our rebranding as part of a comprehensive County rebranding effort. So, again, we may lose some of our identity. I think Gayle, Claudia, and I are trying to resist that, partly because I think what's being obscured is the national reputation we have. To go out and say we're the Fulton County Library System is very different than San Francisco or Chicago or New York. Fulton County just doesn't stand out as a name.

MRS. PHYLLIS D. BAILEY: With what you said, now, then what is the justification for changing it?

DR. GABRIEL MORLEY: The law says it will be known as the Fulton County Library System.

MRS. PHYLLIS D. BAILEY: My question then becomes, the law, as established by the legislature, I understand, and what pushed it through the legislature?

DR. GABRIEL MORLEY: I don't know. That was before I got here. I think Josh knew a little and Joe knew a little --

MRS. PHYLLIS D. BAILEY: I do too.

DR. GABRIEL MORLEY: -- about the three people that wrote the law. And it sounded like two of them had died, right? There was just one -- oh, so just -- still a couple of people.

MR. JOE PIONTEK: It was very intentional, Phyllis.

MRS. PHYLLIS D. BAILEY: I'm sure of it. I'm quite sure it was.

MR. JOE PIONTEK: The intent was to remove that one word.

MRS. PHYLLIS D. BAILEY: Yes, because we talked about it last time that we were here. It was an intentional political move. And in doing so, it deprived the City of Atlanta a voting representative on this Board. And this Board has indicated it's supposed to have a voting representative from Atlanta. But with that move, that political move made by that particular person, they took away that vote as well as the name Atlanta. Now, it just doesn't make any sense.

DR. GABRIEL MORLEY: Well, I'm not -- I mean --

MS. NINA RADAKOVICH: So are they going to change that?

DR. GABRIEL MORLEY: Well, Paula's here. I mean, I don't know that this Board could initiate any legal change of the name. I think that --

MRS. PHYLLIS D. BAILEY: I know that this Board could probably -
-

DR. GABRIEL MORLEY: -- that would have to come from BOC. Part of what Claudia and I have talked about is, as the County rebrands, to sort of let us have our own identity back and just go back to what Paula and I unofficially agreed to more than a year ago about just using that as our legal name and on grants. But then in all other activities identify ourselves as Atlanta-Fulton County.

MRS. PAULA RAFFERTY: The law, the legislation actually says that, although the legal name would be Fulton County Library System, that the library can continue to use Atlanta-Fulton County Library System within the city limits of Atlanta. And so that gave the sort of permission to go ahead and to continue using it informally and to keep from having to incur all the costs of, you know, making new stationary and all those kinds of things.

I think with the action by the Board of Commissioners to say, no, this is the name of the library and to use only one name, we don't really have the ability to -- 'cause they've now taken another step beyond what the legislature said. They said locally it's the funders. No, it's going to be called one thing. And that's the Fulton County Library System.

MRS. PHYLLIS D. BAILEY: I still don't understand the necessity for the change.

MRS. LINDA JORDAN: And when did they make the change? When did the Commissioner make the change?

MRS. PHYLLIS D. BAILEY: The Commissioners didn't do it until, the legislature --

MRS. LINDA JORDAN: I mean the legislature.

MRS. PHYLLIS D. BAILEY: Yes.

MRS. LINDA JORDAN: But when did the Commissioner approve that, the Fulton -- I mean, when did they say we have to say Fulton Library?

MRS. PAULA RAFFERTY: How many meetings ago was that?

MS. NINA RADA KOVICH: It was last week.

CHAIRMAN PAUL KAPLAN: Last Wednesday.

DR. GABRIEL MORLEY: Yes. The BOC was last time, the legislature was three or four years ago.

MRS. LINDA JORDAN: Right. I know it was years ago.

MRS. PAULA RAFFERTY: 2015.

MRS. LINDA JORDAN: So who represented us when it went to the Commission meeting? I mean, who was there to say we didn't want this? And how did -- did we have enough argument? Or I mean, if some of us had been there, we probably could have helped sway it.

MRS. PHYLLIS D. BAILEY: Yes.

DR. GABRIEL MORLEY: Yes. I sent them a formal letter explaining all of our objections and why we wanted to keep the name and they weren't swayed.

MRS. LINDA JORDAN: Wow.

DR. GABRIEL MORLEY: They told me that there are laws they don't agree with, and they have to follow them. We don't agree with this one, we have to follow it anyway.

MR. D. CHIP JOYNER: But was there a vote?

DR. GABRIEL MORLEY: Oh, yes, they voted.

MR. D. CHIP JOYNER: What was the vote?

DR. GABRIEL MORLEY: We forced them to vote.

MRS. LINDA JORDAN: What was the vote? Was it unanimous?

MRS. PHYLLIS D. BAILEY: Unanimous.

MRS. GAYLE H. HOLLOMAN: You could always reconsider.

MS. NINA RADA KOVICH: Commissioner Darnell was not there.

MRS. PHYLLIS D. BAILEY: I knew Mrs. Darnell would not have voted for it.

MRS. LINDA JORDAN: You can always have them reconsider, right? I mean, that's how public --

DR. GABRIEL MORLEY: Well, that's part of what's happening is Dick works on rebranding the County. We're supposed to meet later this week or next week to hash out some of these issues. Because if -- you all remember we're about to buy twenty-four

new monument signs for libraries, so we don't want to waste money putting the wrong name on them. We have ten signs already that say Atlanta-Fulton Public Library. Now, we're going to have some that say Fulton County Library System. So it's a tricky wicket, but they were pretty adamant that we were going to go with Fulton County Library System.

MRS. LINDA JORDAN: Okay.

MRS. PHYLLIS D. BAILEY: And it was -- okay -- unanimous. I thought I remembered that.

MRS. GAYLE H. HOLLOMAN: And we also have to figure out what to do about the two libraries that are Atlanta and DeKalb. It's Kirkwood and East Atlanta, and they pay a million dollars a year to the County which goes into the General Fund. But we do receive that money for those two libraries.

MRS. LINDA JORDAN: What'd they say about? So what's going to happen when the name change?

MRS. GAYLE H. HOLLOMAN: That's what we're -- I'm saying, we don't know what -- what do we do about that?

MRS. LINDA JORDAN: So that needs to be brought back up to Dick and we need to figure out --

DR. GABRIEL MORLEY: Right. That's part of the ongoing conversation. And, truly, Dick's our conduit, right. I mean, he's the one that should be lobbying for these. Todd was our conduit since. Since Todd's gone now, it's fallen on Dick. But we don't have the luxury of time because Dogwood needs to order that monument sign almost today so they can start to manufacture it because Dogwood will be renovated before the end of the year. You know, the sign takes time to be made and then be installed. So that's one of the reasons we're trying to expedite the matter and get it going as quickly as possible.

MRS. LINDA JORDAN: Got you. So let me ask this: Did they know at the time that they could lose two million dollars from those two libraries?

MRS. GAYLE H. HOLLOMAN: It's a million for the two.

MRS. LINDA JORDAN: A million for the -- did they know at the time they could lose that revenue stream? I mean, it comes to us, but it goes, I mean...

MRS. GAYLE H. HOLLOMAN: I don't know that anyone ever thought about it being lost.

MRS. LINDA JORDAN: Oh, so we own -- so they would still be in the -- they would still be a part of us, but then the fact that we're saying Fulton and they're Atlanta-DeKalb, that's a disconnect.

MRS. PHYLLIS D. BAILEY: They don't have a representative. Those two libraries don't have a representative on this board,

because the City of Atlanta's representative was supposed to be representing them. And when you take away the vote from the City of Atlanta, you took away their vote also.

MRS. LINDA JORDAN: So if I was a City person I'd be like, well, why are we -- why are we involved with Fulton County if you're taking all this away from it?

MRS. PHYLLIS D. BAILEY: I agree.

MRS. LINDA JORDAN: That's what -- I'm just saying. I mean, I'm just asking a question.

MRS. PAULA RAFFERTY: The way this Library System was created was the way sausage is created. It's something that you really don't want to know the details about.

MRS. LINDA JORDAN: Right.

MRS. PAULA RAFFERTY: And it has been re-created many times since it was originally formed. And in 2015, it went through its most recent name change. It's had a number of changes over time. But it's always incorporated some of -- a little bit -- a little bit of DeKalb County, all of the City of Atlanta, and all of Fulton County.

MRS. LINDA JORDAN: Right.

CHAIRMAN PAUL KAPLAN: I found out over the times I've been here, if you really want to make change and you could make a public statement, the way is, talk to your Commissioner directly. I call my Commissioner probably once every couple of weeks. I try to keep in touch with him, what's going on. It's the only way you get anything done and find out.

MRS. LINDA JORDAN: I agree. I mean, you know, especially in the community, and they know -- I agree with you, Paul, is calling.

CHAIRMAN PAUL KAPLAN: It's the only way.

MRS. LINDA JORDAN: So we could figure out if we want to leave this as a mute point and let it just roll or are we going to do something about this name? Let it stay as it is 'cause there's nothing we can do, Madam Attorney?

MRS. PAULA RAFFERTY: Well, I wasn't here last week. I wasn't at the BOC meeting, and I didn't actually watch it on television. So I don't know what was actually said. I'd like to go ahead and review the minutes and then I can send you an email --

MRS. LINDA JORDAN: Okay. That will work.

MRS. PAULA RAFFERTY: -- and recap what my understanding is of what was said. And you all can decide based on what I say --

MRS. LINDA JORDAN: Okay.

MRS. PAULA RAFFERTY: -- whether you need to go forward and do something different.

CHAIRMAN PAUL KAPLAN: The big thing right now is we have to get that signage ordered or we're not going to have signs when the library's completed. That's the big one, so... And, also, you talk about signage. We also have signage on the street: This way to Atlanta-Fulton Public Library. I mean, it's all over the streets. And so all those have to be changed, too.

NEW BUSINESS

COLLECTION DEVELOPMENT POLICY - DISCUSSION

CHAIRMAN PAUL KAPLAN: All right. New Business. Collection, are we going to hold that off til next meeting?

DR. GABRIEL MORLEY: Yes. Let's just hold that. I'll email you. What we're trying to do is update the Collection Development Policy for a couple of reasons. The existing policy we have isn't very friendly to self-published authors. When people started self-publishing, originally we were resistant because the materials were often subpar and we were inundated -- libraries everywhere, not just here.

But now that the technology has advanced, what we've done is really come up with a solution where we're going to put those items together so then we'll be able to say we have a collection of local authors. And then that way, you know, people can make a decision for themselves on the quality.

And then we have some other updates to try and be more intentional about what we're doing electronically and digitally, things that we didn't really conceive of earlier. So I'll send you that with the changes. It's also a smaller document, so you'll see some of the stuff that we had in the past is gone. We just don't have those formats anymore. We're not interested in VHS tapes. So some of those things needed to be updated. But you will need to vote on that. I mean, that's a policy decision. So that's something that will have to be voted on by the Board and approved before we can change it.

ELECTION OF OFFICERS

CHAIRMAN PAUL KAPLAN: Okay.

Okay. Next item: Election of Officers. Well, it's been two years, and I've been as a chairman for two years. I became a Chairman when Stephanie Moody was removed from the Board. I ended up being the vice chairman. So I ended up being Chairman. It was very quick. But I enjoyed it. It's fine. If you're going to take these positions, you need to work at it. If you're just going to meet once a month to sit in a chair and then wait to see what happens, it doesn't work that way. You almost have to do it continuously during the time when you're in there. I really believe that. To be an officer, that's what they have to do.

Now I changed -- remember, we changed the by-laws. And I believe that everyone needs term limits. And I put a term limit, as on Chairman, is that one year. And if the Board elects it, you can do it the second year. Nothing after two years.

And my way of making a officer, I think everybody on the Board needs to take turns as an officer. If you don't want to do it, then you skip over that person and go to the next person. Just the way I feel. We did this in Illinois. It always worked well. There were some people on the Board who never wanted to be an officer. That was fine. We just skipped over and went to the next person. Never had a problem with voting at all. It worked well.

So, that being said, I have a vice chairman that's sitting here. And I'm going to ask -- well, we could make a motion, but I'm going to ask you: do you -- can you take the Chairmanship?

MRS. PHYLLIS D. BAILEY: I will take it, but I think that I should defer it to Mr. Joyner because he is a senior member of the team. I think that he needs to make the choice first.

MR. D. CHIP JOYNER: My choice is Ms. Bailey.

CHAIRMAN PAUL KAPLAN: That was good statement.

MRS. PHYLLIS BAILEY: You won that one.

CHAIRMAN PAUL KAPLAN: That was good.

MRS. PHYLLIS D. BAILEY: I -- I will try it, with your help.

CHAIRMAN PAUL KAPLAN: I think you'll be fine. No problem at all. He's a hard guy to work with. Don't worry about it.

MRS. PHYLLIS D. BAILEY: Just as long as you are --

MRS. LINDA JORDAN: She said with your help, Paul. Paul, are you still going to be around?

CHAIRMAN PAUL KAPLAN: Huh?

MRS. LINDA JORDAN: You'll still --

CHAIRMAN PAUL KAPLAN: I'll sit over there. I'll get out of this chair.

MRS. PHYLLIS D. BAILEY: I would like to see you stay as Chair for Construction and Renovation because you know the business.

CHAIRMAN PAUL KAPLAN: Construction and Renovation, there's no problem. I'll be here.

MRS. PHYLLIS D. BAILEY: Yes. I think that'd be a more intelligent choice --

MRS. LINDA JORDAN: I agree.

MRS. PHYLLIS D. BAILEY: -- because he -- you know the business and have done it for years.

MRS. PAULA RAFFERTY: Ladies and gentlemen, you still have to vote.

CHAIRMAN PAUL KAPLAN: Yes.

MRS. PHYLLIS D. BAILEY: Oh, I know.

MRS. PAULA RAFFERTY: And soon to be, Madam Chair, you will have the ability to appoint committees and your chairs.

MRS. LINDA JORDAN: So, Chip, you want to make that motion for Phyllis? We need a motion?

CHAIRMAN PAUL KAPLAN: Go ahead, Chip.

MOTION

MR. D. CHIP JOYNER: I move that we appoint Mrs. Phyllis Bailey to be successor as the new Chairman of the Library Board of Trustees.

CHAIRMAN PAUL KAPLAN: I'll second it.

MRS. LINDA JORDAN: All in favor?

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Congratulations, Phyllis. Okay. So I'll move the gavel over to you.

MRS. PHYLLIS D. BAILEY: I'll need all of you really badly, remember that.

CHAIRMAN PAUL KAPLAN: So now we have vice chairman? Secretary, we have already that. That's -- Zenobia is our secretary. That can continue on. So vice chairman?

MOTION

MRS. PRISCILLA BORDERS: I nominate Chip Joyner for vice chairman.

MRS. LINDA JORDAN: I second it. Unless Joe want -- Joe agree - - Joe seconded it.

CHAIRMAN PAUL KAPLAN: Okay. It was moved --

MRS. LINDA JORDAN: By Priscilla and seconded by Joe.

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

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Opposed? None.

Congratulations, you two. And you take over at the end of this meeting.

Not that I quickly want to get out of here. But it's really been a pleasure. I've enjoyed it. You know something, a couple of years, wait until you see how this place is going to look. Wait until you see all the renovation, all the new libraries, and all the things we have. Not that we're not going to have problems in the next couple of years, but I'm looking forward to it. You know, you can't visualize how it's going to look. And I know that the patrons comes in there, oh, they're just going to throw a couple of tables in there; that's it. We won't. When they come in there, they're going to be really surprised what it's like. And I think this is -- I think that System has come a long way in the last ten, fifteen years. And

I'm looking at you, Chip. You've been here that long. You were on the Board that long. Things have changed. Things, I think, are going -- they're becoming better.

We don't have any one person running everything for five, six, seven years. I just, I believe in term limits. I always have believed in that. So I'm looking forward to what both of you are going to do. So let's --

MRS. LINDA JORDAN: So, Paul, I just want to say thank you for your leadership.

MRS. PHYLLIS D. BAILEY: Yes.

MRS. LINDA JORDAN: I've been here a short period of time, but I must say that you kept me in touch, involved, making sure I know what's going, making sure when I first came in -- I met with Dr. Morley and Gayle and staff members and just keeping us abreast of things, being fair about everything. I really appreciate your leadership.

CHAIRMAN PAUL KAPLAN: Yes. And I appreciate -- I hope things helped you out today and you're going to stay where you're at.

MRS. PHYLLIS D. BAILEY: I'd like to say a special thank you to you, Paul, also, because you made it possible for me to work with this Board and be as helpful as I possibly can. Thank you so much.

CHAIRMAN PAUL KAPLAN: You're welcome.

MRS. PHYLLIS D. BAILEY: I will continue to call on you.

CHAIRMAN PAUL KAPLAN: Well, we'll be fine.

ADJOURNMENT

CHAIRMAN PAUL KAPLAN: If there's nothing else, do I hear a motion to adjourn?

MOTION

MRS. LINDA JORDAN: So moved.

CHAIRMAN PAUL KAPLAN: Is there a second?

MR. D. CHIP JOYNER: Second.

CHAIRMAN PAUL KAPLAN: There's no discussion, right?

MRS. LINDA JORDAN: None.

CHAIRMAN PAUL KAPLAN: Thank you.

*(Whereupon, the Board of Trustees Meeting
concluded at 5:15 p.m.)*

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

July 2018

Summary of June 2018 Activities

Personnel

- Librarian Principal interviews are being scheduled for vacancies at AARL and NESO.
- Librarian Senior interviews will be scheduled immediately following the Librarian Principal interviews.

Bond Update

- The Central Library RFP has closed. We are analyzing three bids and will make a recommendation in order to get BOC approval in August. The Central moving contractor was unable to obtain an insurance certificate, which means we have a 4-6 week delay in order to negotiate with the next bidder.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End) – Exterior work continues. We are still anticipating closures and interior work to begin August 2018.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead) – We have been working with the design team to bring the project scope within our budget. First-look drawings are being developed now.
- Group 3 (Adams Park, Adamsville, Cleveland Ave., Ponce, College Park, East Atlanta) – The BOC approved CT Darnell as the contractor for this project. We expect to have an initial meeting in 4-6 weeks.
- Group 4 (East Point and Fairburn) – East Point and Fairburn are both undergoing renovations at this time. We have not encountered any major issues.
- The Hapeville project is moving forward. The City of Hapeville agreed to a deal with FULCO in order for the library system to build a new Hapeville Library beside the existing library.

VOLUNTEER SERVICES

- Volunteer Services recorded 6,146 hours performed at 31 locations, including six departments at Central, by 703 volunteers, 149 of which were new to the system.
- Branches with the top hours of 301, 270 and 260 included Ocee, Roswell and Alpharetta.
- Branches with the top number of volunteers were Ocee with 64, Northeast/Spruill Oaks with 53 and Milton with 46.
- Roswell, Alpharetta and Northeast/Spruill Oaks had the top number of Friends' hours with 873, 511 and 293 hours respectively.

AUBURN AVENUE RESEARCH LIBRARY

- Opened the Ebon Dooley Collection for research. Ebon Dooley was a renowned community activist, scholar, and poet as well as one of the founding champions of WRFG Radio Free Georgia 89.3 FM.
- In collaboration with the Southern Center for Human Rights, hosted a discussion about criminal justice practices that can lead to innocent people spending years, even lifetimes, in prison for crimes they did not commit. The program, Truth and Justice - the Central Park Five: Rose Scott in Conversation with Raymond Santana, featured Raymond Santana, one of five youth who was wrongly accused of the brutal rape of a jogger in Central Park in 1989.
- In collaboration with the African Americans on the Move Book Club (AAMBC), marking its 10th year anniversary, presented as a part of Black Writers Weekend, the inaugural edition of CreativeCon. This premier event was formulated to be an all-inclusive branding experience for the modern writer of color. CreativeCon was geared to equip authors, screenwriters, and influencers with the contemporary tools needed to succeed in today's competitive literary market.
- In recognition of Caribbean American Heritage Month (2018), with the Georgia Caribbean American Heritage Coalition and the U.S. Citizenship and Immigration Services (USCIS), hosted Citizenship and Integration. This community workshop provided a comprehensive understanding of the naturalization process including where to find immigration information and the general requirements for obtaining U.S. citizenship. This event included demonstrations on the use of technology in the application process.
- In recognition of the 30th Anniversary of the beloved black romantic comedy, Coming to America, collaborated with the African American Film Critics Association (AAFCA), and hosted a screening of this cinematic classic. The event included a post-screening discussion on Coming to America's iconic cult status in diasporic popular culture. The film was released in the United States on June 29, 1988. Eddie Murphy plays Akeem Joffer, the crown prince of the fictional African nation of Zamunda, who comes to the United States in the hopes of finding a woman he can marry.

PEACHTREE

- The library completed four June programs, part of a six week lecture series featuring some prominent art institutions in the Midtown area. The High Museum, The Atlanta Symphony Orchestra, The Alliance Theater, Museum of Design Atlanta, and the Center for Puppetry Arts are participating.
- Peachtree also partners with the American Institute of Architecture and the local Toastmasters to provide programming space and bring awareness of the library to those members.
- Four yoga programs take place each week, with attendance for all between 20-60 people.

PONCE DE LEON

- Anne Vagts, Cassie Davis, and Craig Gaddis shifted books in the Fiction section so there are no longer any books on the bottom shelves.
- Made displays on Hamilton in Atlanta, Library Rocks!, the 50th commemoration of Robert F. Kennedy's assassination, and the World Cup.
- Anne Vagts created a display of reading suggestions from staff and also a way for patrons to suggest titles as well.
- Created a display memorializing Anthony Bourdain and also included materials about suicide prevention.
- We continue to top the Juvenile Picture shelves with books best read aloud. Caregivers have commented that this makes their job of picking out books easier, and gives them a little extra time to leave with something for themselves.
- One of our Summer Reading Kick-Off activities was a tie-dying program with the Atlanta Rollergirls. This is Kat Mills, she loved the shirt she made with AFPLS and wore it in her first Junior Roller Derby Practice.



HAPEVILLE

- The highlight for the month has been the Summer Reading Kick-Off. Activities included Face Painting, a flamingo dancer, the bouncing house, a D.J., teenagers singing for the Teen Idol Challenge, as well as hot dogs, chips, and other treats. The program was very upbeat and festive and well attended by the children and their parents.
- Outreach continues to be important in this neighborhood. We made two visits to the Hapeville Senior Center and delivered 45 books during each visit. A visit was also made to the Country Gardens Assisted Living Facility. The story, "Coming on Home Soon", by Jacqueline Woodson, was read/told to the audience participants. As usual, the story pertained to family which they can relate to and usually jars long forgotten memories. This story describes an African American family during war time. The family lives in the rural south, and the mother goes north to work in Chicago, and leaves her child with the Grandmother. This brought back all kinds of memories of similar situations in their families.

SOUTHEAST

- Daliyah Arana's mother called to inform me that her daughter would be on the Steve Harvey TV Show. Daliyah was librarian for the day here at our branch last year. She is the little girl who read over 1,000 books before kindergarten and has been featured nationally and internationally on television.
- This month we hosted a Consumer Health Information Outreach for National HIV Testing Day. Milton High School students provided guidance and resources to display the consumer health information brochures, HIV poster and computer demonstration of MedlinePlus for library patrons. Milton High School students also created the attached PowerPoint with pictures to illustrate the National HIV Testing Day outreach event highlighting consumer health information activities. This is collaboration between our library, Morehouse School of Medicine, and Sundak Genesan, M.D a CDC employee and Consumer Health Information Outreach Coordinator (Volunteer).
- The Senior Programs/book delivery program is received with much appreciation from the residents at the Veranda. I met with some potential program facilitators and look forward to establishing ongoing engaging programs for our seniors. I've also been asked to come and speak at two more senior facilities in July about the book delivery and onsite programs.
- The HIV Screening Day was a great success. We are looking at offering ongoing weekly testing, food stamps, Medicaid, Hep-C Testing and more all provided by our partner Aniz, Inc. Patrons have been calling and asking about the next test date.

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF JUNE 30, 2018

Doc. #18-36

SERVICE	2018 BUDGET	2018 JUNE	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,363,628	1,041,951	6,789,781	-	6,789,781	47%	7,573,847
PART TIME SALARY	474,978	33,722	225,987	-	225,987	48%	248,991
BENEFITS	7,330,626	547,943	3,361,535	-	3,361,535	46%	3,969,091
BOOKS	2,124,531	266,495	430,935	874,367	1,305,302	61%	819,229
OFFICE EQUIP. REPAIR	19,216	-	2,964	-	2,964	15%	16,252
EQUIPMENT	79,110	839	839	66,316	67,154	85%	11,956
OFFICE FURNITURE	2,082	-	142	-	142	7%	1,940
PROFESSIONAL SERV	112,337	1,399	12,093	34,835	46,927	42%	65,410
COPIER MACHINE LEASE	281,535	19,863	126,555	-	126,555	45%	154,980
COPIER PAPER	19,500	1,937	6,136	7,732	13,868	71%	5,632
SUPPLIES	219,591	10,476	44,109	1,395	45,503	21%	174,088
SOFTWARE MAINTENANCE	396,693	-	-	-	-	0%	396,693
BUILDING RENT	203,641	4,135	83,328	120,305	203,633	100%	8
LYRASIS CHARGES	200	-	-	-	-	0%	200
OTHER SERVICES	199,711	10,823	72,527	8,372	80,899	41%	118,812
SECURITY SERVICES	343,614	35,494	237,225	106,389	343,614	100%	-
TRAVEL	31,180	3,427	12,022	-	12,022	39%	19,158
VEHICLE MAINTENANCE	20,350	-	11,007	-	11,007	54%	9,343
GENERAL INSURANCE	759,530	65,245	381,716	-	381,716	50%	377,814
CONTINGENCY	42,450	-	-	-	-	0%	42,450
TOTAL	27,024,503	2,043,748	11,798,900	1,219,710	13,018,610	48%	14,005,893

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS JUNE 30, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 JUNE	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,073,913	883,887	5,765,048	-	5,765,048	48%	6,308,865
	PART TIME SALARY	474,978	33,722	225,987	-	225,987	48%	248,991
	BENEFITS	6,204,226	463,559	2,851,949	-	2,851,949	46%	3,352,277
	BOOKS	2,124,531	266,495	430,935	874,367	1,305,302	61%	819,229
	OFFICE EQUIP. REPAIR	18,456	-	2,964	-	2,964	16%	15,492
	EQUIPMENT	69,000	839	839	59,095	59,934	87%	9,066
	OFFICE FURNITURE	1,785	-	142	-	142	8%	1,643
	PROFESSIONAL SERV	79,595	775	5,375	13,694	19,069	24%	60,526
	COPIER MACHINE LEASE	256,235	18,060	114,861	-	114,861	45%	141,374
	SUPPLIES	164,896	9,037	19,598	1,251	20,850	13%	144,046
	BUILDING RENT	203,641	4,135	83,328	120,305	203,633	100%	8
	OTHER SERVICES	62,298	641	5,407	2,641	8,049	13%	54,249
	SECURITY SERVICES	343,614	35,494	237,225	106,389	343,614	100%	-
	VEHICLE MAINTENANCE	500	-	-	-	-	0%	500
	GENERAL INSURANCE	575,035	47,890	287,488	-	287,488	50%	287,547
	CONTINGENCY	17,450	-	-	-	-	0%	17,450
TOTAL		22,670,153	1,764,532	10,031,146	1,177,742	11,208,888	49%	11,461,265

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS JUNE 30, 2018

ORGANIZATION	SERVICE	2018 BUDGET	2018 JUNE	2018 YTD	2018 YTD	2018 YTD	2018 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,289,715	158,064	1,024,733	-	1,024,733	45%	1,264,982
	BENEFITS	1,126,400	84,384	509,586	-	509,586	45%	616,814
	OFFICE EQUIP. REPAIR	760	-	-	-	-	0%	760
	EQUIPMENT	10,110	-	-	7,221	7,221	71%	2,889
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	32,742	624	6,718	21,141	27,859	85%	4,883
	COPIER MACHINE LEASE	25,300	1,803	11,694	-	11,694	46%	13,606
	COPIER PAPER	19,500	1,937	6,136	7,732	13,868	71%	5,632
	SUPPLIES	54,695	1,439	24,510	143	24,654	45%	30,041
	SOFTWARE MAINTENANCE	396,693	-	-	-	-	0%	396,693
	LYRASIS CHARGES	200	-	-	-	-	0%	200
	OTHER SERVICES	137,413	10,182	67,120	5,731	72,851	53%	64,562
	TRAVEL	31,180	3,427	12,022	-	12,022	39%	19,158
	VEHICLE MAINTENANCE	19,850	-	11,007	-	11,007	55%	8,843
	GENERAL INSURANCE	184,495	17,355	94,228	-	94,228	51%	90,267
	CONTINGENCY	\$25,000.00	\$0.00	\$0.00	\$0.00	0	0%	25,000.00
TOTAL		4,354,350	279,216	1,767,754	41,968	1,809,722	42%	2,544,628

Fulton County Library System June 2018

Activity and Description	2018		2017		YTD
	June	YTD	June	YTD	
Circulation					
Total number of items checked out of the library	300,505	1,609,351	296,930	1,508,167	7%
Holds					
Number of requests by patrons	54,175	297,024	59,070	320,662	-7%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	440	2,981	534	2,561	16%
Visits					
Number of people entering a library for any reason	330,121	1,955,751	442,619	2,023,777	-3%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	63,367	445,797	112,677	591,248	-25%
Number of hours of computer use	38,287	251,633	371,559	629,042	-60%
Wireless Sessions					
Number of times the library's wireless network is accessed	N/A	79,590	44,903	215,223	-63%
Web Hits					
Number of times people have visited the library's website	732,513	4,101,178	799,809	4,310,280	-4.9%
Online Resources					
Number of times a resource is logged into or a searched performed	111,427	926,468	134,547	881,368	5%
Computer Classes					
Number of classes	10	98	20	143	-31%
Number of attendees	88	861	188	963	-11%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	50,626	261,517	35,356	182,581	43%
Children's programs					
Library sponsored programs offered for children (birth - 12)	533	2,322	490	2,051	13%
Number of people attending programs	20,254	76,589	20,873	74,876	2%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	126	476	88	333	43%
Number of people attending programs	1,654	8,318	1,468	5,235	59%
Adult Programs					
Library sponsored programs offered for adults (18 +)	468	2,813	436	2,552	10%
Number of people attending programs	7,206	41,652	7,949	37,061	12%
Programs - Total					
Library sponsored programs offered - total of all programs	1,127	5,631	1,014	4,936	14%
Number of people attending programs	29,114	126,559	30,290	116,172	9%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	410	2,839	631	4,101	-31%
Number of people attending meetings or activities	5,711	44,029	19,655	59,966	-27%

FULTON COUNTY LIBRARY SYSTEM
CIRCULATION COMPARISON REPORT
JUNE 2018

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	JUNE 2018 DATA	JUNE 2017 DATA	INCREASE/DECREASE	PERCENT CHANGE	YTD 2018 CIRC	YTD 2017 CIRC	INCREASE/DECREASE	PERCENT CHANGE
ADAMS PARK	1,932	766	64	10	2,772	1,849	923	50%	10,893	9,257	1,636	18%
ADAMSVILLE/COLLIER HEIGHTS	1,269	894	77	8	2,248	1,926	322	17%	32,472	10,494	21,978	209%
ALPHARETTA	9,652	17,340	988	148	28,128	33,646	(5,518)	-16%	125,961	165,220	(39,259)	-24%
BUCKHEAD	9,515	10,799	927	43	21,284	12,616	8,668	69%	82,990	64,008	18,982	30%
CLEVELAND AVENUE	1,042	824	82	10	1,958	2,371	(413)	-17%	9,779	11,302	(1,523)	-13%
COLLEGE PARK	1,860	1,403	117	5	3,385	2,045	1,340	66%	11,919	10,558	1,361	13%
DOGWOOD	1,160	823	224	2	2,209	2,086	123	6%	11,368	12,693	(1,325)	-10%
EAST ATLANTA	2,392	3,970	259	15	6,636	6,682	(46)	-1%	33,013	34,105	(1,092)	-3%
EAST POINT	864	311	199	2	1,376	4,052	(2,676)	-66%	19,090	23,147	(4,057)	-18%
EAST ROSWELL	7,426	9,018	522	17	16,983	17,508	(525)	-3%	86,931	87,611	(680)	-1%
FAIRBURN	448	486	70	3	1,007	2,931	(1,924)	-66%	10,186	13,546	(3,360)	-25%
HAPEVILLE	661	496	75	3	1,235	1,546	(311)	-20%	6,976	8,516	(1,540)	-18%
KIRKWOOD	875	1,831	110	5	2,821	3,417	(596)	-17%	17,643	18,732	(1,089)	-6%
MARTIN LUTHER KING, JR	469	297	40	0	806	1,137	(331)	-29%	4,730	6,371	(1,641)	-26%
MECHANICSVILLE	804	1,235	373	9	2,421	1,960	461	24%	12,736	9,585	3,151	33%
METROPOLITAN	3,057	3,736	340	5	7,138	6,098	1,040	17%	36,518	36,720	(202)	-1%
MILTON	5,225	17,039	964	42	23,270	21,765	1,505	7%	107,040	101,363	5,677	6%
NORTHEAST/SPRUILL OAKS	4,647	13,107	857	78	18,689	19,660	(971)	-5%	121,858	100,177	21,681	22%
NORTHSIDE	4,818	7,292	431	109	12,650	17,391	(4,741)	-27%	66,319	80,304	(13,985)	-17%
NORTHWEST	1,736	3,811	255	32	5,834	6,636	(802)	-12%	30,084	32,221	(2,137)	-7%
OCEE	8,472	17,688	1,341	504	28,005	29,173	(1,168)	-4%	164,602	149,581	15,021	10%
PALMETTO	961	1,245	101	3	2,310	2,561	(251)	-10%	10,809	13,731	(2,922)	-21%
PEACHTREE	3,261	3,489	296	121	7,167	5,962	1,205	20%	43,525	34,017	9,508	28%
PONCE DE LEON	6,590	5,304	424	44	12,362	11,476	886	8%	69,159	66,940	2,219	3%
ROSWELL	9,804	10,695	866	70	21,435	23,663	(2,228)	-9%	125,593	118,697	6,896	6%
SANDY SPRINGS	11,669	12,921	1,032	77	25,699	19,704	5,995	30%	124,962	100,004	24,958	25%
SOUTHEAST	1,276	1,967	100	1	3,344	3,078	266	9%	18,171	19,306	(1,135)	-6%
SOUTH FULTON	3,125	3,933	318	11	7,387	8,621	(1,234)	-14%	38,844	41,620	(2,776)	-7%
SOUTHWEST	1,820	2,530	170	7	4,527	4,811	(284)	-6%	23,235	24,615	(1,380)	-6%
WASHINGTON PARK	905	830	63	13	1,811	1,667	144	9%	10,998	9,841	1,157	12%
WEST END	1,265	596	80	3	1,944	1,456	488	34%	9,706	8,843	863	10%
WOLFCREEK	4,711	5,667	655	49	11,082	9,810	1,272	13%	52,062	50,307	1,755	3%
BRANCHES TOTAL	113,711	162,343	12,420	1,449	289,923	289,304	619	0%	1,530,172	1,473,432	56,740	4%
CENTRAL	6,372	1,149	128	24	7,673	7,460	213	3%	57,679	34,399	23,280	68%
OUTREACH SERVICES	94	102	14	0	210	166	44	27%	1,805	336	1,469	1360%
AUBURN AVENUE	2,488	189	18	4	2,699	0	2,699	5760%	19,695	-	19,695	100%
SYSTEM TOTAL	122,665	163,783	12,580	1,477	300,505	296,930	3,575	1%	1,609,351	1,508,167	101,184	7%

FULTON COUNTY LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
JUNE 2018

AGENCY NAME	JUNE CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	2,772	669	2,146	5,326	32	521	3	36	1
ADAMSVILLE/COLLIER HEIGHTS	2,248	810	1,732	6,026	25	569	6	49	0
ALPHARETTA	28,128	2,937	1,877	16,520	63	1,359	11	418	2
BUCKHEAD	21,284	2,486	1,613	15,960	35	1,285	33	274	4
CLEVELAND AVE	1,958	586	1,505	6,394	24	747	11	67	7
COLLEGE PARK	3,385	835	2,316	4,535	7	611	2	32	0
DOGWOOD	2,209	381	1,062	6,122	13	272	17	148	40
EAST ATLANTA	6,636	1,154	1,466	6,723	9	328	17	148	8
EAST POINT	1,376	1,051	-	425	4	183	0	0	0
EAST ROSWELL	16,983	1,612	1,456	6,776	57	1,320	15	139	23
FAIRBURN	1,007	1,125	244	835	14	522	10	69	0
HAPEVILLE	1,235	275	1,192	3,743	39	781	3	39	0
KIRKWOOD	2,821	656	469	2,326	18	375	3	31	2
MARTIN LUTHER KING, JR	806	267	1,546	15,960	8	258	0	0	0
MECHANICSVILLE	2,421	409	993	3,962	16	321	10	180	0
METROPOLITAN	7,138	1,215	4,026	11,584	37	897	45	653	0
MILTON	23,270	1,967	967	11,181	72	1,633	5	84	10
NORTHEAST/SPRUILL OAKS	18,689	1,476	664	19,127	43	1,392	19	194	0
NORTHSIDE	12,650	1,463	540	9,723	18	431	6	72	8
NORTHWEST	5,834	1,095	2,570	8,299	25	981	17	223	12
OCEE	28,005	2,663	1,124	19,641	62	1,001	10	81	4
PALMETTO	2,310	409	1,059	4,742	10	475	0	0	0
PEACHTREE	7,167	1,240	1,668	6,450	31	605	6	101	3
PONCE DE LEON	12,362	2,025	1,879	22,159	65	684	11	94	10
ROSWELL	21,435	3,095	1,801	16,800	48	1,079	7	107	15
SANDY SPRINGS	25,699	3,353	2,005	25,921	99	1,733	9	155	8
SOUTHEAST	3,344	885	1,631	4,875	28	1,086	24	344	0
SOUTH FULTON	7,387	2,285	4,516	3,869	14	1,223	81	516	0
SOUTH WEST	4,527	1,543	3,040	15,500	18	720	0	0	0
WASHINGTON PARK	1,811	472	1,971	9,285	14	333	2	26	25
WEST END	1,944	557	0	4,109	40	863	3	85	29
WOLFCREEK	11,082	1,355	2,373	13,922	48	1,286	15	936	9
BRANCHES TOTAL	289,923	42,351	51,451	308,820	1,036	25,874	401	5,301	220
CENTRAL	7,673	2,937	11,916	19,159	44	375	0	0	11
OUTREACH SERVICES	210	36	0	0	33	2,226	0	0	0
AUBURN AVENUE RESEARCH	2,699	28		2,142	14	639	9	410	0
SYSTEM TOTAL	300,505	45,352	63,367	330,121	1,127	29,114	410	5,711	231

FULTON COUNTY LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
2018 2ND 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	5,617	884	4,944	9,130	52	814	10	111	3
ADAMSVILLE/COLLIER HEIGHTS	25,987	1,085	5,247	14,987	47	829	18	197	4
ALPHARETTA	30,183	3,941	7,871	47,751	179	4,173	22	3,397	10
BUCKHEAD	33,682	3,305	5,120	47,103	98	3,729	99	2,587	13
CLEVELAND AVE	3,510	757	4,391	14,245	60	1,513	28	223	18
COLLEGE PARK	5,184	1,105	7,320	11,109	37	1,091	4	50	0
DOGWOOD	4,250	495	3,106	16,767	39	569	25	257	66
EAST ATLANTA	12,145	1,511	4,808	17,293	30	1,083	56	499	21
EAST POINT	5,011	1,558	4,896	7,795	31	898	30	257	6
EAST ROSWELL	31,268	1,966	4,458	51,138	132	2,571	46	480	36
FAIRBURN	2,932	1,471	1,422	6,165	32	982	32	250	9
HAPEVILLE	2,318	365	3,566	10,547	51	920	7	104	1
KIRKWOOD	5,883	851	1,890	5,166	50	1,191	14	140	8
MARTIN LUTHER KING, JR	1,621	361	5,625	47,103	23	500	0	0	0
MECHANICSVILLE	4,464	551	3,160	11,242	35	675	26	372	13
METROPOLITAN	12,725	1,588	12,265	31,538	121	2,005	148	2,038	1
MILTON	39,146	2,618	2,191	27,438	164	4,143	18	320	26
NORTHEAST/SPRUILL OAKS	39,294	1,947	2,427	63,825	119	3,690	65	463	6
NORTHSIDE	23,346	1,950	1,709	33,067	39	983	13	106	25
NORTHWEST	10,816	1,454	6,734	23,736	68	2,114	42	1,082	34
OCEE	57,099	3,632	3,077	59,311	161	3,112	12	119	17
PALMETTO	4,178	532	5,091	13,704	23	981	6	100	0
PEACHTREE	14,519	1,810	4,397	18,921	96	1,955	17	187	8
PONCE DE LEON	23,609	2,458	6,523	66,028	140	1,467	27	190	15
ROSWELL	41,822	4,047	3,734	49,800	127	2,435	19	325	26
SANDY SPRINGS	45,093	4,454	6,490	68,698	251	7,228	35	513	34
SOUTHEAST	6,467	1,139	5,151	18,329	61	1,864	47	623	0
SOUTH FULTON	13,479	2,937	14,385	20,559	36	1,559	275	1,640	6
SOUTH WEST	10,556	2,023	11,440	45,500	40	1,035	92	1,218	0
WASHINGTON PARK	3,639	625	5,364	28,794	34	827	9	70	90
WEST END	3,927	733	3,323	9,872	74	1,275	12	161	75
WOLFCREEK	19,052	1,747	6,762	42,206	117	2,947	63	2,011	33
BRANCHES TOTAL	542,822	55,900	168,887	938,867	2,567	61,158	1,317	20,090	604
CENTRAL	15,504	4,041	36,388	52,308	178	2,026	36	942	32
OUTREACH SERVICES	378	41	-	0	103	6,732	0	0	0
AUBURN AVENUE RESEARCH	9,225	50	680	6,355	46	1,985	14	556	0
SYSTEM TOTAL	567,929	60,032	205,955	997,530	2,894	71,901	1,367	21,588	636

FULTON COUNTY LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
April, May, June 2018

	April	May	June	2nd Quarter Total	2017 Year to date (Apr-Jun)	2018 Year to date (Apr-Jun)
• Total Customer Comments Received:	184	154	115	453	813	872
• Types of Comments:						
▪ Compliment	11	6	9	26	87	92
▪ Suggestion	39	22	5	66	72	117
▪ Complaint	22	7	7	36	47	56
▪ Inquiry	112	119	94	325	607	622
• Format of Comments:						
▪ Emails	176	147	106	429	736	803
▪ Postcards	8	7	9	24	73	69
▪ Direct Contact					4	4

FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

April, May, June 2018

- **463 comments were received during the quarter.** The majority of comments were directly related to processes and procedures such as holds, circulation, collection development, bookmobile service, fines, classes, events with fewer than five concerns over buildings. The second highest numbers of comments were for services provided by staff with overall ratings of excellent.
- A sampling of complimentary quotes received include:
 1. Metropolitan – “The staff is just the best!”
 2. Wolf Creek – “Staff members are informed and friendly”.
 3. Eats Roswell - ‘Staff went beyond the call of duty”
 4. Central – “Program was excellent and well attended.”
 5. Sandy Springs - “Sandy Springs staff are the best”.
- **35 disappointments and 64 suggestions for improvement** were received during this quarter indicating patrons felt the service they received that time was worse than what they had experienced in the recent past.
- A sampling of quotes received appears below:
 1. Building too hot!
 2. WIFI issues
 3. Library needs fax service