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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

APRIL 26, 2017



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TABLE OF CONTENTS

TOPIC	PAGE #
BOT MEETING AGENDA	3
VERBATIM MINUTES	4-40
DIRECTOR'S REPORT	41-43
MONTHLY FINANCIAL REPORT – TOTAL LIBRARY	44
MONTHLY FINANCIAL REPORT – BY ORG TYPE	45-46
MONTHLY USAGE SUMMARY	47
MONTHLY CIRCULATION REPORT	48
MONTHLY SYSTEM STATS-AT-A-GLANCE	49
QUARTERLY SYSTEM STATS-AT-A-GLANCE	50
QUARTERLY CUSTOMER SERVICE COMMENTS	51
QUARTERLY CUSTOMER SERVICE SNAPSHOTS	52

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
APRIL 26, 2017



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Revised

**Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor
April 26, 2017 – 4:00 p.m.**

AGENDA

- I. Adoption of Agenda Doc. #17-18 Tab #1
- II. Approval of Verbatim Minutes from Regular Meeting of March 22, 2017* Doc. #17-17 Tab #2
- III. Chairman's Report
- IV. Director's Reports Doc. #17-22 Tab #3
 - A. Monthly Financial Report Doc. #17-19
 - B. Monthly Usage Summary Doc. #17-20
 - C. Quarterly Customer Service Report Doc. #17-21
 - D. Quarterly Library Closure Report
- V. Old Business
 - A. Library Bond Program – Update
 - B. Board of Trustees Bylaws* – Update
 - C. Survey – Update
- VI. New Business
 - A. Salary Savings and Potential Areas for Budget Changes – Update
- VII. Public Comments
- VIII. Executive Session
 - A. Personnel Matters
- IX. Adjournment

*Action is anticipated on this item.

Doc. #17-17



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

MARCH 22, 2017 – 4:00 P.M.

CENTRAL LIBRARY – 6th FLOOR BOARD ROOM

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Board of Trustees Meeting, 22 March 2017



Members Present

Bailey, Phyllis D., Vice Chairman
Borders, Patricia
Burke, Jamilica
Joyner, D. Chip
Kaplan, Paul, Chairman
Taylor, Josh, Secretary

Absent:

Thomas, John R.

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

Thomas, Harriet – Chief of Staff to Commissioner Lee Morris
White, Daniel – Assistant to Commissioner Liz Hausmann

Chairman Paul Kaplan called the meeting to order at 4:00 p.m. at the Atlanta-Fulton Public Library System.

Transcript Legend

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

TABLE OF CONTENTS

CALL TO ORDER..... 5

17-13 ADOPTION OF AGENDA..... 5

MOTION..... 5

17-12 APPROVAL OF SUMMARY MINUTES FROM REGULAR MEETING OF FEBRUARY 22, 2017..... 5

MOTION..... 5

17-12 APPROVAL OF VERBATIM MINUTES FROM REGULAR MEETING OF FEBRUARY 22, 2017..... 5

MOTION..... 5

CHAIRMAN’S REPORT..... 5

17-16 DIRECTOR’S REPORTS.....10

17-14 MONTHLY FINANCIAL REPORT.....18

17-15 MONTHLY USAGE SUMMARY.....19

FOUNDATION REPORT.....20

OLD BUSINESS.....21

LIBRARY BOND PROGRAM – UPDATE.....21

STRATEGIC PLAN ON OBJECTIVES AND MEASURES OF PERFORMANCE - UPDATE.....25

17-07 MEETING ROOM POLICY – POLITICAL ACTIVITY DISCUSSION.....25

POSITIONS PLANNING TO FILL AND OPEN POSITIONS – UPDATE.....25

BOARD OF TRUSTEES BYLAWS – UPDATE.....25

DIRECTOR REVIEW.....27

NEW BUSINESS.....27

FUTURE AGENDA ITEMS.....27

EXECUTIVE SESSION.....37

MOTION.....37

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

CALL TO ORDER

CHAIRMAN PAUL KAPLAN: Okay. I'd like to call this Board of Trustees meeting, Central Library, 4 o'clock, March 22, 2017.

17-13 ADOPTION OF THE AGENDA

CHAIRMAN PAUL KAPLAN: I need the Adoption of the Agenda. Any additions of -- additions to it? I have two additions I want to put in. One would be probably under New Business called Future Agenda Items. I'm going to call it that. And we also need an Executive Session also.

Anybody else want any additional items or corrections?

Do I hear a motion to adopt the agenda as amended?

MOTION

MR. JOSH TAYLOR: So moved.

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

MS. JAMILICA BURKE: Second.

CHAIRMAN PAUL KAPLAN: All those in favor say aye.

(Whereupon, all said aye.)

CHAIRMAN PAUL KAPLAN: Opposed? None.

17-12 APPROVAL OF THE SUMMARY MINUTES FROM REGULAR MEETING OF

FEBRUARY 22, 2017

CHAIRMAN PAUL KAPLAN: Okay. Approval of the Summary Minutes of the Regular Meeting of February 22, 2017.

MOTION

MR. JOSH TAYLOR: I move they be adopted.

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

MS. JAMILICA BURKE: Second.

CHAIRMAN PAUL KAPLAN: All those in favor say aye?

MRS. PHYLLIS D. BAILEY: Abstain.

CHAIRMAN PAUL KAPLAN: One abstain.

(Whereupon, one abstained.)

17-12 APPROVAL OF THE VERBATIM MINUTES FROM REGULAR MEETING OF

FEBRUARY 22, 2017

CHAIRMAN PAUL KAPLAN: Okay. Approval of the Verbatim Minutes of the Regular Meeting of February 22, 2017.

MOTION

MRS. PHYLLIS D. BAILEY: Mr. Chair, I move for Adoption of the Regular Minutes.

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

MR. JOSH TAYLOR: Second.

CHAIRMAN PAUL KAPLAN: Any corrections or anything? If not, all those in favor say aye?

(Whereupon, all said aye.)

CHAIRMAN'S REPORT

CHAIRMAN PAUL KAPLAN: Chairman's Report. Well, I'm going to make it very brief. Just a couple of things. One, I talked to Felicia Whitaker concerning the Request for Proposals, how they're going along. Everything is on time as of late yesterday. So I would say very hesitantly it looks like -- she indicated to me another few weeks almost all the RFPs will be out and things are moving along, so... They had a good attendance at one of the meetings -- and maybe, Gabe, you were at the meeting -- I was not there.

DR. GABRIEL MORLEY: Uh-uh (negative).

CHAIRMAN PAUL KAPLAN: You were not.

DR. GABRIEL MORLEY: I think forty people showed up for this one.

CHAIRMAN PAUL KAPLAN: Yes. I'm very excited about it. People are really interested in it. Something -- we talked about the TAD money. We discussed at that time -- I'm just saying this out in the open -- I checked into library mobile vans. I will tell you, I don't know when we could get the TAD money or if we can get it. If we want to get these mobile vans, I think we need to start moving on it or at least get the TAD money because I did some research on it. These mobile vans, by the way, are not inexpensive. The ones that I looked at -- and I did a couple of searching in different states -- they're around two hundred to two hundred fifty thousand dollars each. The thing that some libraries had a problem with is in some of these vans they were kind of what they call a commercial vehicle, so they had to have a license person that can drive commercial vans just like a truck driver. Never even thought about something like that. And they said that the maintenance cost in some of these to maintain it -- and I asked the librarians hours and so on and so forth -- is around twenty thousand dollars a year. So it's not just getting the van. And since the van is going to belong to us, who maintains it, the fuel for it and all the things that go along with it? So I would think -- I'm going to ask Gabe about that -- the TAD money -- I know that's not on here right now -- where are we at with that?

DR. GABRIEL MORLEY: Well, at the last meeting we approved that plan to earmark five hundred thousand for those vehicles and then distribute the rest --

CHAIRMAN PAUL KAPLAN: Right.

DR. GABRIEL MORLEY: -- as this Board sees fit as we progress. But I can tell you, we're not looking at anything that big because --

CHAIRMAN PAUL KAPLAN: Okay. I --

DR. GABRIEL MORLEY: -- we identified those same issues and knew that it was going to be a losing proposition on maintenance --

CHAIRMAN PAUL KAPLAN: That's why I'm bringing it up.

DR. GABRIEL MORLEY: -- and for driving. And so they want something they can -

CHAIRMAN PAUL KAPLAN: Something they can just drive themselves.

DR. GABRIEL MORLEY: -- drive themselves and that's not going to be too difficult to maneuver through the city and all around. So they're looking at smaller options, I can tell you that.

CHAIRMAN PAUL KAPLAN: Okay.

MRS. GAYLE H. HOLLOMAN: And we've also --

MR. JOSH TAYLOR: What's the timetable on --

DR. GABRIEL MORLEY: I can have something --

MR. JOSH TAYLOR: -- and the process?

DR. GABRIEL MORLEY: -- ready, you know, next month. That gives them that time they had last month and this month. They went Monday down to West Georgia Regional Library to study their different vans. They already have an Outreach Program, so they went to look to see what --

MR. JOSH TAYLOR: Who is they in this case?

DR. GABRIEL MORLEY: -- some of the strengths and weaknesses -- Oscar and Christina --

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: -- the two Outreach people.

MR. JOSH TAYLOR: Good.

DR. GABRIEL MORLEY: So they went to get some firsthand experience and find out what worked and what didn't work because they're doing like Paul, they're going through and evaluating, do we need a F-350 Ford van or can we get by with a small Winnebago or what's going to work best for what they're planning to do? I think they'll be ready next time. I told them the money's there. We're ready to go. And they're anxious too. You know, they want to get these things, but we want to get something that we know we can keep on the road because of our previous experience with the existing Bookmobile, so...

CHAIRMAN PAUL KAPLAN: I'm just bringing it up. Even though it's taking time to get all the contracts together and get these libraries started, all of a sudden it's going to be there and we won't have a van. So I'm thinking about that. Things are going to move along. And so if you feel that we're going to get the money, then we're going to have to go in front of the BOC at that point or is this just something we don't have to do for the van?

DR. GABRIEL MORLEY: I don't think so.

CHAIRMAN PAUL KAPLAN: Is the van going to belong to Fulton

County? It's going to be part of their property?

DR. GABRIEL MORLEY: Yes.

MRS. GAYLE H. HOLLOMAN: Who's purchasing it, the Foundation, right?

DR. GABRIEL MORLEY: No, us.

CHAIRMAN PAUL KAPLAN: No. We are.

MRS. GAYLE H. HOLLOMAN: We are. Okay. I don't think we have to go if we're financing it.

DR. GABRIEL MORLEY: That's what I mean. If we can --

MRS. GAYLE H. HOLLOMAN: And we no longer have to have a -- you do not have to have a CDL we found that out.

CHAIRMAN PAUL KAPLAN: So we purchase it and we maintain it.

MR. JOSH TAYLOR: It's just like any other library equipment or material.

CHAIRMAN PAUL KAPLAN: Correct.

DR. GABRIEL MORLEY: It'll go through Felicia. I mean, we'll have --

CHAIRMAN PAUL KAPLAN: So it goes through Felicia.

DR. GABRIEL MORLEY: -- to go through the purchasing process. But the money we allocated last time.

MR. JOSH TAYLOR: Yes. It just requires, I think, the selection of it. And then the BOC will, because of the size of the purchase, will -- they'll have to sign off on it. So we just need -- that's why we need to move the paperwork forward.

CHAIRMAN PAUL KAPLAN: That's why I'm -- that's what I'm eventually doing because these are going to come up so quick on this thing.

I was at a meeting with -- Gayle was there. We met with Chairman Ellis, Bob Ellis. It was myself, Gayle, Ellis Kirby --

MRS. GAYLE H. HOLLOMAN: Al Collins.

CHAIRMAN PAUL KAPLAN: -- Al Collins, the person from the company -- I have his card his card in my -- in there.

MR. JOSH TAYLOR: Another contractor?

CHAIRMAN PAUL KAPLAN: No, not the contractor. This is the -- they oversee --

MRS. GAYLE H. HOLLOMAN: Who? I can't remember who it was.

CHAIRMAN PAUL KAPLAN: Beth -- excuse me. I know if I had these cards in front of me...

DR. GABRIEL MORLEY: Is it furniture?

MRS. GAYLE H. HOLLOMAN: No. This one wasn't there.

DR. GABRIEL MORLEY: Bibliotech? James Chester?

MRS. GAYLE H. HOLLOMAN: No, it wasn't James.

CHAIRMAN PAUL KAPLAN: It would be -- I put it in my wallet. Well, it's Heery/Russell. That was Evan Jahn.

MRS. GAYLE H. HOLLOMAN: Oh, Evan.

CHAIRMAN PAUL KAPLAN: Isn't that funny, I couldn't think of Evan.

MRS. GAYLE H. HOLLOMAN: Yes, Evan Jahn.

CHAIRMAN PAUL KAPLAN: And we talked -- we went to two libraries. We went to Roswell. I'm just giving you a little bit of an update. We went to Roswell. And Commissioner Ellis wanted to know, you know, what are we talking about? What are we doing here? What are we going to do? Is it going to look like a new library? I mean, he really just wanted to know and have a feel for it. And we explained everything. He kind of understood it. We walked around the building. We had some additional things he thought about, like a patio out there, out on one side. We talked about taking some of the packaged air conditioning units that are down in a hole, maybe get into a smaller unit or a split system.

The long and short of it is we only have so much money. If we spend it all one library, guess what, we're going to be short on the other end. So we really have to get it down to exactly what we're going to do. We have lighting and carpeting and signage and computers and self-check machines, and all the HVACs equipment and the plumbing and the electrical. There's a lot going on with these things. We talk about an eight-month construction period just for the month -- for Roswell.

Roswell and Sandy Springs are big libraries. And Sandy Springs is probably going to take the same amount of time. So do we, you know, since they're so close together we thought about -- and that's something that I know you're going to do is that maybe we'll close Roswell or close Sandy Springs and leave Roswell open so people can go there so we don't have them both closed. Otherwise, some will go to East Roswell and some will go to Buckhead. So it's coordination getting it all together. But it was very informative.

We went over to Sandy Springs. We walked around, did the same thing over there. And -- so he had an idea of what it is. And he said he's kind of watching over things. I don't know if he's in charge of all the libraries or if he's overseeing the whole project. I'm not quite sure. I think Lee might be involved with it. The feeling I get is that Chairman Ellis is pretty much into it.

Yes?

MRS. PHYLLIS D. BAILEY: Are we going to do the same thing on the south side?

CHAIRMAN PAUL KAPLAN: All of them. They're all logged, all a little different, all in different categories.

MRS. PHYLLIS D. BAILEY: I know that --

CHAIRMAN PAUL KAPLAN: So you got big libraries --

MRS. PHYLLIS D. BAILEY: -- Commissioner Darnell will want to be a part of that too.

CHAIRMAN PAUL KAPLAN: Yes. So, anyway, I just wanted to give you an update. So I'll keep your abreast as we going along. And certainly Dr. Morley will keep you abreast and Gayle will. It's going to be an interesting project to say the least.

17-16 DIRECTOR'S REPORTS

CHAIRMAN PAUL KAPLAN: Okay. Monthly Financial Report. Have everybody gone through it?

Let's go to Chairman's Report before I jump over to you. Go ahead. You have your report.

DR. GABRIEL MORLEY: That was you. You were Chairman's Report.

CHAIRMAN PAUL KAPLAN: Okay. Since I'm the Chairman, let's give the Director's Report.

DR. GABRIEL MORLEY: Yes. For the Director's Report, I'm going to keep it short today. This was the bad news that I was going to tell Paul. We filled two of those positions that we've been talking about for months and months. So this is how those clusters break up now. Remember we went from -- we had two Branch Group Administrators who were doing seventeen branches each. So now we have four Group Administrators who are going to do eight branches each. And so those two people were Kimberly Snoddy-George, the Milton Branch Manager, and Marcia Divack, the Alpharetta Branch Manager. So now there's a vacancy at Milton; a vacancy at Alpharetta, but we promoted those two into these Branch Group Administrator roles. So you can see the way we divided these clusters. And this is almost exactly what you saw before. We've shuffled a couple of them around.

And remember, we did this intentionally so we didn't stack the deck for any single cluster. So we have branches in each cluster that are new; branches in each cluster that are going to be renovated; branches in each cluster that are large and busy; branches in each cluster that are not so large and not so busy. So there's a variety in each cluster. Because part of our goal, remember, is to get them to work together, to help mentor each other and not penalize groups by being geographically linked or giving them some advantage.

I mean, we know Roswell's Friends are going to kick in fifty thousand dollars worth of money every year. So it's unfair to stack the deck in some cases. So they're excited. Today is actually their first day on the job. So we'll see how this goes. They've already been involved in some other things I saw on an email between meetings today.

And we think they'll do well. I mean, Gayle and I, you know, we

have a good idea of the people who work here, and these are two high performers. If you all know who they are, then you know. They've been great librarians at their branches. I think we interviewed maybe eight people --

MRS. GAYLE H. HOLLOMAN: We did.

DR. GABRIEL MORLEY: -- maybe seven. You know, it's a change. You really have to want to move into this role because you're separating yourself in some cases from the day-to-day library work. And some people just didn't want to do it. They declined to even be interviewed. But we -- we're satisfied with who we got. And we're happy with that.

We still have some more vacancies to fill, but this, this also speaks directly to Josh's email about the Salary Savings we've accumulated because we budgeted for these two jobs beginning January 1. And since we never filled them until now, that Salary Savings was able to accumulate. And it wasn't our fault, remember, that we didn't fill them until now. We were ready to go, but we had some challenges to overcome. Same with some of these other empty positions, but we're making progress. I think the Librarian I register closed. Because remember from our last group of promotions, that left some Librarian I slots open. So those are ready to be filled in the next couple of weeks.

And part of what Gayle and I are doing is trying to push those decisions down to these Group Administrators, so they've come on right at the right time where they can now participate in hiring these people for these branches and help take some more ownership of what's happening, which is what we need to do. Because you see as these construction issues start to ramp up, somebody's got to address those. And if we're busy doing something else, those things are getting pushed aside, which we don't want to happen.

So we're a little bit later than we wanted to be, but we're in the position we wanted to be. And we still have a few more to go. Remember, we created seven new positions, and this was two. So we still -- well, and we filled the two Outreach earlier through a different mechanism. So we still have a few to go. But one of the things we found, because of Fulton County System, we don't just want to advertise for the official job title because that doesn't specify what we're looking for. So to say we want Library Manager doesn't necessarily say we're looking for somebody with computer expertise and SIRSI experience. So what we did was hire these two so we can close this register and then open another register with a different ad so we'll get people who are truly interested in what we're advertising.

Because we bumped into that several times where people show up and say, well, I don't want to do this job. Then why did you come to the interview? Because we don't specify in that ad what the job is. So we're working on that too.

What else was I going to say? Oh, the survey. Gayle and Claudia, and Ed and I met about the survey. You all remember last year when I got here the survey was either being implemented -- so it's been a year almost. A few more weeks and we'll be at the year mark. So Gayle has looked at some from some other places. We met for an hour or so a couple of days ago. We had been over the last couple of weeks coming up with different ideas about where we wanted to go. And we really looked at what do we want to know now? I mean, there are a lot of things we could potentially ask people, but what's important to us now for our decision making, not three years from now? So it was very similar. I think all -- we had some of the questions from last year. We struck a couple of those questions. We added a question that I thought was absolutely the most important, which was income level, because I think income range or income level has a greater impact on our service than anything else. So partly what we want to do is find out about income.

We also had been trying to figure out how to ask if people brought a child. Because the last survey -- you're assuming adults are filling it out -- so we may miss a segment there. And Gayle found a good question today where it does say, did you bring a child? It says how many kids are in your household? So it gives us a better idea of our library users, people with children in a specific area. Are they childless in a specific area? So I think that's a good one. Those are things that we want to know programming-wise and library-wise because those things affect our decision-making more so than are you a man or a woman? In some ways that's helpful, but not really. We have to still make too many assumptions about what kind of programs do women prefer versus men.

MR. JOSH TAYLOR: Is there any difference in the survey mechanism? Because I think, you know, last year the turnout was much lower than previous years. And there's a self-selection process, you know, we use that basically says --

DR. GABRIEL MORLEY: Well, we spent almost all our time talking about that actually. I thought we were going to be talking about the questions, but from the people who had been here before, that was the biggest concern. And we talked about deploying it on our computers, any public computer at the library. You know, in order to get into the Internet you've got

to click through the survey. But we're also talking about something we've just done with Milner voting where we ask each branch to recruit a specific number of whatever it is. In the Milner's case it's votes. So for example, we could ask each branch to collect two hundred. So then when we add up all our branches, now we're at six thousand give or take. And we think that assigning that number may be helpful in getting the branches to participate. But one of the most important things that we talked about was also not just surveying library users. Because part of what we're doing everyone knows, is trying to get to people that are non-users. So we've talked about getting with the Group Administrators and say letting two people go to Publix grocery store to do the survey, or someplace outside the library where we'll get to people who are not already self-selective like Josh said; they're already a library user; they've already sat down at our Internet. So the question that says, do you use library Internet? Yes. I mean, that's going to be a hundred percent pretty much.

So we want to have all those different strategies in place. We also want it to be short, two to three minutes, a handful of questions, but still give us the information we want. Because we tossed out several questions that would naturally lead to follow-up questions and they just got bogged down. And we said, you know, is that going to be worth it especially at this time when we know we're renovating? Because a lot of our time, we know, let's be honest, that's why we've crafted a Strategic Plan the way we did. It's going to be usurped by this renovation. So we didn't want to ask a lot of questions that we would not be able to remedy if there was an issue. So we were careful about that.

We haven't finalized the questions. We only had one marketing question. I would prefer to have a couple of more marketing questions. And we had no Outreach questions. And I think while we have their attention, if our emphasis is on Outreach, we ought to ask some Outreach questions.

MR. JOSH TAYLOR: Yes. I think that's a great idea. And the demographics, quite honestly, are probably going to be pretty stable. And there are other ways to get that. By Zip Code, there's a very detail profile by Zip Code. And you know, each branch, you know, is fairly well concentrated in several Zip Codes. So I would say go for what you want to know. The demographics maybe don't need to be as heavy as they were in the first survey.

DR. GABRIEL MORLEY: Yes. And it's hard even then to say, you know, are twenty years old that different from thirty-five. You

know, we're still making huge guesses even though we have that data. But we did put education level. Because part of what we believe anecdotally is that the more educated you are the less likely you are to use it, and the wealthier you are the less likely you are to use. But we need some concrete data that contradicts that or supports that because that affects our programming; it affects the materials we collect. Actually, I talked to a woman today and the first thing she said was, I'll just get whatever I need on Amazon Prime. Right, because you can afford it. So if that's the case, then I know I don't need to cater to you. Unless we say we're in a position where let's try to win these people away from Amazon Prime, which I think we're making that case but through an outreach effort, you know, because that's the level of service that's going to compete with the Amazon Prime. So we should have this. I don't -- you know I'm independent. I don't believe we need your approval for the survey. But if you're interested, we can send you a finalized version and you can vote to approve it if you want. But we were going to run it for a month, too, so that we had time to be thorough and get it into places. And we were hoping to do it in April, but we could certainly start after the April meeting if you all want to approve it or look at it.

CHAIRMAN PAUL KAPLAN: As far as I'm concerned, you know, send it to us. Let us look at it. But I don't think you need our approval.

MR. JOSH TAYLOR: Yes. I don't think you need our approval.

CHAIRMAN PAUL KAPLAN: I'd like to see it.

MR. JOSH TAYLOR: Just let us see it so if we have any thoughts we can give them to you.

DR. GABRIEL MORLEY: Yes. And you all can help push it. I mean, because part of it, you know, is we want to get to different people; all ages, all races, all parts of the community. And you all know from last year, every now and then it'll be one little cluster will fill out a couple of hundred. And so we need a better breadth of coverage. So it'll be important to get some help from all of you to push it out to people you know, to places you go, to groups you meet with that we may not regularly come in contact with, or that may ignore us in the context of the library.

You come in the library; you want to fill out a survey? No. Josh gives it to you, maybe you say yes, you know. So we want to make sure we get people at different times and...

MR. JOSH TAYLOR: Are there any other methods that other libraries use and that you used in your previous experience?

DR. GABRIEL MORLEY: We talked about -- I mean, one that we

really liked was a full page ad in the paper. But Claudia said that was fifteen to twenty thousand bucks in the AJC.

MR. JOSH TAYLOR: For that, we could hire a firm to do a telemarketing study.

DR. GABRIEL MORLEY: Well, we talked about that too. I think Gayle mentioned doing some kind of robo-call. And Roger Rupnow told me today he's gotten three or four of them recently from the congressional elections. So it's making the rounds. And that's something we could consider if we make it a priority and use that Salary Savings --

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: -- because you know we didn't budget.

MR. JOSH TAYLOR: Right. That's what I'm thinking is that the Salary Savings could pay for some of these things.

DR. GABRIEL MORLEY: Yes, one time things.

MR. JOSH TAYLOR: Yes. We could do --

MRS. PHYLLIS D. BAILEY: What would be the cost of something like that?

DR. GABRIEL MORLEY: I don't know for the robo-call. Now, there's other smaller papers too where that cost would be driven down, you know, like the Roswell Neighbor. You know, we could get a full page ad in there. And essentially what you do is just run the survey on the newspaper. They can fill it out on the newspaper and just drop it at the library. They'll re-input the info.

MR. JOSH TAYLOR: Yes. I would suggest you look at some telemarketing terms because they are truly randomized in terms of their approach. And they reach out as opposed to requiring somebody to respond.

DR. GABRIEL MORLEY: Well, it helps us get to places we're not thinking of.

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: You know, we talked about the radio access. Obviously, you know, we're pulling access in-house so we'll have more control over it, better frequency. But we're still trying to figure out where we're going to deploy all those things. So I think we're on track. We ought to have a good number. We're also committed to having the staff involved. And we -- I don't know that we had a lot of that. You know, when I got here and asked, a lot of staff was kind of put off by it saying we're surveyed to death. We don't have time. We don't want to do it. And, consequently, we don't get the data we need to help us make better decisions. So we hope this time we can give them an i-Pad. We're in a better position, I think, for them to be mobile and go out and attack this survey in the

community.

MR. D. CHIP JOYNER: Have we tried through the Facebook page? Because you can target very specific --

DR. GABRIEL MORLEY: I don't know if they did Facebook last year or not. I know Claudia would love it. I can't believe she didn't come running in here.

MRS. GAYLE H. HOLLOMAN: Claudia would love it. But we have not done that in the past. We didn't have a -- we didn't have the staffing to be able to manage all that. Now, she is very much into Facebook and all the social media.

DR. GABRIEL MORLEY: And we've done some other things behind the scenes too. We've downloaded thirty or forty thousand email addresses.

MRS. GAYLE H. HOLLOMAN: Forty-eight thousand she said.

MR. D. CHIP JOYNER: Forty-eight thousand?

DR. GABRIEL MORLEY: So we're building a database that we haven't had before of direct contact with some of our patrons. So even if five percent of those forty-eight thousand respond that would be great for us. That was our whole total last year, so...

MR. D. CHIP JOYNER: There's a -- I've seen some success where a particular ad space, if you just create a QR reader code, you put that in a trade or somewhere, or even on business cards, and young people particularly, they can't walk by a QR without -- they click on the button.

MRS. GAYLE H. HOLLOMAN: They cannot. My son cannot walk by one without --

MR. D. CHIP JOYNER: And it'll take you straight to the survey. It could take you straight to the Facebook page. The survey could be on there. But, also, you can tell the Facebook to identify persons who have ever gone to the library site and find them. It'll click the Zip Code. So it does tremendous target marketing for minimal, minimal cost. You can set a budget of twenty dollars and it'll find out people.

MRS. PHYLLIS D. BAILEY: It sounds good.

DR. GABRIEL MORLEY: Yes. If that gets us to a group that we know we're going to have trouble getting to, you know, if young people jump onboard. Because otherwise, where are we going to reach them, you know? I'll pass that on to her. That's a good one. That was a -- until we have Executive Session.

CHAIRMAN PAUL KAPLAN: Okay. All right.

I've got a question to ask you: There's -- really ought to -- two benches are being donated to Adams Park Library. Do we have to go through that thing where it has to go in front of the BOC because two benches are being donated? No money. Can't we get

around that?

DR. GABRIEL MORLEY: If you're --

CHAIRMAN PAUL KAPLAN: I'd like to know why do we have to do it. I'm looking at you, Gayle. Why? If the two benches are being donated, it's going to go outside the building, why does it go in front of the BOC?

MRS. GAYLE H. HOLLOMAN: Because the County will assume responsibility for it. So you go sit on that bench and it falls over and it hits you in the head and you end up with a problem, the County would be responsible for that. So they want to know. They just want to know.

CHAIRMAN PAUL KAPLAN: Do you know how long -- it takes so long --

MRS. GAYLE H. HOLLOMAN: I know.

CHAIRMAN PAUL KAPLAN: -- to get these things through.

MRS. GAYLE H. HOLLOMAN: I know.

CHAIRMAN PAUL KAPLAN: It could take three months to get it through. We find the time to get on their -- but that's the way it is, right? I'm looking at Paula. I see you back there. You're smiling, and you're nodding your head, yes, that that means she's correct.

MRS. PAULA RAFFERTY: Yes, you have to put it through. And, yes, if you give me the information, we can have it done next month.

MRS. PHYLLIS D. BAILEY: Oh, now that's interesting.

CHAIRMAN PAUL KAPLAN: Well, that's good. Okay.

MRS. GAYLE H. HOLLOMAN: That's good.

MRS. PHYLLIS D. BAILEY: Yes.

DR. GABRIEL MORLEY: I think they actually already installed it. I tried to bypass the process under the table.

CHAIRMAN PAUL KAPLAN: Well, I'm sorry I even said anything.

DR. GABRIEL MORLEY: Somebody brought it up. Ellis and I worked out a deal.

CHAIRMAN PAUL KAPLAN: And I see the Volunteer Services, it was seven thousand two hundred and thirty-nine hours was reported last year, which is --

MRS. PHYLLIS D. BAILEY: Beautiful.

CHAIRMAN PAUL KAPLAN: -- that's fabulous. I think that's over from last year. I can remember what it was, the final.

MRS. GAYLE H. HOLLOMAN: I can't remember what it was last year.

CHAIRMAN PAUL KAPLAN: Okay.

DR. GABRIEL MORLEY: Yes. And you have those invitations for the Volunteer Recognition which is coming up April 22, I think. And I didn't make a Maintenance Report. But when you brought up Volunteer Services that reminded me, a pipe burst on the first

floor and flooded down there. We had people come in and remediate and fix the pipe. They shampooed the carpet. They fogged and everything. It should be taken care of.

CHAIRMAN PAUL KAPLAN: I did this -- I did talk to Ellis Kirby concerning that break. And I also talked about what they call destructive testing. That's something we're probably going to have to do in this building. And what I mean by destructive testing, you take the piping that's there -- that's existing -- and you cut a hole in it. And you analyze the metal on the piping, or cooper, depending on what it is. And if it looks like it started to deteriorate, then guess what, you have to start -- you have to replace the mains.

I hate to put everything into this building here -- any of the other libraries and find out that we didn't do destructive testing. And the next thing you know, geez, guess what, we got a broken main. And there goes our ceiling; there goes our carpet. That's something we discussed about that. So it's going to be -- especially this building here -- especially this one.

17-14 MONTHLY FINANCIAL REPORT

CHAIRMAN PAUL KAPLAN: Okay. The next thing is the Monthly Financial Report. Is there any questions or anything on it? Everybody read through it?

MR. JOSH TAYLOR: I think my question is why are Fringe Benefits so far below salaries as a percentage? You know, it just seems like in normal accrual accounting you would accrue it month by month in the same amount approximately of the salaries.

DR. GABRIEL MORLEY: I don't know. Good question. It may be some part-time people that don't have those benefits. We have some salary corrections to make. Gayle and I are working on that with some existing employees. But that shouldn't affect... I don't know. I don't know the answer to that.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: I can ask Ed, though.

CHAIRMAN PAUL KAPLAN: And Professional Services are what? Just what -- I see that under Public Service Operations. What's Professional Service? What does that pick up? It's a forty thousand dollar budget allocation. What does that...

MR. JOSH TAYLOR: Actually, under Fringe Benefits, I think I was looking at the wrong number, Gabe. That was in February rather than year-to-date. So it is pretty much tracking.

DR. GABRIEL MORLEY: Don't worry. I'm --

CHAIRMAN PAUL KAPLAN: Do you know what the Professional Service is? It's on the -- under Public Service Operations. You can see it, the last page.

DR. GABRIEL MORLEY: Yes. I don't know what we spent fifteen hundred --

CHAIRMAN PAUL KAPLAN: Oh, I don't care about that. I mean, just what does it cover? What does Professional Service cover?

DR. GABRIEL MORLEY: We'll have performers in there for programs. I mean, I don't know where --

MRS. GAYLE H. HOLLOMAN: Things of that nature.

DR. GABRIEL MORLEY: -- where I.T. charges us for certain things. I don't know if that's under Professional Service.

CHAIRMAN PAUL KAPLAN: I just was wondering what it covered that's all.

MRS. GAYLE H. HOLLOMAN: I think that's like when we get a drop or something done --

DR. GABRIEL MORLEY: That's when I mean --

MRS. GAYLE H. HOLLOMAN: -- I.T. charges us.

DR. GABRIEL MORLEY: -- all of these.

CHAIRMAN PAUL KAPLAN: Okay.

MRS. GAYLE H. HOLLOMAN: Things like that.

DR. GABRIEL MORLEY: Anything -- you know, if the County has cameras installed from an outside vendor, that would be a Professional Service. The court reporter, I think that's rolled up into Professional Service.

CHAIRMAN PAUL KAPLAN: Yes. It probably is. Okay.

DR. GABRIEL MORLEY: You know, because security has their own line item.

CHAIRMAN PAUL KAPLAN: Yes.

DR. GABRIEL MORLEY: And we haven't had too many. We'll have some more for Summer Reading.

CHAIRMAN PAUL KAPLAN: Okay.

17-15 MONTHLY USAGE SUMMARY

CHAIRMAN PAUL KAPLAN: How about Monthly Usage Summary? Anybody -- I see we're down on a couple of Circulation from last year. And --

DR. GABRIEL MORLEY: Yes. We're down a bunch. I mean, that's a consistent trend --

CHAIRMAN PAUL KAPLAN: Yes, I know.

DR. GABRIEL MORLEY: -- Circulation wise. And I mentioned to you in an email I sent you, I mean, part of what I want to do, though, is not get too worried about it month-to-month --

CHAIRMAN PAUL KAPLAN: Right.

DR. GABRIEL MORLEY: -- but look at a longer three or five year trend and see what's happening and see if anything has balanced that. Has computer usage gone up, you know? What could have been some reasons for these things, you know, before we get worked up over them?

CHAIRMAN PAUL KAPLAN: I'm not worked up at all. I just --

DR. GABRIEL MORLEY: I know. But I look at them, too, and I get worked up because you don't want that trend to continue. But if there's something we can put out -- and I'll tell you a good example. We had -- it was a small branch in Dequincy, Louisiana. And the Circ dropped about six hundred items a month. So at the end of the year when we looked at, we're down almost ten thousand items. And we really couldn't account for it. So we talked to the Branch Manager. We had some long discussions. And finally what we realized was two big families left Dequincy. And it was two big home schooling family; one had eight kids and one had six kids. And they would come to the library twice a week and each kid would load up on materials. So when we started subtracting what they had historical circulated -- or checked out -- that accounted for the drop. But what it did was alert us too to these other little situations like that. You know, if there are three people that come and use the library every day and then they stop coming, now you've just lost ninety hits a month. So when you multiply it for the year -- so we really started looking -- and I told you all before, we got hyper-local on a lot of things to really see what was happening. And when we identified those issues we stopped looking so much at the numbers in aggregate because it's the age old percentage thing. If you have ten and lose one, you've lost ten percent. You have a hundred thousand and you lose a hundred, the percent change isn't as great. And I don't know that that's the case here. I'm just saying it's a common example in libraries when we start looking at how things are affected. And I want to be sure that we're addressing the real issue, you know. Because in some cases it may not be worth it if we drop a hundred items a month that may not be a big enough deal for us to worry about. If we can pick up a hundred a month, is that worth it. I don't know. It depends on how intensive it is. But we want to have a good understanding of the issues before we address them.

CHAIRMAN PAUL KAPLAN: Any other questions on the financial -- or on the Usage Summary at all?

FOUNDATION UPDATE

CHAIRMAN PAUL KAPLAN: Okay. Foundation Update.

DR. GABRIEL MORLEY: I can give you a quick update.

CHAIRMAN PAUL KAPLAN: Yes. You were at the --

DR. GABRIEL MORLEY: They voted to hire a new Executive Director. They're director, Cara Haynie resigned. And so they voted today to offer the job to a woman who has done some

consulting, some independent fundraising work. She worked for Emory for awhile. And I haven't heard back whether or not she accepted the job or not. They're also considering hiring an administrative helper to do some of the day-to-day data entry type stuff.

They also welcomed a new board member last month, Luisa Cardona, joined the Foundation. And this month, Delano Ford, who's the Director of Teach for America in Atlanta or Georgia or --

MRS. JAMILICA BURKE: Metro Atlanta.

DR. GABRIEL MORLEY: --metro Atlanta. He's a Morehouse grad. He worked for the Recovery School District in New Orleans for a long time. He's got an MBA from Cornell. So -- and I was telling Jamilica, it's good to get some new people on the Foundation that are younger, too, with some different contacts. Because a lot of them know the same people and it's a small group. So I hope that will pay dividends for the Foundation. And, ultimately, I think they're trying to redesign the Books for Babies Program and get it amped up again. It sort of died out. So Stephanie Moody is working on that project with Christina Rand, who is our Children's Outreach person. And that's probably -- yes, that's good enough.

CHAIRMAN PAUL KAPLAN: Okay.

OLD BUSINESS

LIBRARY BOND PROGRAM - UPDATE

CHAIRMAN PAUL KAPLAN: Under Old Business, Library Bond Program.

DR. GABRIEL MORLEY: Yes. The only real update is we finally scheduled a meeting with Hogan. So you remember when we started this process back in October and November. And we're just now next week going to have that meeting. So I know all of you are just as worried as I am about the pace of these things. And I'm like Paul, I think Felicia's committed to making these go much more quickly --

CHAIRMAN PAUL KAPLAN: Yes, she is.

DR. GABRIEL MORLEY: -- than this one has. But we meet next --

MRS. GAYLE H. HOLLOMAN: Tuesday.

DR. GABRIEL MORLEY: -- Tuesday with Hogan. And we will have our kickoff meeting. Gayle and I talked again this week about getting with the tech people so we can have that meeting. We're trying to meet with Al separately so we can have that meeting. We briefed the Group Administrators so they can be involved. You know, we want as many of our people touching these projects as possible so we get what we want how we want and not let someone else control our story.

So that's good news. I think all indicators that Hogan can do the job and do it quickly. He built Wolf Creek. They're fully

competent. It's just been a lengthy process --

CHAIRMAN PAUL KAPLAN: Yes, it has.

DR. GABRIEL MORLEY: -- to get us to this point. And remember, you know, we don't really want to interrupt Summer Reading. So don't get over anxious and think something's going to start immediately. We want to get through the summer, finish out Summer Reading. They need time to meet with each branch. They've got to have a Public Meeting with each branch twice. One time to get input and then a second time to sort of say, hey, here's what we're looking at as the design.

MR. JOSH TAYLOR: When do you think we'll have a schedule for those?

DR. GABRIEL MORLEY: I mean, they may be --

MRS. GAYLE H. HOLLOMAN: They might be ready to rock and roll too because --

DR. GABRIEL MORLEY: Yes. Because they have a schedule and they have a cost estimator. When they came and met with us, they had individuals for each one of these jobs. And I suspect they will be ready to go as quickly as we are. Because in the interviews, we even told them, can you start sooner rather than later? And they said, we'll do whatever you want. So I think when we have that initial meeting with them we express to them. They'll meet with us a couple of times; Al a couple of times. And maybe end of April or May they ought to be ready. Because I think their urgency is going to be in having the meetings so they can start designing. Because there's no way for them to design until they have the meetings. So they're just stretching everything out. And I'm like Paul, I think they would prefer to have all that time in the construction end and not be --

CHAIRMAN PAUL KAPLAN: Not the other way.

DR. GABRIEL MORLEY: -- not be stuck six, seven, eight months on design and then scrunched on the build-out. So I bet they'll get on it.

CHAIRMAN PAUL KAPLAN: A little bit about the Public Meeting -- Gayle you can correct me if I'm wrong -- if I -- I heard at that meeting is that the idea was that first they have the Public Meeting. Say, the first Public Meeting the architect will be there, the designer will be there, and listen to what people are talking about.

MRS. GAYLE H. HOLLOMAN: Yes.

CHAIRMAN PAUL KAPLAN: The second meeting we were going to actually put a print up for the public. Now, this is -- correct me if I'm wrong -- some kind of drawing -- or some kind of drawing of what was proposed so that the public can see it. The

people who come to the library can look at it. And at the next meeting discuss it, you know, what the thinking is. There's supposed to be two meetings is how it's going to work.

MRS. GAYLE H. HOLLOMAN: It's supposed to be two meetings, and sometimes the renderings are available, but it just depends on if we're at that stage or not. I don't know that they will be. But we hope they will be. That's what we did before. We had a lot more time and we were doing primarily new buildings.

CHAIRMAN PAUL KAPLAN: New construction.

MRS. GAYLE H. HOLLOMAN: So, you know, the new construction is probably a little easier for them to get to. So I don't know. No one's said yet, but I'm hoping that that will be one of the things we'll discuss --

CHAIRMAN PAUL KAPLAN: Okay.

MRS. GAYLE H. HOLLOMAN: -- and we'll know as part of the timeline.

CHAIRMAN PAUL KAPLAN: All right. Now, when is that meeting on Tuesday, and is it here?

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

CHAIRMAN PAUL KAPLAN: What time?

MRS. GAYLE H. HOLLOMAN: At --

DR. GABRIEL MORLEY: I don't remember the time.

MRS. GAYLE H. HOLLOMAN: --10 or 10:30.

DR. GABRIEL MORLEY: Something like that.

CHAIRMAN PAUL KAPLAN: Okay 10 or 10:30. Okay. That's fine.

DR. GABRIEL MORLEY: Just leave your house at 5 a.m.

MR. JOSH TAYLOR: Spend the night.

CHAIRMAN PAUL KAPLAN: After today's trip down here, I might as well sleep here. Find a room in this place and sleep.

MRS. GAYLE H. HOLLOMAN: It's at 10 a.m.

CHAIRMAN PAUL KAPLAN: 10 o'clock. Okay.

MRS. GAYLE H. HOLLOMAN: In this room.

CHAIRMAN PAUL KAPLAN: Okay. Strategic Plan, Objective and Measure and Performance Update on that.

DR. GABRIEL MORLEY: Yes. I --

MR. JOSH TAYLOR: Paul, before we go to that --

CHAIRMAN PAUL KAPLAN: Go ahead.

MR. JOSH TAYLOR: -- on the schedule, is it possible that they will be able to do these concurrently or some of them concurrently where they're not like in the same geographic area? Because if you do eight months for Roswell and eight months for Sandy Springs, that's sixteen months.

DR. GABRIEL MORLEY: That's our hope.

MR. JOSH TAYLOR: And the others hopefully would fit in there someplace.

DR. GABRIEL MORLEY: And I think they understood that when we talked to them.

MRS. GAYLE H. HOLLOMAN: They did.

DR. GABRIEL MORLEY: I mean, we're trying not to create the desert. I mean, they can work on four simultaneously as long as it's not Roswell and Sandy Springs simultaneously. You know, if they spread them out, we're fine with that. That's what we planned for originally --

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: -- that we could disperse users to other places. But it may come down to it, remember. And everybody is aware of this, I mean, we may get to a point where we have to overlap some closures. And I was telling Gayle the other day, I went to a meeting Monday night and a woman said, just give me your email and I'm going to be the first one to complain. Why don't you right now? Go ahead and lay it on me. But we are anticipating that. You know, we don't want to get bogged down in the complaints. We know those things are going to happen. We're doing the best we can. We're trying to plan it out. But, inevitably, there are going to be instances when we're going to have to overlap. And the contractor knows that. We've mentioned it every time we talk to them that that's --

MR. JOSH TAYLOR: I think the sooner that we can have a plan scheduled -- and obviously things happen that cause that schedule to shift -- but the more you communicate it to the communities involved and have plans for how to respond to the issues, the better off we'll be.

DR. GABRIEL MORLEY: Yes. We -- that marketing plan is ready. We talked to Claudia again yesterday. She just needs that timeline to drop it in to all those mechanisms so we can distribute. That's all we're waiting for, too, is that timeline. But I suspect they will need a little bit of time themselves. They've already been going around looking at some of the branches themselves. So they're getting an idea of what's going to be necessary and what's going to be needed. And I'm like you, I think they're professionals. They have some kind of schedule worked out based on ordering, labor availability, subcontractor availability. And I think they will be able to move fairly quickly once it gets going. And, remember, they've done this before. They've built multiple libraries simultaneously, multiple schools simultaneously, so it's not new to them either.

CHAIRMAN PAUL KAPLAN: It's going to take -- yes, don't forget -- I only want to talk about these for a second -- we got all the libraries. And, also, we're not only dealing with one

contractor. We're going to deal with several different contractors. And each one is a little bit different than the other one. And I like -- I really -- like all the construction schedules I've seen over the years every week we would have a meeting with the owner's repers -- one of you. Well, guy said, really, I just couldn't get the parts. Can I have a couple of more days? And this is how it starts to bring out -- that graph gets longer and longer. You have to somehow clamp on that. And they're supposed to be pretty good about keeping things together, so...

MRS. GAYLE H. HOLLOMAN: Well, we usually have two meetings a week, so that's what we --

CHAIRMAN PAUL KAPLAN: Two meetings a week, okay.

MRS. GAYLE H. HOLLOMAN: Yes, two meetings a week. And it's going to be interesting.

CHAIRMAN PAUL KAPLAN: Yes, it is. It always is. It's always interesting.

STRATEGIC PLAN ON OBJECTIVES AND MEASURE OF PERFORMANCE - UPDATE
17-07 MEETING ROOM POLICY - POLITICAL ACTIVITY DISCUSSION

CHAIRMAN PAUL KAPLAN: Okay. What about the --

DR. GABRIEL MORLEY: Yes. Strategic Plan and (d) Meeting Room Policy, I didn't finish those. I was out for a week this month, and the Meeting Room Policy sort of died down. And I suspect you all saw Bill Edwards --and I forgot the other person's name -- but they'll be in the runoff for South Fulton Mayor.

MRS. PHYLLIS D. BAILEY: The two of them, just the two of them?

DR. GABRIEL MORLEY: Yes. I think it was --

MR. JOSH TAYLOR: It would be the top two.

DR. GABRIEL MORLEY: It was Bill and --

MR. JOSH TAYLOR: Bill and it's either Rafer Johnson or somebody else who was close.

DR. GABRIEL MORLEY: Ben Curry. Does that sound... Something. But some of that's died down. You know, all of the -- they were all back and forth with each other over where they could meet and all. And I just didn't get back on that.

POSITIONS PLANNING TO FILL AND OPEN POSITIONS - UPDATE

BOARD OF TRUSTEES BYLAWS - UPDATE

DR. GABRIEL MORLEY: We talked about (c) the positions we're planning to fill.

Paul has the Bylaws. You have -- actually, you have (e) and (f).

CHAIRMAN PAUL KAPLAN: Yes. Okay. So as far as the Library Bond Program, there's really no update other --

DR. GABRIEL MORLEY: No. We're meeting tomorrow.

CHAIRMAN PAUL KAPLAN: You know what's going on.

DR. GABRIEL MORLEY: Like you said, those other RFPs are due back. The project management, the Heery/Russell component, remember, their contract already expired. We extended it to the end of May. Those are due this week. So we'll be able to jump on that hopefully next week.

CHAIRMAN PAUL KAPLAN: I think -- I think they'll do well. I think they'll get...

DR. GABRIEL MORLEY: And the week after that should be Central designer, you know.

CHAIRMAN PAUL KAPLAN: Yes.

DR. GABRIEL MORLEY: So these next two or three weeks, when we meet at our next meeting in April, we should have a lot more information about the Bond Program.

CHAIRMAN PAUL KAPLAN: Trustees, I don't have anything for you right now. Let me interpret this first. I'm talking about the Bylaws. And what we're looking at Phyllis and Priscilla and the attorney sitting right back there, Paula -- discussing with her several times -- we're going to do a couple of different changes on the Bylaws. Kind of update the -- one position as far as the officers of the Board. You've always met with a committee of three and then you would have the slate of officers to pick them in June. Well, I'd like to see it as an open session. I've been this way. This is the way I usually do a Board is that, you know, everybody needs to take a position. Everybody needs to have an opportunity to be the chairman or vice chairman, and we just go around the table.

Now, there might be some people who don't want to do it. Then we'll kind of skip over them and go to the next person. But mine's up in June. And we have a -- if somebody wants to take a -- we'll talk about that when it gets to it. We'll -- you'll see the Bylaws. Like, we've done some verbiage and some changes on that. That's the one thing.

The other thing is on the excused absences. I have -- I'm putting in a whole section with excused absences. You'll see that in the Bylaws. We're working on that. I'll have everything to you at least two weeks prior to the next Board meeting so that we can vote on it. It's what's required. I'll email everybody on it. I'll show you what the changes are. And we'll get that done.

And the other thing is the position of secretary and also I'm changing that some things that our court reporter does. This is something I'm just putting together. So we're going to make some changes. We'll see what you want. We'll vote on it and see where we go from there. That's all I have on that one.

MR. JOSH TAYLOR: On the minutes, I don't know that this needs

to be in the Bylaws, but sometimes exhibits are handed out during the meeting and they don't end up in the minutes. So my recommendation is that when you put together, you know, the next month's book attach the exhibits that are handed out.

DR. GABRIEL MORLEY: Yes. That's my fault. I'll just give you one when I pass them out.

DIRECTOR REVIEW

CHAIRMAN PAUL KAPLAN: The next thing is the Director Review. I'm not going to discuss it right now. It's going to be in the closed session anyway. I'm not there yet at this point. I'm working with Dr. Morley on it. And I'll have stuff together for you. I have to have it done and back to your office in April, right?

DR. GABRIEL MORLEY: Yes.

CHAIRMAN PAUL KAPLAN: Well, it won't make it until June. We'll do what we can. We'll discuss it. That will be in Executive Session because it's dealing with personnel. So I have nothing for you right now. We're trying to work this thing out. Any questions on that portion? No? Okay.

NEW BUSINESS

FUTURE AGENDA ITEMS

CHAIRMAN PAUL KAPLAN: Under New Business, Future Agenda Items. I think everybody received an email and Josh gave everybody a copy of this email. It's concerning Future Agenda Items. When I first look at it -- and we'll discuss this around the table -- first of all, Josh as well as myself, we're not trying to run -- Dr. Morley or Gayle, we're not trying to run what you do. But it was just he put in things that you probably have thought about, you know, the computers, the parking and all that. It isn't telling you what to do. It's just showing things that he talked about. And you certainly, Josh, can talk about it. But what does the Board want to see in the Future Agenda? Is any of these items in here important to you? Are you curious about them? You should be. But are -- any questions on it? Everybody have a copy of theirs in front of them?

Chip, you've been on the Board for a -- since John's not here, you're the next longest that has been here. So what do you think of what we have listed over here?

MR. D. CHIP JOYNER: Which of the emails? I can't recall.

CHAIRMAN PAUL KAPLAN: That came from Josh.

MR. D. CHIP JOYNER: There are a couple.

CHAIRMAN PAUL KAPLAN: The Future Agenda, the Future Items.

MR. JOSH TAYLOR: It's March 14.

MS. JAMILICA BURKE: The new Future Agenda Items in 2017?

DR. GABRIEL MORLEY: You know, some of those things --

CHAIRMAN PAUL KAPLAN: Some of those things like Projected Salary Savings, that's fine. Budget is fine. I'm talking about Profile New Branches; the new Customer Survey, which we just talked about -- new Customer Survey. The other one is Book Purchasing Plans and Current versus New Staffing Model. And, well, Gabe --

MR. JOSH TAYLOR: I would say all of these with the exception of the Profile New Branches really tie into the budget. And I guess it's trying to understand kind of the makeup of what drives the budget. In the case of Profile New Branch features, you know, I had emailed I guess Gayle with this as kind of a starting list. It doesn't have to be a final list. But it just seems to me it's useful in our communications with the public to say, our new branches have these kinds of features and capabilities. And in some cases we want to be able to replicate that in the renovations. In other cases we don't have enough budget to do that, so we're going to do something different. So it's part of our communications process.

And, frankly, I've been to probably three or four of the new branches. They're wonderful. But I don't have a picture in my mind of what the, you know, what the functionality that we provided in those new branches compared to the existing branches. So I think that would be useful for us as a Board to understand.

DR. GABRIEL MORLEY: Yes. We had some of that. But we never had it all in one spot.

MRS. GAYLE H. HOLLOMAN: It's not in one, as I've indicated, it's not in any one place. I mean, you've got -- I think it's very useful to have it in one document. So we can definitely work through the Branch Group Managers to make that happen.

MR. JOSH TAYLOR: Okay.

MRS. GAYLE H. HOLLOMAN: I think it serves us well.

DR. GABRIEL MORLEY: We talked about that a couple of weeks ago and then again yesterday.

CHAIRMAN PAUL KAPLAN: And I think some of the Commissioners don't know. That's a fact.

DR. GABRIEL MORLEY: And remember -- to put it in context, everybody's not going to be the same.

CHAIRMAN PAUL KAPLAN: That's right.

DR. GABRIEL MORLEY: Everybody's not getting four self-check machines. The West End doesn't have the traffic or the need for four self-checks.

MR. JOSH TAYLOR: Well, exactly. It's got to be geared to the -

-

CHAIRMAN PAUL KAPLAN: Everyone's going to be --

DR. GABRIEL MORLEY: But the danger is putting it out and people misinterpreting the word equity. You know, equity is not about having the exact same. It's having what you need for your community, you know. So we want to be careful when we just start distributing these things and people start comparing numbers and say, well, why are there ten computers here and twenty here? Well, because Southwest is enormous and they have a ton of computer use. You don't need all those computers. You only have two hundred people a month use your computer. So that's -- I mean, keep in mind, you know, as we distribute this information because Gayle and I every day receive -- she told me the other day somebody said Sandy Springs is going to be the first one to be renovated. So how did that come about, you know? And every day we get questions from people about things that they heard or misheard or believe they've heard.

MR. JOSH TAYLOR: Well, it was in a Branch Manager's meeting that Madigan heard that probably Sandy Springs would be first, okay. And I went to their last Friends meeting, and she did a wonderful job of reporting no, uhs, ands, or buts -- she's a good speaker -- of exactly what was discussed in that meeting. So that's where it came from.

DR. GABRIEL MORLEY: Now we know, Sandy Springs Friends.

MR. JOSH TAYLOR: Well, and it's your Branch Managers, okay, just to be clear.

DR. GABRIEL MORLEY: But, truly, I mean, and Gayle and I talked about this yesterday, Sandy Springs is in the first group.

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: So if you want to be persnickety about it, yes, they're first compared to everyone. But that's what we're constantly backtracking dealing with the rhetoric behind some of these things.

MR. JOSH TAYLOR: I understand.

DR. GABRIEL MORLEY: But we're in agreement that it's nice to have one single document we can look at. And it's nice for the public to get one sense to be able to say all these places have meeting rooms or study rooms. So it's a valuable tool. I just want you all to be aware, too, that those tools are easily manipulated for --

MR. JOSH TAYLOR: But it's got to be related to the Usage. And we have the statistics, hopefully, to show that.

DR. GABRIEL MORLEY: Oh, yes. We've got all kinds of stats.

CHAIRMAN PAUL KAPLAN: So I'm looking at the rest of the Board. You, Phyllis, what do you look for? When you see our agenda items and stuff in here, is it stuff that you want to see?

MRS. PHYLLIS D. BAILEY: I am concerned about the element of how these things are determined. On the basis of Usage you say, which means that you're going to have the Roswell, so what have you, to get the majority of whatever you've gotten.

CHAIRMAN PAUL KAPLAN: Uh-huh (affirmative).

MRS. PHYLLIS D. BAILEY: Okay. How then do you determine what's going to be put in at say Southwest or Hapeville?

DR. GABRIEL MORLEY: Same way. With those same stats. You know, for example, Southwest is a good one. We know their Circulation is not high. So what we want to do, though, is convert some of their book space for computer space. Because as we met with them and talked to them we know that they have a demand for more computers. They're constantly asking people to get off so someone else can get on. And we know their Circulation has declined over the last several years. So part of what we want to do is shift what's happening inside that branch. You know, they also want to develop a Teen Space because they see that need for it. And right now they don't have room. But as we get rid of some of the things that people aren't using, we create that opportunity for things they will use. And all of this has been done in conjunction with the Branch Managers and the staffs that are there --

MRS. PHYLLIS D. BAILEY: That was my next question.

DR. GABRIEL MORLEY: -- all day. I mean, Sandy Springs sent us a detailed plan. Actually, Southwest even had graph paper. They drew up almost like blueprints that we probably spent two hours going over. I mean, they were detailed. This is twenty feet away from here; this is... Okay.

MRS. PHYLLIS D. BAILEY: That's all I want to be sure of.

DR. GABRIEL MORLEY: And remember, too, I mean, we had this conversation with the Foundation today. Part of what we're trying to do is align the System with the community. We're not trying to put McDonald's at every branch, you know. The consistency in some ways is a consistency of service. You know, we want to have the same levels of Customer Service, but we don't necessarily want ten self-check machines sitting at branches where they're never going to be used. And so -- and Gayle has talked about this before. We don't have any consistent verbiage about these express branches or pop up libraries, whatever you want to call it, where we have a different focus. East Point is another example I've used before. You all have heard me talk about East Point has a heavy, heavy Computer Usage not a high Circ. We talked to their mayor. We know they need programming around jobs, around parenting, around workforce issues. So what we

want to do is give them more computers and build more of a high tech library center there in East Point and minimize their Collection because it's not as important to them as --

MR. JOSH TAYLOR: That's the level of detail I think that would be very useful for this Board to know, which is programmatically, what does each library need, just as you've expressed it?

DR. GABRIEL MORLEY: Well, that's what we're trying to ascertain now. That's what we're -- we're going branch by branch. Gayle's been meeting with them. We try to get the Group Administrators to meet with them. And part of it, you all realize, too, because you all have been here long enough, the Branch Managers in some cases don't have time to think about these things. They're trying to get the doors open and staff the desk every day and deal with what's right in front of them. So when you're constantly trying to maintain for today, it's hard to think down the road six months from now. And that's the case over and over. When we ask questions, they're not ready to answer the question. They haven't had time to think about it. And they never are going to have time to think about it. So part of what we've done is make a point to go and sit down and talk with them and say this is important. And we met with Roswell months ago. They got a new Branch Manager, so we met again to see what her observations were. So it's a -- it's an ongoing process because our -- not our concern -- but our belief is that whatever we do during this renovation is how it's going to be for a long time. And, remember, my primary goal is that versatility of space. We don't want to get locked back into this kind of library where we're stuck. We want to be able to say in two years if people aren't using the computers, let's put shelving in here. But we have to have that ability. And the way to do that is to have that versatility of space. Things are just changing much more quickly than they used to. And -- so I think you'll see some of those things as we talk about the different options. And I told -- Gayle and I talked about the other day about part of my challenge -- maybe what we haven't done well enough is express to the staff that the library forever more will be involved in this constant state of disruption. It's never going to be calm again. We're never going to make a decision for five or ten years. It's changing too rapidly. So we have to get the staff to understand that you have three self-check machines a day, but if nobody's using them, we might take one and put it somewhere where it is working. And that's been -- to me, that's -- there's been a lot

of resistance. And I'm sure they tell Gayle more than me. But I think that's a lot of what we're bumping up against is people say, well, what about this; what about this? It's not working where you are or it is working, so we're overloading. And I don't think libraries are accustomed to that. Libraries are in the mode of let's make a decision and sit on it. And what we're trying to do is adapt, sometimes on a weekly basis, for staff levels, for needs for materials certainly. You know, know that's a big focus, Collection HQ is getting the Collection to where we need it to be. And this will be part of that process, you know, as we go through and try to identify what places need a Circ desk, what places don't, you know, what places need two people in the afternoon and what places need two in the morning? So, you know, it's --

MRS. GAYLE H. HOLLOMAN: We're going to be going out and meeting with the managers. The Branch Group Managers and I will be going out to each one of those, depending upon where they are in that process of renovation, and just really sit and talk. So that's going to be the focus. For the next three weeks or so is that now that we have all four of them in place we'll be able to do a really bang up job, I think. Just going out, sitting with them, observing, and talking to them about what is really needed, what really goes on here, what is your business? Go ahead.

DR. GABRIEL MORLEY: And that's what I mean, I don't want to minimize that because I feel like a lot of times what Gayle is telling them does get minimized. But part of what she and I are in complete agreement on is what's actually being done here, not what people believe or what they want to have done. And that's what, I think, she's saying in another way is we want to ensure that what the Branch Manager is saying is really the way it's happening and not just what they want. You know, some Branch Managers will say, we need a bigger Circ desk so we have more storage space underneath. Why do you need more storage space underneath the Circ desk in 2017? What's going on here? And so those are the kinds of things where I think the expertise from the Group Administrators and from Gayle is helpful. Because you all know the Branch Managers are going to ask for some things.

CHAIRMAN PAUL KAPLAN: Oh, sure.

MRS. PHYLLIS D. BAILEY: They're going to ask --

DR. GABRIEL MORLEY: They may not be necessary. And that's a good example. We talked this week about the Mondo Boards. You know, we have no data from any of the new branches about whether those Mondo Boards have been utilized. So do we go ahead and

spend another couple of hundred thousand for all the renovations? We don't know. But I guarantee, every Branch Manager is going to say I want a Mondo Board. But is it worth it? We don't know. And so that's what I'm saying, there's going to be a lot of confusion as these things happen. Because what I'm telling the contractor, and I hope what Gayle's telling the contractor, is just because the Branch Manager and the public says it, don't write it down and put it in the plan. Let's think about it and see if it's worth being in the plan, you know.

We've talked about that before, whether or not that's misleading people, which is one reason we want to try and steer that initial conversation about these are our boundaries. Don't just start tossing out crazy ideas. You know, we're not building a parking deck at Roswell. Don't even get that started. So part of it --

CHAIRMAN PAUL KAPLAN: Or a patio.

DR. GABRIEL MORLEY: -- we want to control those conversations.

CHAIRMAN PAUL KAPLAN: Jamilica, do you have anything else you want - you'd like to see on the... This renovation project, once it starts, it's going to move.

MS. JAMILICA BURKE: I mean, I'm more in line with diversity of space. I just want to know how those decisions were made and how we could -- how flexibility are these designs over the long haul. That's the main thing for me.

DR. GABRIEL MORLEY: Hopefully, very flexible, because we don't want to get trapped again. We don't want to be caught in a situation that isn't good for us. And you can see, I mean, if you go to any of these branches, some of them the meeting room is in pitiful shape. And, actually, a perfect example we talked about yesterday afternoon, we know we need more study rooms at Alpharetta. It's been open a year. And the study rooms we just can't find the space. I mean, at ten in the morning they're full, all day, every day. So she's willing to give up some space for things that aren't being used to get more study rooms. Now, we wouldn't have known that until we built it, you know, and discovered that. But that's what I mean about diversity of space. Had we designed Alpharetta to be versatile like that, now we could go in and create four more study rooms at small expense. But we didn't do that initially, so now we're trying to figure out how can we cheaply make that extra space. So I think from your question or your statement is for us that versatility is vitality important because we just don't know how things may change.

MRS. GAYLE H. HOLLOMAN: We want to --

MS. JAMILICA BURKE: Is there something --

MRS. GAYLE H. HOLLOMAN: -- I'm sorry. - we want to put shelving in some of these libraries on coasters so that you're not stuck with the same shelving that stays there for twenty years. You can move it around. If you need to have a big Storytime space or something you don't have, you can move it. Just do all kinds of things. So it gives us a lot of flexibility we don't have. And a lot of Systems are doing that now. And instead of these humongous desks that we have for Circulation desks, they're going to pods. So, you know, it's very interesting the way this is working out. And there's a lot of ways to handle it and it doesn't take up as much space. So then you have a better -- a nicer look and feel. And then people can come in and have more relaxed spaces to sit and enjoy and plug in laptops or whatever, just lots of flexibility is what we're trying to find.

CHAIRMAN PAUL KAPLAN: Priscilla?

MRS. PRISCILLA BORDERS: No. I'm just -- I agree with the thoughts you had. We just have to make sure that we'll be able, whatever happens, that will be able to keep us for the long haul.

CHAIRMAN PAUL KAPLAN: Chip?

MR. D. CHIP JOYNER: I like what's being said about a forward-looking library and some things that are distinct between libraries and making it user friendly for that customer. It would be helpful where it's on a chart, so if anyone of us visit, we can speak as though we're in tune with the needs of that particular library.

Many of the visits are: Our computers don't work. It's hard to go beyond a constructive conversation and to understand how you can feel the power of the Trustee to do more or to be more responsive during your few minutes there. But if there is a particular chart, perhaps, that we keep among us or keep in our book that has three objectives for every library and we can speak to those three objectives each time where we know something's in the process or we're going to try to battle for some budget money for it or we can pick some learnings and see if we can somehow get this for that particular branch, but a small chart or something so we can kind of see --

DR. GABRIEL MORLEY: Like three success; three needs --

MS. JAMILICA BURKE: Three priorities.

MRS. PHYLLIS D. BAILEY: That's an excellent idea.

DR. GABRIEL MORLEY: Yes. I think we can do that pretty easily. I mean, we can identify some of those things.

MR. D. CHIP JOYNER: And we can try to see if we can move the

needles at least every quarter to be able to even be responsive, the Board took this action on your need or this came up on the agenda on your need. And perhaps even use these persons to come in, you know, bring one of them per meeting where they can discuss or we can talk about those items within their cluster during that meeting.

DR. GABRIEL MORLEY: Yes. And a lot of those I think will be addressed during the renovation. I mean, a lot of these issues we know are just neglect. The building, the facilities, you know, I mean, that's the majority of our complaints. We have very few Customer Service complaints. It's always facilities complaints or computer complaints.

But that's an interesting idea. And I've been thinking of how we can tap into some singular message, because several people have asked us that same question. But the needs are so variable, you know. And at this point, it's hard to say. I mean, what does what need that the other one doesn't need. And that may be a helpful tool for all of us to be able to go out and talk about per branch.

CHAIRMAN PAUL KAPLAN: You know one thing that concerns me -- and I can't get a -- I can't wrap my hand around it -- I.T. Department. I'm worried about that. I'm worried that they're going to be able to keep up with all this construction. There's a lot of wiring; there's a lot of things -- that's the only thing I can't wrap my arms around it. I can do the construction, but the I.T., that's another -- that's another story. And hopefully this is -- it'll go well. Because they've got the security cameras and equipment that all has to be involved with it, they have a lot of work to do. So, hopefully, the I.T. Department can move carefully. That would be great. You know, I guess -- you know what I'm trying to do? I'm trying to get everybody involved in this. And it's just not me; it's not Josh that I talk to. I want to tell you, everybody, I want to know what your input is. And that's why I had this. It was a great thing that Josh put it out there. You know, let's talk about this. What is everybody looking at? And that -- you know, we're here to help our director and our assistant director, you know, whatever way we can. And if we're a pain once in a while, tell us. That's okay. I can take it. But I think we need a good working Board, and I think we have one here. And I think it'll work well.

Is there anything else before we go into Execution Session? Anything to discuss?

MRS. GAYLE H. HOLLOMAN: I just want to say that I do -- we do have meetings set up on a periodic basis with I.T. And I'm

thinking that we need to do more. And so once we get with Hogan on Tuesday, we hope to get some direction. We can start figuring all those things out. We've got to really impress upon I.T. this critical need. It's going to be much more than what we did last year and a few years before, the initial projects. It's really going to be what you were just saying, a major effort on the part of I.T. --

CHAIRMAN PAUL KAPLAN: Yes, it is.

MRS. GAYLE H. HOLLOMAN: -- to make this happen.

CHAIRMAN PAUL KAPLAN: Because I.T. is the final thing before we move in and that library opens is I.T. They're always the last one in, which they usually are. They get the computers. When the computers don't work, the doors don't open. It's like it's the final portion of it, so...

MR. JOSH TAYLOR: Paul, I'd like to just add that I have one concern that goes beyond sort of the three-year process, which is: Are we going to be able to maintain these buildings?

CHAIRMAN PAUL KAPLAN: Well --

MR. JOSH TAYLOR: And whose budget does that come under?

CHAIRMAN PAUL KAPLAN: Right now, as far as I know, at this point it still comes out of Fulton County, but I think that's going to change. I think that's going to come to our budget. I really feel that way because I've heard a little bit of grumbling about it. And I said, well, that'll be fine, but you'd better give us some more money. Because if you're going to have it -- if it's going to be under us, then we need our own people here. But it's not going to happen soon.

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: And it's something the County's looked at. Remember, part of the Faithful and Gould assessment of every County facility also included an element about ongoing maintenance. And Dennis King had different figures for whether Fulton County managed that internally or whether they contract it to somebody, but they were trying to anticipate those costs going forward because remember the County has also approved a hundred million dollars worth of improvements for all the facilities.

CHAIRMAN PAUL KAPLAN: All the facilities.

DR. GABRIEL MORLEY: And that's what Ellis keeps talking about, too, the ongoing maintenance. So the County is in the same position as us. Once they get these fixed, they want to maintain them and not let this neglect continue. But where that funding is going to come from, I don't think they've worked that at.

CHAIRMAN PAUL KAPLAN: They know it's coming. That's going to

be critical.

DR. GABRIEL MORLEY: And we'll still have some TAD money. You know, we'll be okay for a little while because we can use some of that TAD money ongoing over a period of time on those expenses.

CHAIRMAN PAUL KAPLAN: And even though we do all this work and we have -- you know, we try to do due diligence, some things are going to be missed. I mean, everybody's aware that there are some things, gosh, why didn't we do it that way? But that happens, you know, something we certainly can correct. But I think it'll go well. I have a good feeling. At least we're starting to roll; we're starting to move. And that's why I talked about the portable library unit running around, so... If there's nothing else, then I'll adjourn this meeting for about five minutes. We'll go into Executive Session.

MR. JOSH TAYLOR: Do you need a motion to do that?

DR. GABRIEL MORLEY: Yes.

EXECUTIVE SESSION

MOTION

CHAIRMAN PAUL KAPLAN: Hear a motion, go ahead.

MR. JOSH TAYLOR: I make a motion we adjourn.

MS. JAMILICA BURKE: Second.

DR. GABRIEL MORLEY: To go into Executive Session.

MR. JOSH TAYLOR: To go into Executive Session.

CHAIRMAN PAUL KAPLAN: It's been moved and second. All those in favor say aye.

(WHEREUPON, all said aye.)

***(Whereupon, the Board of Trustees Meeting
concluded to go into Executive Session at 5:15 p.m.)***

Doc. #17-22

Fulton County Library System

Director's Report

Dr. Gabriel Morley, Executive Director

April 26, 2017

Summary of March 2017 Activities

Volunteer Services Report

General Overview: The Office of Volunteer Services recorded 6,329 hours performed at 32 locations, including 7 departments at Central, by 708 volunteers, 81 of which were new to the System. Branches with the top hours included Northeast/Spruill Oaks with 645 hours, Roswell with 543 hours, Ocee with 472 hours and the top number of volunteers with 78, 64 and 123 volunteers respectively. Roswell, Alpharetta and Sandy Springs had the top number of Friends' hours with 423, 401 and 246 hours respectively.

Our AARP participants Chantima Likitcharoenvanich at Sandy Springs, Edith Morris at Central and Sonya Wright at Ponce are our volunteers with the top number of hours this month. Our top three teen volunteers included Taylor who served 27 hours at East Point, Samuel who served 27 hours at Palmetto and Isaiah who served 25 hours at Ponce. Our three Friends members with the highest hours included Roswell Friends' Book Store Manager Carol Harrison and Alpharetta Friends leaders Gerrie Fornek and Ben Statham. Ocee, Milton and Sandy Springs staff members led the highest number of new volunteers. Our three new volunteers with the highest number of hours included Olujinmi Adelekan at Auburn Avenue Research Library and landscaping volunteers Dee Bradford-Smith and Dave Smith at Sandy Springs. Our top three new teens included Ariana who served 19.5 hours at Southwest, Chyna who served 18 hours at Northwest, as well as Solomon who served 17 hours at Metropolitan.

Buckhead

March came in like a lion for the Buckhead Branch. Children, caregivers, and parents were excited about a fun filled month. March celebrated "Read Across America Dr. Seuss's Birthday Party", Women's History Month, Luck of the Irish, National Puppy Day, National Pencil Day and First Spring Planting and "Read Across Georgia" with the Governor's wife First Lady Sandra Deal. We celebrated Dr. Seuss's Birthday with Martin Luther King, III as our special guest and Commissioner Camila Knowles, Department of Community Affairs (DCA).

Quotes from parents/caregivers:

"Reese traveled with her parents and family to Utah and during a family gathering, she asked her family and friends to please sit and prepare to hear stories and sing songs. With authority in her voice she asks them to please sit and said, "I am Mr. White and what is your name". She then proceeded to sing "If you are happy and you know it".

"Liza is more social than she has ever been"Liza's Grandparents

East Roswell

On March 21st, we began hosting Shenanigans @ AFPLS. This is a free six-week improv theatre workshop for individuals with high-functioning autism, Asperger's or similar traits. This program is a Fox Mini-Grant Project through the Atlanta-Fulton Public Library Foundation that was created by the Kirkwood Branch manager, Andaiye Reeves. Our class consists of students from Great Prospects Inc. School.

Northwest at Scott's Crossing

Northwest served as a satellite site for the 2017 K.I.T.E.S. (Kids Interested in Technology, Engineering and Science) Festival along with Scott Elementary School. Volunteers assisted kids with the math and science aspects of the carnival. This is just another example of the value of library services as the library partners with community members to help expose kids to "the wonders and fascination of the sciences in order to ignite a life-long love of science". This is the second year of the partnership.

The popularity of the meeting and study rooms still is a big draw for patrons. Over twenty meetings were scheduled for March with sixteen groups showing up. The attendance for meeting rooms was 153. 384 persons made use of the study room space.

Central Library

Staff assisted over one hundred patrons to register for the Atlanta Housing Authority's Housing Choice Voucher program which started on March 15, and ended on March 21, 2017.

GED Testing:

- 44 unduplicated test takers.
- 70 tests administered during 8 testing programs / sessions.
- 6 GED graduates.

Computer Usage:

- 14,028 Computer usages.
- 591 computer assistance to patrons.
- 103 participants attended 12 computer class sessions.
- 26 patrons utilized the Mavis Beacon typing system.

Literacy:

- 651 In-house uses of books and materials.
- 90 participants attended 5 ESL class sessions.
- 16 patrons assisted with resume help.

Reference:

- 731 Reference Transactions/Questions answered.

Southeast Atlanta

March 6th El Gato and Buckets of the Harlem Globetrotters visited our branch and paid a surprise visit to Daliyah Arana, the 5 year old who has read over 1,000 books. El Gato and Buckets presented Daliyah with the “Junior Phenom” award; an official Harlem Globetrotters jersey; headband, and tickets to the game. We all watched as Daliyah read one of her favorite Mo Willems books to the basketball players; watched and learned basketball tricks; and asked several questions of the players. It was a very exciting two hour day here at the branch. We took lots of pictures, got autographs, and mingled with the local media and the Harlem Globetrotters PR representatives. The Globetrotters also provided complimentary game tickets to the Branch Manager. I attended the game with their PR representative March 11th. We will always treasure this special day.

Peachtree

Peachtree Library has three main patron types: 1) young parents with their children, 2) older middle-class to upper-class adults that read both fiction and non-fiction, and 3) people in transitional housing. The library is located in Midtown, with a lot of walk-by traffic, but no public schools in its service area. The library is on the 2nd floor of an office building, so many people do not realize a library is in their community. Efforts have been made to increase awareness with signage, but more can be done.

Children including Emergent Literacy & Outreach to Schools Children’s programs continue to be very popular. In March more than 460 were in attendance at such programs. Storytimes are held every Monday (toddler) and Tuesday (pre-school) with additional storytimes on demand from local schools. Special week day (chess) and weekend (origami, family storytime and magic shows) programing is exceptionally well attended.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF MARCH 31, 2017

Doc. #17-19

SERVICE	2017 BUDGET	MARCH	2017 YTD	2017 YTD	2017 YTD	2017 YTD	BUDGET
DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,676,857	1,512,916	3,549,868	-	3,549,868	24%	11,126,989
PART TIME SALARY	771,759	70,498	168,575	-	168,575	22%	603,184
BENEFITS	7,633,984	678,044	1,737,259	-	1,737,259	23%	5,896,725
BOOKS	2,114,549	12,098	12,098	981,783	993,881	47%	1,120,668
OFFICE EQUIP. REPAIR	58,456	-	-	-	-	0%	58,456
EQUIPMENT	2,820	-	-	-	-	0%	2,820
OFFICE FURNITURE	12,082	-	-	-	-	0%	12,082
PROFESSIONAL SERV	55,337	3,320	8,833	18,123	26,956	49%	28,381
COPIER MACHINE LEASE	336,535	21,032	57,298	-	57,298	17%	279,237
COPIER PAPER	33,400	-	-	-	-	0%	33,400
SUPPLIES	181,652	1,091	3,382	-	3,382	2%	178,270
SOFTWARE MAINTENANCE	256,193	-	-	207,311	207,311	81%	48,882
BUILDING RENT	107,001	27,469	38,280	66,794	105,074	98%	1,927
LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
OTHER SERVICES	175,061	3,342	12,468	24,487	36,955	21%	138,106
SECURITY SERVICES	437,614	65,735	168,396	269,218	437,614	100%	-
TRAVEL	38,176	2,203	10,436	-	10,436	27%	27,740
VEHICLE MAINTENANCE	8,750	3,167	3,287	-	3,287	38%	5,464
GENERAL INSURANCE	759,530	63,294	189,882	-	189,882	25%	569,648
TOTAL	27,660,756	2,464,209	5,960,062	1,567,716	7,527,778	27%	20,132,978

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OF MARCH 31, 2017

ORGANIZATIONAL TYPE	SERVICE DESCRIPTION	BUDGET AMOUNT	MARCH EXPENDITURES	2017 YTD EXPENDITURES	2017 YTD ECNUMBRANCES	2017 YTD COMMITTED	2017 YTD % COMMITTED	BUDGET BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,563,033	1,280,319	2,990,077	-	2,990,077	24%	9,572,956
	PART TIME SALARY	771,759	70,498	168,575	-	168,575	22%	603,184
	BENEFITS	6,582,968	577,233	1,478,016	-	1,478,016	22%	5,104,952
	BOOKS	2,114,549	12,098	12,098	981,783	993,881	47%	1,120,668
	OFFICE EQUIP. REPAIR	58,456	-	-	-	-	0%	58,456
	OFFICE FURNITURE	11,785	-	-	-	-	0%	11,785
	PROFESSIONAL SERV	14,595	2,498	6,498	4,996	11,493	79%	3,102
	COPIER MACHINE LEASE	321,235	19,156	51,112	-	51,112	16%	270,123
	SUPPLIES	129,107	-	-	-	-	0%	129,107
	BUILDING RENT	107,001	27,469	38,280	66,794	105,074	98%	1,927
	OTHER SERVICES	37,098	567	4,187	853	5,040	14%	32,058
	SECURITY SERVICES	437,614	65,735	168,396	269,218	437,614	100%	-
	GENERAL INSURANCE	575,035	47,920	143,759	-	143,759	25%	431,276
Total		23,724,235	2,103,491	5,060,997	1,323,644	6,384,641	27%	17,339,594

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OF MARCH 31, 2017

ORGANIZATIONAL TYPE	SERVICE DESCRIPTION	BUDGET AMOUNT	MARCH EXPENDITURES	2017 YTD EXPENDITURES	2017 YTD ECNUMBRANCES	2017 YTD COMMITTED	2017 YTD % COMMITTED	BUDGET BALANCE
SUPPORT SERVICES	REG SALARY	2,113,824	232,597	559,791	-	559,791	26%	1,554,033
	BENEFITS	1,051,016	100,811	259,243	-	259,243	25%	791,773
	EQUIPMENT	2,820	-	-	-	-	0%	2,820
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	40,742	822	2,336	13,127	15,463	38%	25,279
	COPIER MACHINE LEASE	15,300	1,876	6,186	-	6,186	40%	9,114
	COPIER PAPER	33,400	-	-	-	-	0%	33,400
	SUPPLIES	52,545	1,091	3,382	-	3,382	6%	49,163
	SOFTWARE MAINTENANCE	256,193	-	-	207,311	207,311	81%	48,882
	LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
	OTHER SERVICES	137,963	2,775	8,282	23,633	31,915	23%	106,048
	TRAVEL	38,176	2,203	10,436	-	10,436	27%	27,740
	VEHICLE MAINTENANCE	8,750	3,167	3,287	-	3,287	38%	5,464
	GENERAL INSURANCE	184,495	15,375	46,124	-	46,124	25%	138,371
Total		3,936,521	360,718	899,065	244,072	1,143,137	29%	2,793,384

Atlanta-Fulton Public Library System - March 2017

Activity and Description	2017		2016		YTD
	March	YTD	March	YTD	
Circulation					
Total number of items checked out of the library	256,916	735,220	261,112	783,697	-6%
Holds					
Number of requests by patrons	53,099	156,856	50,629	155,912	1%
Inter-Library Loans					
Number of items lent to or borrowed from another library system	388	1,111	229	635	75%
Visits					
Number of people entering a library for any reason	292,701	889,052	299,876	867,008	3%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	91,408	258,304	89,042	252,659	2%
Number of hours of computer use	46,348	138,455	55,070	141,247	-2%
Wireless Sessions					
Number of times the library's wireless network is accessed	0	84,681	40,835	115,324	-27%
Webhits					
Number of times people have visited the library's website	722,806	2,150,050	708,352	2,140,316	0.5%
Online Resources					
Number of times a resource is logged into or a searched performed	163,394	418,193	71,974	226,318	85%
Computer Classes					
Number of classes	28	78	28	65	20%
Number of attendees	184	487	139	401	21%
Virtual Circulation					
Number of e-books and e-audiobooks checked out	30,683	82,709	15,177	45,032	84%
Children's programs					
Library sponsored programs offered for children (birth - 12)	407	936	398	990	-5%
Number of people attending programs	12,871	26,272	11,826	27,970	-6%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	63	141	52	130	8%
Number of people attending programs	903	2,247	1,100	2,429	-7%
Adult Programs					
Library sponsored programs offered for adults (18 +)	512	1,247	444	1,082	15%
Number of people attending programs	7,381	17,199	5,566	13,759	25%
Programs - Total					
Library sponsored programs offered - total of all programs	982	2,324	894	2,202	6%
Number of people attending programs	21,155	45,718	18,492	44,158	4%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	782	1,937	561	1,555	25%
Number of people attending meetings or activities	8,282	22,946	11,348	31,043	-26%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
MARCH 2017

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	MAR 2017 DATA	MAR 2016 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2017 CIRC	YTD 2016 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	1,201	549	43	1,793	1,862	(69)	-4%	4,748	5,363	(615)	-11%
ADAMSVILLE/COLLIER HEIGHTS	986	984	61	2,031	2,171	(140)	-6%	5,489	6,208	(719)	-12%
ALPHARETTA	9,618	17,176	608	27,402	25,689	1,713	7%	79,312	78,375	937	1%
BUCKHEAD	6,579	3,977	331	10,887	11,770	(883)	-8%	31,079	33,987	(2,908)	-9%
CLEVELAND AVENUE	1,213	789	68	2,070	2,167	(97)	-4%	5,323	6,110	(787)	-13%
COLLEGE PARK	1,128	600	80	1,808	4,503	(2,695)	-60%	5,466	13,244	(7,778)	-59%
DOGWOOD	1,259	681	129	2,070	2,812	(742)	-26%	6,674	8,238	(1,564)	-19%
EAST ATLANTA	2,464	3,066	216	5,746	5,442	304	6%	16,689	15,637	1,052	7%
EAST POINT	1,823	2,251	96	4,170	4,772	(602)	-13%	11,962	15,154	(3,192)	-21%
EAST ROSWELL	8,880	5,440	917	15,237	14,926	311	2%	41,825	45,256	(3,431)	-8%
FAIRBURN	1,375	727	75	2,177	3,325	(1,148)	-35%	6,413	10,418	(4,005)	-38%
HAPEVILLE	571	643	52	1,266	1,502	(236)	-16%	4,604	4,367	237	5%
KIRKWOOD	1,193	2,018	125	3,336	3,111	225	7%	9,384	8,828	556	6%
MARTIN LUTHER KING, JR	690	331	39	1,060	1,401	(341)	-24%	3,245	3,647	(402)	-11%
MECHANICSVILLE	726	816	154	1,696	2,232	(536)	-24%	4,859	5,375	(516)	-10%
METROPOLITAN	3,434	2,782	183	6,399	7,720	(1,321)	-17%	19,388	25,442	(6,054)	-24%
MILTON	5,759	10,733	499	16,991	15,434	1,557	10%	47,483	46,670	813	2%
NORTHEAST/SPRUILL OAKS	5,347	10,911	614	16,872	15,724	1,148	7%	48,232	48,874	(642)	-1%
NORTHSIDE	6,474	6,595	400	13,470	13,004	466	4%	36,841	37,765	(924)	-2%
NORTHWEST	2,322	2,951	205	5,479	5,690	(211)	-4%	15,594	17,695	(2,101)	-12%
OCEE	8,168	16,749	938	25,854	27,829	(1,975)	-7%	73,593	83,644	(10,051)	-12%
PALMETTO	1,016	1,259	40	2,315	3,265	(950)	-29%	7,253	10,127	(2,874)	-28%
PEACHTREE	3,226	2,579	119	5,925	5,415	510	9%	16,786	16,458	328	2%
PONCE DE LEON	7,069	4,792	313	12,174	12,981	(807)	-6%	34,207	35,724	(1,517)	-4%
ROSWELL	10,342	9,189	597	20,129	21,467	(1,338)	-6%	57,645	65,538	(7,893)	-12%
SANDY SPRINGS	8,846	7,236	553	16,635	17,090	(455)	-3%	48,349	40,537	7,812	19%
SOUTHEAST	1,299	1,941	80	3,320	0	3,320	100%	10,387	0	10,387	100%
SOUTH FULTON	3,335	3,024	249	6,608	312	6,296	2018%	20,514	18,050	2,464	14%
SOUTHWEST	2,379	1,565	179	4,123	5,229	(1,106)	-21%	12,245	11,077	1,168	11%
WASHINGTON PARK	1,010	874	40	1,924	1,738	186	11%	4,999	6,020	(1,021)	-17%
WEST END	950	482	57	1,489	1,737	(248)	-14%	4,404	5,041	(637)	-13%
WOLFCREEK	4,274	4,253	300	8,827	7,665	1,162	15%	24,848	23,078	1,770	8%
BRANCHES TOTAL	114,957	127,962	8,364	251,283	249,985	136	0%	719,840	751,947	(32,107)	-4%
CENTRAL	4,215	1,259	146	5,619	6,790	(1,170)	-17%	15,364	20,156	(4,792)	-24%
Outreach Services	9	5	0	14	173	(159)	-92%	16	400	(384)	-96%
AUBURN AVENUE RESEARCH	Non-circulating library - please refer to other usage reports.										
SYSTEM TOTAL	119,180	129,226	8,510	256,916	256,948	-1,194	0%	735,220	772,503	-37,283	-5%

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

AGENCY NAME	MARCH CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,793	156	137	3,161	12,400	13	272	9	179	5
ADAMSVILLE/COLLIER HEIGHTS	2,031	204	376	2,290	3,690	10	252	5	36	0
ALPHARETTA	27,402	662	2,842	3,597	16,521	76	1,360	14	586	5
BUCKHEAD	10,887	509	1,229	2,820	802	29	1,147	0	0	2
CLEVELAND AVE	2,070	157	420	1,937	3,115	18	491	9	88	0
COLLEGE PARK	1,808	224	247	2,973	3,238	27	304	5	35	0
DOGWOOD	2,070	167	242	1,023	5,021	23	541	5	30	5
EAST ATLANTA	5,746	283	606	2,439	6,444	9	199	19	212	1
EAST POINT	4,170	367	494	4,999	6,012	17	227	36	366	1
EAST ROSWELL	15,237	522	1,566	1,955	6,550	57	1,337	10	101	9
FAIRBURN	2,177	240	353	796	3,115	11	220	19	145	11
HAPEVILLE	1,266	73	361	1,269	3,078	14	325	7	73	0
KIRKWOOD	3,336	209	381	936	2,164	25	603	15	170	2
MARTIN LUTHER KING, JR	1,060	62	271	1,171	3,743	26	1,093	0		6
MECHANICSVILLE	1,696	122	244	1,773	5,319	15	698	7	219	4
METROPOLITAN	6,399	281	4,448	6,202	11,894	27	657	231	1,309	0
MILTON	16,991	365	3,367	911	3,069	60	906	8	75	5
NORTHEAST/SPRUILL OAKS	16,872	347	1,995	1,229	22,012	39	707	34	329	1
NORTHSIDE	13,470	288	914	608	3,220	13	394	13	159	0
NORTHWEST	5,479	288	2,726	2,777	8,572	16	388	17	537	13
OCEE	25,854	450	1,539	1,415	19,560	33	480	4	63	4
PALMETTO	2,315	100	926	1,957	5,696	12	446	7	285	0
PEACHTREE	5,925	316	926	1,090	5,333	37	690	4	62	3
PONCE DE LEON	12,174	398	1,525	2,783	18,754	26	411	13	167	8
ROSWELL	20,129	648	2,422	2,355	21,080	57	720	5	33	7
SANDY SPRINGS	16,635	741	1,857	3,124	22,322	58	706	15	405	9
SOUTHEAST	3,320	182	1,555	6,131	2,472	11	212	131	201	0
SOUTH FULTON	6,608	671	3,840	2,532	9,040	27	335	10	203	0
SOUTH WEST	4,123	359	653	2,257	15,500	18	551	60	937	0
WASHINGTON PARK	1,924	108	389	1,843	8,728	13	437	3	31	33
WEST END	1,489	147	184	2,184	1,368	17	625	1	7	34
WOLFCREEK	8,827	415	2,858	2,900	10,680	20	400	21	538	6
BRANCHES TOTAL	251,283	10,061	41,893	75,437	270,512	854	18,134	737	7,581	174
CENTRAL	5,619	892	5,261	15,347	20,436	88	1,641	20	426	11
OUTREACH SERVICES	14	210	1	0	0	24	647	0	0	0
AUBURN AVENUE RESEARCH	0	1	4	387	1,753	16	733	6	75	0
SYSTEM TOTAL	256,916	11,164	47,159	91,171	292,701	982	21,155	763	8,082	185

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
2017 - 1ST QUARTER

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	4,748	417	387	8,674	35,569	30	537	32	714	9
ADAMSVILLE/COLLIER HEIGHTS	5,489	877	1,198	6,548	10,736	29	393	20	148	0
ALPHARETTA	79,312	2,013	9,049	11,475	82,932	178	3,555	41	1,503	8
BUCKHEAD	31,079	1,518	3,265	7,135	22,870	66	2,332	55	552	10
CLEVELAND AVE	5,323	421	1,296	5,121	9,011	41	770	31	277	0
COLLEGE PARK	5,466	732	748	8,072	9,918	81	866	9	62	0
DOGWOOD	6,674	376	666	3,056	13,875	52	1,268	6	33	12
EAST ATLANTA	16,689	869	1,777	6,691	17,264	26	587	45	328	5
EAST POINT	11,962	973	1,505	14,111	17,208	41	559	84	922	1
EAST ROSWELL	41,825	1,234	4,764	5,494	15,385	128	2,441	38	545	22
FAIRBURN	6,413	815	1,033	2,491	9,599	40	875	51	348	27
HAPEVILLE	4,604	221	996	3,697	9,186	36	1,108	23	290	0
KIRKWOOD	9,384	507	1,149	2,881	5,189	44	810	35	425	11
MARTIN LUTHER KING, JR	3,245	239	801	3,399	11,127	68	2,209	0	0	18
MECHANICSVILLE	4,859	321	799	4,760	15,057	35	1,197	21	430	10
METROPOLITAN	19,388	886	13,342	18,720	35,475	62	1,533	561	3,295	0
MILTON	47,483	953	10,234	3,515	14,327	133	1,989	27	677	18
NORTHEAST/SPRUILL OAKS	48,232	836	5,731	2,954	60,132	105	1,899	82	726	3
NORTHSIDE	36,841	880	2,416	1,640	10,170	18	558	28	415	0
NORTHWEST	15,594	842	6,190	8,158	23,554	32	569	37	1,152	38
OCEE	73,593	1,424	3,607	3,966	55,010	106	1,803	17	256	7
PALMETTO	7,253	327	2,644	5,727	14,450	26	1,222	14	436	0
PEACHTREE	16,786	911	2,814	4,556	15,107	102	1,863	21	197	7
PONCE DE LEON	34,207	1,162	4,258	7,604	57,741	64	864	44	566	28
ROSWELL	57,645	1,950	6,958	6,554	58,920	101	1,311	20	227	33
SANDY SPRINGS	48,349	2,082	5,605	6,596	53,732	141	1,767	49	986	23
SOUTHEAST	10,387	634	4,059	14,032	17,711	31	479	201	1,294	2
SOUTH FULTON	20,514	2,373	12,360	6,112	22,936	56	748	63	606	1
SOUTH WEST	12,245	1,144	1,752	12,168	45,000	50	1,273	151	2,000	0
WASHINGTON PARK	4,999	392	1,315	5,270	27,512	23	537	11	136	96
WEST END	4,404	431	637	4,658	4,070	40	929	4	41	68
WOLFCREEK	24,848	1,172	9,280	7,884	27,510	52	1,300	57	2,093	33
BRANCHES TOTAL	719,840	29,932	122,635	213,719	828,283	2,037	40,151	1,878	21,680	490
CENTRAL	15,364	2,427	13,420	43,546	56,138	226	3,159	45	1,006	39
OUTREACH SERVICES	16	218	3	-	0	24	647	0	0	0
AUBURN AVENUE RESEARCH	0	4	4	1,039	4,631	37	1,761	14	260	0
SYSTEM TOTAL	735,220	32,581	136,062	258,304	889,052	2,324	45,718	1,937	22,946	529

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

Doc. #17-21

**Customer Service Comments
Quarterly Report
January, February, March 2017**

	2016	Jan	Feb	Mar	Quarter Total
• Total Customer Comments Received:	340	151	92	131	374
• Types of Comments:					
▪ Compliment	77	22	9	18	49
▪ Suggestion	20	5	4	15	24
▪ Complaint	30	7	8	11	26
▪ Inquiry	213	117	71	87	275
• Format of Comments:					
▪ Emails	296	334			
▪ Postcards	42	36			
▪ Direct Contact	2	4			

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

January, February, March 2017

- **374 comments were received during the quarter.** The majority of comments were directly related to processes and procedures such as holds, circulation, computer services, 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. Milton – “Staff member was very helpful and nice”.
 2. Mechanicsville – “The entire staff is very accommodating, professional and upbeat”.
 3. Ocee - ‘Librarian is very helpful in recommending e-resources and has a great attitude on every visit”.
 4. Palmetto – “Librarian is very helpful with after-school students”.
 5. Southeast Atlanta - “Very Friendly atmosphere and staff are eager to assist”.
 6. Cleveland - “..Cheerfully greeted upon arrival and was assisted with questions promptly.
 7. Metropolitan – “Helpful staff ”.
 8. Roswell – “Staff is Awesome”.

- **26 disappointments and suggestions for improvement** were received during this quarter indicating patrons felt the service they received that time was worse than what they had experienced in the recent past.

- A sampling of quotes received appears below:
 1. Copy machine malfunctions
 2. Power Outage
 3. Headphone request