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# **BOARD OF TRUSTEES**

## **MEETING INFORMATION PACKET**

**MAY 25, 2016**



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ATLANTA-FULTON PUBLIC LIBRARY SYSTEM  
BOARD OF TRUSTEES REGULAR MEETING  
MAY 25, 2016



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**Revised**

**Atlanta-Fulton Public Library System  
Board of Trustees Meeting  
Central Library, 6<sup>th</sup> Floor  
May 25, 2016 – 4:00 p.m.**

**AGENDA**

- I. Swearing In Ceremony – Mark Massey, Clerk to the Commission
- II. Adoption of Agenda Doc. #16-26 Tab #1
- III. Public Comments
- IV. Approval of Summary Minutes from Regular Meeting of April 27, 2016\* Doc. #16-25 Tab #2  
Approval of Verbatim Minutes from Regular Meeting of April 27, 2016\*
- V. Chairman’s Report
- VI. Director’s Reports Doc. #16-30 Tab #3
  - A. Monthly Financial Report Doc. #16-28
  - B. Monthly Usage Summary Doc. #16-29
  - C. Customer Service Report Doc. #16-27
  - D. Library Closure Report
- VII. Old Business
  - A. Library Construction/Phase 1 – Update
  - B. Date for BOT off site Strategic Planning Meeting
- VIII. New Business
  - A. Nominations of Board of Trustees Officers
  - B. Results from Library Customer survey
- VIII. Executive Session
  - A. Library Real Estate
- IX. Adjournment

\*Action is anticipated on this item.



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FULTON COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES  
MINUTES FOR April 27, 2016 MEETING – 4:00 PM CENTRAL LIBRARY

Members Present:

Bailey, Phyllis D.  
Joyner, D. Chip  
Moody, Stephanie - Chairman  
Taylor, Josh  
Thomas, John R.

Also In Attendance

Claxton, Zenobia – Assistant to Director’s Office  
Collins, Al – Assistant Director, Building Engineering/Library Projects  
Holloman, Gayle H. – Division Manager  
Morley, Gabriel Dr. – Executive Director  
Robinson, Ed – Financial Systems Manager

Visitors Present

Chamberlain, Jim – Architect, Smallwood, Reynolds, Stewart, Stewart  
Frolik, Barbara – Former Library Board of Trustees Member  
Macklan, Harriet – Friends of Auburn Avenue Research Library  
McPherson, Dr. Gregory – Friends of Central Library  
Moody, Dan – Former Senator  
Pitt, Robb – Former Fulton County Board of Commissioner  
Radakovich, Nina – Atlanta-Fulton Public Library Foundation Member  
Rupnow, Roger – Former Library Board of Trustees Member  
Rupnow, Romay  
Sims-Alvarado, Karcheik – Friends of Central Library  
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris  
White, Daniel – Assistant to Commission Vice-Chairman Liz Hausmann

- A. Preliminary Business: Motion made by John R. Thomas and seconded by Josh Taylor to amend the agenda as presented. With the absence of two board members , we agreed to defer the following items until the next board meeting
- Assessment Report - Update
  - Central Library Options - Discussion
  - Approach to involve the Community in Phase II Design Requirements

- B.** John R. Thomas read a letter of appreciation to Stephanie Moody and Josh Taylor read a resolution that was passed in the Senate, March 2016 for Stephanie's retirement from the Library Board of Trustees after 15 years of service. John R. Thomas presented Stephanie with a gift of appreciation. The gift was a glass sculpture rendering the foliage of a little dewdrop purchased by individual members of the Library Foundation and the Library board of Trustees. Dr. Gabriel Morley presented a gift to Stephanie by the staff "for your years of service and for your help with the issues they had all along."
- C.** Approval of Minutes: Motion made by Josh Taylor and seconded by D. Chip Joyner to approve the March 23, 2016 summary minutes. Motion made by Phyllis D. Bailey and seconded by Josh Taylor to approve the March 23, 2016 verbatim minutes.
- D.** Chairman's Report: Stephanie gave a public thank you to many of the Library Volunteers, who numbered 2,387 persons strong; with hours that value \$1,588,784.76, which is the equivalent of 37 full time employees.

Stephanie appointed Jamilica Burke and Josh Taylor to form a nominating committee and select a slate of officers for the next board term.

Stephanie gave a very special thank you for her 15 year tenure on the Library Board of Trustees. She thanked the Fulton County Commission, Commission Chair John Eaves and Commissioner Joan Garner.

Stephanie Moody read a letter written by her to the Board regarding the future of the Board and the Board's role with the Facility Master Plan. The following are some highlights, and the full text is available in the Verbatim Minutes:

- Libraries not only add to the cultural fabric of our communities, but they are a symbol of our commitment to self-education. They are a resource for small businesses. They provide training and access to new career choices, and they are a haven and learning center for children.
- The annual Fulton County budget reductions for libraries in the past several years have had a dramatic effect on our ability to deliver high quality library services county-wide. Repeatedly, we had to cut our Materials Budget to the bone to meet our budget restrictions. Finally, we were so stripped of needed funding that we had to cut hours system-wide and close doors prior to most of your appointments to this Board. As a history lesson, in 2014, the Library System went from being open 1,562 hours a week providing morning, evening, and weekend access to being open only 966 hours. That's over 500 hours of closed doors weekly. With the budget cuts, we had to eliminate 92 part-time positions and 50 full-time positions. Our Material budget was cut by more than half, reduced to a mere 1.6 million, an amount that does not begin to answer the needs and requests of our patrons. As one patron put it, "Can't something be done to rethink the County's priorities and bring back what was lost?"

- Our Library System continues to suffer significant budget cuts. From a high-end fiscal year, 2007, of \$32.5 million to 2014's low of \$25 million. Yet, we have never been allowed to address real change such as closing underperforming branches and directing residents to larger and more important vibrant branches, branches that would serve them better in programming materials and technology access.
- How are we expected to sustain a thirty-four branch system and a renowned research library in African-American studies with less staff, diminished materials, and a limited budget?
- A snapshot of today's libraries in other parts of the country is revealing. These libraries have not just computer access but small business and technology centers. Not just a Children's Department but computer and social media classes; not just teen areas but dedicated Teen Zones and 3-D printers for making designer spaces that are becoming increasingly important.
- Further, our patrons want eBooks, books that are tracking a new wave of library patrons, the young adult. However, the cost of eBooks is high just as the cost of running a first-rate Library System is high. We simply must have better funding from accounting not only to maintain the access to printed material but to support the shift to the future of libraries, the future that includes ever increasing technology. Why?  
Because technology helps libraries do what they do best: Connect people with resources and ideas, including books, virtual references, eBooks, and training.

Mrs. Moody concluded by asking the Board of Trustees , County Management , & the Board of Commissioners to move forward with the phase II bond referendum to renovate the remaining branches and look at viable alternatives for Central in an updated Facility Master Plan.

#### **E. Dr. Gabriel Morley, Executive Director Welcome**

#### **F. Director's Reports**

1. Gayle Holloman provided a synopsis of the Director's report with :
  - a. March activities and events.
  - b. Financial Reports discussion: 24% committed to the 2016 budget allocation.
  - c. Monthly Usage Summary
    - Inter-Library Loans have been down
    - Problems with our GED testing and training due to computer issues.
    - Computer Internet: Better, but continued problems with internet throughout the system.

- d. Customer Service Report was positive in the sense that people really love our new libraries, and have positive comments about customer service. Other Customer Service concerns discussed included:
- Wi-Fi Issues
  - Facility Issues
  - Cleaning Issues at the branches
  - There were 3.5 hours closed in the month of March.

**G. Old Business**

1. Library Construction/Phase I Update on projected opening dates:
  - Southeast Library – June
  - Auburn Avenue – Late June or early July
  - South Fulton – Late September

Dr. Morley commented that some additional pressure is going to come to bear on those contractors to meet these schedules

2. The Code of Conduct was revised and approved by the Board.
3. The Meeting Room Policy was revised and approved by the Board.
4. The BOT Bylaws was amended and approved by the Board.

**H. New Business**

1. Draft “RESPONSIBILITY AND AUTHORITY OF THE EXECUTIVE DIRECTOR” - Since Dr. Morley has just started, we will discuss at our Strategic Planning Meeting and see if there are any additions, deletions, changes we want to make.
2. REVIEW OF ANNUAL STATISTICS FROM 2012 – 2015

The annual statistics for 2015 to 2015 were emailed to the board prior to the meeting. The following are positive trends:

- |                                 |       |
|---------------------------------|-------|
| a. Collection Size :            | + 6%  |
| b. Total Cardholders :          | + 15% |
| c. ESL programs                 | + 24% |
| d. Attendance at ESL programs   | + 12% |
| e. Special collections Requests | + 50% |
| f. Visits to Library Website :  | + 62% |
| g. E Books checked out :        | + 75% |
| h. Total programs               | + 45% |
| i. Volunteer Hours              | + 5%  |

Many other key measures show a negative trend

1. Circulation : -18%
2. Visits to a library : -21%
3. People attending Programs : -32%
4. GED Tests taken : -88%
5. Auburn Ave patrons served : -89%

See attached that shows the following Circulation changes from 2012 till 2016:

- Overall circulation down by 14% since 2012 or , a loss of 42,465 per month
- 2015 and 2016 show modest recovery in circulation with opening of new branches
- New branches accounting for a gain of 61,383 a month.
- Loss of 8,393 per month (or 69%) in branches closed or scheduled to be closed
- Loss of 95,455 per month (or 35%) in balance of branches to remain open.

Central lost 14,145 a month (68% of 2012 circulation) and is only 6,719 per month and is now 13th in circulation among all branches.

#### **I. Other Discussion:**

On GED testing in the Library stats there has been an 88% drop in people taking and passing the GED test from 2012 to 2015, and number of graduates has declined by 93%! Dr. Morley observed this is a major challenge nationwide: 55% of the population is functionally illiterate, and there are new approaches being tried .Our discussion indicated a strong interest by BOT members for the Library System to improve our efforts in this area.

#### **J. Actions:**

Following the meeting, we requested that Dr. Morley and his staff provide and complete the additional information on

1. Provide security/incident report.
2. Promote the BOT meeting packets online for the public.
3. The cost of cameras at all of the library locations.

The meeting was adjourned at 5:50 p.m.

**Doc. #16-25**



**ATLANTA-FULTON PUBLIC LIBRARY SYSTEM**

**BOARD OF TRUSTEES MEETING**

**APRIL 27, 2016 – 4:00 P.M.**

**CENTRAL LIBRARY – 6th FLOOR BOARD ROOM**

**Cormier Court Reporting, LLC**

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Board of Trustees Meeting, 27 April 2016



**Members Present**

Bailey, Phyllis D.  
Joyner, D. Chip  
Moody, Stephanie – Chairman  
Taylor, Josh  
Thomas, John R.

**Members Absent:**

Burke, Jamilica  
Kaplan, Paul

**Also In Attendance**

Claxton, Zenobia – Assistant to Director's Office  
Collins, Al – Assistant Director, Building Engineering/Library Projects  
Holloman, Gayle H. – Division Manager  
Morley, Dr. Gabriel – Executive Director  
Robinson, Ed – Financial Systems Manager

**Visitors Present**

Chamberlain, Jim – Architect, Smallwood, Reynolds, Stewart, Stewart  
Frolik, Barbara, Former Board of Trustee Member  
Macklin, Harriett – Friends of Auburn Avenue Research Library  
McPherson, Dr. Gregory – Friends of Central Library  
Moody, Dan Senator  
Pitts, Robb – Former Fulton County Board of Commissioner  
Radakovich, Nina, AFPL Foundation Member  
Rupnow, Roger, Former Board of Trustee Member  
Rupnow, Romay  
Sims-Alvarado, Karcheik – Friends of Central Library  
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris  
White, Daniel – Assistant to Commission Vice-Chairman Liz Hausmann

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**Chairman Stephanie Moody called the meeting to order at 4:10p.m. at the Atlanta-Fulton Public Library System.**

### **Transcript Legend**

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

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(MEETING BEGAN AT 4:10 P.M.)

**CALL TO ORDER**

**CHAIRMAN STEPHANIE MOODY:** I'm calling to order the Atlanta-Fulton Public Library System Board of Trustees meeting for April 27, 2016 at 4:10 p.m.

**16-20 ADOPTION OF THE AGENDA**

**CHAIRMAN STEPHANIE MOODY:** The first order of business is the Adoption of the Agenda.

**MOTION**

**CHAIRMAN STEPHANIE MOODY:** May I have a motion to approve?

**MR. JOHN R. THOMAS:** So moved.

**MR. JOSH TAYLOR:** Second.

**CHAIRMAN STEPHANIE MOODY:** Are there any changes to the agenda?

**MR. JOHN R. THOMAS:** Yes. I would like to make a motion, Stephanie, that as this is your last day on the Board of Trustees that we want to recognize you. In a sense there a number of people here for that specific purpose, that we do that as soon as possible so those people if they wish to leave, they can leave. So I'd like to move that to the front of the agenda.

**CHAIRMAN STEPHANIE MOODY:** Where would you like to put that on the agenda?

**MR. JOSH TAYLOR:** What about first?

**MR. JOHN R. THOMAS:** Yeah. Let's do it first.

**CHAIRMAN STEPHANIE MOODY:** First?

**MR. JOHN THOMAS:** First things first.

**CHAIRMAN STEPHANIE MOODY:** Okay. Are there any objections?

All those in favor of the amended agenda?

*(Whereupon, all said aye.)*

**CHAIRMAN STEPHANIE MOODY:** Any opposed?

*(No response.)*

**CHAIRMAN STEPHANIE MOODY:** The motion carries.

The floor is yours, Mr. Thomas.

**MR. JOHN R. THOMAS:** Well, it's hard to believe, Stephanie, that today is your last day on the library's Board of Trustees. For over fifteen years, you have served this Board honorably and with distinction, always putting the demands of the Board first and yourself second. You played an integral role in the development of the Facility Master Plan which the Fulton County Board of Commissioners approved in the summer of 2008. As a result, in November of that same year, the citizens of Fulton County approved the state's largest ever bond referendum of two hundred and seventy-five million dollars. Over the next eight years, you played an invaluable role in the planning, designing, and construction of eight new libraries, a

twenty-eight million dollar expansion of the Auburn Avenue Library and an eighteen million dollar renovation of the South Fulton Library. These three major endeavors, all part of the Bond Referendum Phase I and totaling some one hundred and sixty-seven million dollars not promises to come in under budget of around three million dollars, just one more tribute to your deserved, determined leadership.

And if that were not enough, these new libraries all had Groundbreaking and Grand Opening Ceremonies. Who was always present at these fifteen ceremonies with a well-prepared, very thoughtful, and location specific presentation? Yes, our Chairman, Stephanie Moody.

She was always the one behind the scenes writing scores of letters and attending numerous meetings on the Board's behalf. When a letter had to be written to the County Board of Commissioners, it was easy for us to vote for the need for such a letter because we weren't going to write it. Who was going to write it? Yes, once again, it was our Chairman.

She did all this with dignity, kindness, and a sense of humor. For all these things, Stephanie, the Board of Trustees and the Foundation Board of Directors are so thankful. And we would like to express our gratitude with a small token of appreciation. But before we do that, Josh Taylor wants to say something.

**MR. JOSH TAYLOR:** Stephanie, I am the short-term member of this Board, but I have enjoyed your leadership very much. I think you've done a great job. And I'd like to read for the record a Resolution that was passed in the Senate this most recent year. **[Reading]** Recognizing and commending Stephanie Moody, Chairman of the Atlanta-Fulton Public Library System Board of Trustees on the occasion of her retirement from the Board, and for other purposes -- and there are a lot of whereas, you understand -- **WHEREAS**, Chairman Stephanie Moody has diligently and conscientiously devoted her time, talents, and energy since 2001 to serve on the Atlanta-Fulton Public Library System Board of Trustees as a Committee Chairman and Vice Chairman and faithfully served as Chairman of the Board since 2010, never missing a meeting throughout her tenure, and **WHEREAS**, Chairman Moody has long been recognized by Fulton County residents, library Friends, and patrons and board members for the vital role she's played in the leadership of the Library System's Board, and for her deep personal commitment in providing exceptional library services and programming to all in Fulton County, and **WHEREAS**, she helped planned, develop, and implement a Library

Facility Master Plan designed to build eight new libraries in Fulton County, expand two existing libraries, and refurbish older libraries for the purpose of providing better library facilities in underserved areas of Fulton County thus improving the service in all branches, and

**WHEREAS**, Chairman Moody promoted and helped passed a two hundred and seventy-five million dollar Library Bond Referendum, and

**WHEREAS**, Chairman Moody attended and spoke eloquently about the importance of libraries at fifteen Groundbreaking ceremonies and Grand Openings throughout the entire seventy-five mile link of Fulton County and has served on the Atlanta-Fulton County Library Foundation for over ten years, and

**WHEREAS**, Chairman Moody is a published author and valued member of the Society of Children's Book Writers and Illustrators, bringing well-known published authors to speak frequently at library events -- and we hope you will continue that --

**WHEREAS**, she has not limited her services to libraries and books alone but has been elected to and served in positions in leadership in serving organizations important to the betterment of our community, including serving as PTSA president and vice-president working on behalf of Johns Creek Beautification Board and serving as president of her Home Owner Association Board, and

**WHEREAS**, Chairman Moody has been recognized for her service as vice-chairman of the Johns Creek Community Association Board, and she served as secretary of the New Town Park Foundation helping to refurbish and restore -- is it Newton or New Town?

**CHAIRMAN STEPHANIE MOODY:** New Town.

**MR. JOSH TAYLOR:** New Town Park for its surroundings, and

**WHEREAS**, she and her husband, Senator Dan Moody, have been happily married for more than forty-five years and have been blessed with three children and ten grandchildren, and

**WHEREAS**, Chairman Moody's library leadership will be sorely missed by library Friends and colleagues alike and her integrity, class, and influence on the future of library service will be nigh impossible to replicate for many years.

**NOW, THEREFORE**, be it resolved by the Senate that the members of this body recognize Stephanie Moody, Chairman of the Atlanta-Fulton Public Library System Board of Trustees commend her for her selfless volunteer service to the state of Georgia and Fulton County and extend to her sincere best wishes for a happy and healthy retirement.

**BE IT FURTHER RESOLVED**, that the Secretary of the Senate is authorized and directed to make an appropriate copy of this Resolution available for distribution to Chairman Stephanie

Moody.

And this was adopted by the Senate on March 11th, 2016.

**(Round of Applause)**

**CHAIRMAN STEPHANIE MOODY:** I don't even think the Senate read the entire Resolution.

**MR. JOHN R. THOMAS:** Before we present Stephanie with our small gift of appreciation, I do want to recognize Dan Moody, her husband, Senator Dan Moody. And thank you for coming, Dan. Appreciate it.

**SENATOR DAN MOODY:** Thanks for having me.

**MR. JOHN R. THOMAS:** Well, as the Resolution said, Stephanie, you will be sorely missed. But maybe this will help it a little bit, help remember -- and, well, it's yours. I'm here to make sure it doesn't fall off the table and break.

**CHAIRMAN STEPHANIE MOODY:** That would be...

**MR. JOHN R. THOMAS:** Yeah. Just lift up. I'll help you out. Can you hold the bottom?

**MR. ROGER RUPNOW:** Real careful, John.

**CHAIRMAN STEPHANIE MOODY:** Why not? Just lift it up.

**MR. JOHN R. THOMAS:** Okay. I did this with Gayle.

**CHAIRMAN STEPHANIE MOODY:** All right. A picture of you.

**MR. JOHN R. THOMAS:** This is --

**CHAIRMAN STEPHANIE MOODY:** **[Reading]** This sculpture rendering of Dewdrop Foliage was designed by Hans Godo Frabel and chosen by the Atlanta-Fulton Public Library Foundation especially for Stephanie Moody in appreciation for her leadership and service as Chairman of the Board of Trustees of the Fulton County Library System.

Very nice. Thank you Foundation members.

**MR. JOHN R. THOMAS:** We thought, Stephanie, we'd put it on a card --

**CHAIRMAN STEPHANIE MOODY:** A card?

**MR. JOHN R. THOMAS:** -- rather than have it as part of it.

**CHAIRMAN STEPHANIE MOODY:** This would make a good ornament, you know.

**MR. JOSH TAYLOR:** Oh, it's beautiful.

**MR. JOHN R. THOMAS:** Let me explain what this is. It's a beautiful glass sculpture of a piece of foliage. And hanging on the foliage is a little dewdrop. And the significance to this, the dewdrop represents, of course, nourishment for the plants' growth. And if there is a word that signifies what both you and Gayle manages is over the top. It's the word growth. And I thought -- we thought -- Nina was very much instrumental in picking this, along with Cara Darling, that they really, they nailed it with this particular gift. So I hope that...

**CHAIRMAN STEPHANIE MOODY:** I will find it a wonderful place and think of you.

**MR. JOHN R. THOMAS:** Yes. So...

**CHAIRMAN STEPHANIE MOODY:** And Barbara, thank you for being here too. Barbara is a board member from future Boards, and Roger and --

**MR. JOHN R. THOMAS:** Roger Rupnow and his wife, Romay. So thanks to everybody for coming. I'll help you put that back.

**CHAIRMAN STEPHANIE MOODY:** All right. Thank you.

**DR. GABRIEL MORLEY:** Well, ours is a little easier to open.

**CHAIRMAN STEPHANIE MOODY:** Oh, goodness.

**DR. GABRIEL MORLEY:** The staff wanted to give you something for your years of service --

**CHAIRMAN STEPHANIE MOODY:** Thank you.

**DR. GABRIEL MORLEY:** -- and for your help with the issues they had all along. We also have a card. Enjoy it. Take some time. Don't forget about us. Help our circulation.

**CHAIRMAN STEPHANIE MOODY:** All right. I do that. I do that. All right. Thank you.

**[Reading]** For my dedication and leadership during the past fifteen years of serving on the Library Board of Trustees. From Dr. Morley and the Fulton County Library staff.

Thank you. I'll have it read before the week is out.

Thank you all. Much appreciated.

**MR. JOHN R. THOMAS:** Thank you. Thank you, Stephanie.

**CHAIRMAN STEPHANIE MOODY:** And it was unexpected because, you know, I haven't quite retired yet. As my son was fond of saying: I'll be back.

Okay. We will now move into more regular business.

**16-19 APPROVAL OF SUMMARY MINUTES FROM REGULAR MEETING OF MARCH 23, 2016**

**CHAIRMAN STEPHANIE MOODY:** All right. The first order of business is the Approval of the Summary Minutes from the Regular Meeting of March 23, 2016.

**MOTION**

**CHAIRMAN STEPHANIE MOODY:** May I have a motion to approve?

**MR. JOSH TAYLOR:** So moved.

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

**CHAIRMAN STEPHANIE MOODY:** I didn't get a second.

**MR. JOSH TAYLOR:** Yes, you did.

**CHAIRMAN STEPHANIE MOODY:** I did. Okay.

All in favor?

*(Whereupon, all said aye.)*

**APPROVAL OF VERBATIM MINUTES FROM REGULAR MEETING OF MARCH 23, 2016**

**CHAIRMAN STEPHANIE MOODY:** The next order of business is the Approval of the Verbatim Minutes from the Regular Meeting of March 23, 2016.

**MOTION**

**MS. PHYLLIS D. BAILEY:** I move for adoption.

**MR. JOSH TAYLOR:** Second.

**CHAIRMAN STEPHANIE MOODY:** Any discussion?

All those in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN STEPHANIE MOODY:** Any opposed?

*(No response.)*

**CHAIRMAN STEPHANIE MOODY:** Motion passes.

**CHAIRMAN'S REPORT**

**CHAIRMAN STEPHANIE MOODY:** The next order of business is the Chairman's Report. And after such lengthy accolades, some of this is not going to be necessary, so I'll try to move through it quickly, but I did want to do a little bit of lecturing about the future of the Board and our role with the Facility Master Plan. But first -- no, first I want to read a card from Gayle.

**[Reading]** To the Members of the Library Board of Trustees and the Foundation: And it says: I do so I like green eggs and ham. Thank you. Thank you, Sam I am. To all members of the Library Board of Trustees and the Library Foundation, thank you very much for the lovely glass sculpture by Frabel presented to me during the recent Volunteer Recognition Program. I love the history of the company and the beauty of the piece with its delicate dewdrop. The dewdrop seems to represent the start of new things as does the dew each morning.

The Library System is embarking on new things centered on change, growth, and service. I look forward to following the message of the dewdrop. Gayle H. Holloman.

Thank you, Gayle.

**MS. GAYLE HOLLOMAN:** Thank you.

**CHAIRMAN STEPHANIE MOODY:** So next, I wanted to say a public thank you to our many Library Volunteers, who numbered two thousand three hundred and eighty-seven persons strong. Last year they combined with our twenty-five Friends groups and topped their own volunteer service record donating sixty-eight thousand eight hundred and eighty-six hours of service throughout the year. Hours valued at one million five hundred and eighty-eight thousand seven hundred eighty-four dollars and seventy-six cents, which is the equivalent of thirty-three full-time employees. So as a card carrying library patron who uses her branch library weekly and checks out a multitude of books, I

sincerely appreciate their service. I know you do too. And I know you know full well their importance to our libraries. And thank so many of you for coming to that program. That was -- I think that's some of the best attendance we've ever had at the Volunteer Recognition.

I want you to know it's been my privilege to serve on the Library Board for the past fifteen years and has served as the Chairman for six. As I said, earlier, I would not be running for Chairman again regardless of today, so as part of my remaining duties, I have asked Jamilica Burke and Josh Taylor to form the Nominating Committee and select a slate of officers for the next term. They have accepted.

I also want to thank the Fulton County Commissioners who appointed me to the Library Board of Trustees; Chairman John Eaves and Commissioner Joan Garner. Both appointments were appreciated, but Commissioner Garner's appointment was especially welcomed because of the timing. The Board was in the midst of fulfilling the promise of the Facility Master Plan approved in 2008 and searching for a new Library Director, two very important roles.

I'd also like to point out that the misinformation provided by Ms. Sims-Alvarado at our March meeting is being addressed by members of this Board. She was not only inaccurate in her assertions, but she spoke only on her own behalf and did not represent the Friends of the Central Library as she so claimed, and talks with Central Friends' president, Marty Reed, have confirmed.

So I have no -- no problem standing on my record of service to this Library System. As you heard, even the State legislature agrees. In fact, only John Thomas and I remain among those who served when the Library Facility Master Plan was first conceived, promoted, and passed by area residents.

I am very glad our new Board members have taken up the challenge of supporting library services county-wide and have refrained from segmenting the county into districts. In many of you, I see the understanding that libraries not only add to the cultural fabric of our communities, but they are a symbol of our commitment to self-education. They are a resource for small businesses. They provide training and access to new career choices, and they are a haven and learning center for children. In short, they are essential to Fulton County services. Still Josh Taylor brought up some interesting statistics he shared with us recently regarding Library Usage in a recent email. Clearly, Library Usage is declining as his statistics prove. But there are many reasons that should be brought forth. As you

know, annual Fulton County budget reductions for libraries in the past several years have had a dramatic effect on our ability to deliver high quality library services county-wide. Then, repeatedly, we had to cut our Materials Budget to the bone to meet our budget restrictions. Finally, we were so stripped of needed funding that we had to cut hours system-wide and close doors prior to most of your appointments to this Board. As a history lesson, in 2014, the Library System went from being open one thousand five hundred and sixty-two hours a week providing morning, evening, and weekend access to being open only nine hundred and ninety-six hours. That's over five hundred hours of closed doors weekly. With the budget cuts, we had to eliminate ninety-two part-time positions and fifty full-time positions. Our Material budget was cut by more than half, reduced to a mere 1.6 million, an amount that does not begin to answer the needs and requests of our patrons. As one patron put it: Can't something be done to rethink the County's priorities and bring back what was lost? Another wrote: The library is not a lifestyle. It is a lifeline. And I submit to you that our libraries are a lifeline because they are crucial to the communities they serve. Indeed, I submit to you that libraries are the most valuable, cultural institution in our County. Prior to 2013, the AFPLS registered almost four million visitors annually, a number that is diminished by over a million today. Even with seven new branches opened, still even with today's technology, I believe the need for library service is ever increasing, because as letters have told us, Fulton County residents rely on libraries. Moreover, library service enrich educational resource for people of any age, any income. Yet our Library System continues to suffer significant budget cuts. From a high-end fiscal year, 2007, of 32.5 million to 2014's low of twenty-five million. Yet, we have never been allowed to address real change such as closing underperforming branches and directing residents to larger and more important vibrant branches, branches that would serve them better in programming materials and technology access. As Josh pointed out, our Circulation of library materials and books has dropped proportionately by almost one a half million, from 4.2 million in 2009 to two million seven hundred and fifty thousand in 2014. And it's only slightly recovering today with the addition of the new branches. Moreover, staff positions continue to go unfilled. Auburn Avenue no longer has a manager or a curator, and it has taken us more than three years to fill our Library Director position. As

bad, significant programming for children and adults remain stifled because there is no budget for programming, and there hasn't been one for years unless it is funded by our Friends' groups or outside funding. I ask you: How are we expected to sustain a thirty-four branch system and a renown research library in African-American studies with less staff, diminished materials, and a limited budgets?

What is equally disconcerting is that today's library is changing and here again we are failing to keep pace. A snapshot of today's libraries in other parts of the country is revealing. These libraries have not just computer access but small business and technology centers. Not just a Children's Department but computer and social media classes; not just teen areas but dedicated Teen Zones and 3-D printers for making designer spaces that are becoming increasingly important. Clearly, by these examples alone there is proof that intrinsic value of libraries is more complex and valuable than ever before. Plus more and more of our patrons want the ability to stream their books, music, and movies, an approach that would actually save us money in lost and stolen materials.

Further, our patrons want eBooks, books that are tracking a new wave of library patrons, the young adult. However, the cost of eBooks is high just as the cost of running a first-rate Library System is high. We simply must have better funding from accounting not only to maintain the access to printed material but to support the shift to the future of libraries, the future that includes ever increasing technology. Why? Because technology helps libraries do what they do best: Connect people with resources and ideas, including books, virtual references, eBooks, and training. As I hope you will agree, such freedom of access to information is fundamental to the American way of life. That is why we must embrace the future and demand that the County Commission replenish the informational and cultural treasury trove that is our Library System.

As you know, letters, phone calls, and cuts before the County Commission have had little effect in past several years. We have tried repeatedly to get their attention. And now there's the question of the Central Library, a question the Board wants to readdress after eight years of discussion by other Boards. Eight years of debating ideas about how best to serve the needs of area residents. I direct you to the original Facility Master Plan that spells out how the bond money is to be spent. And it does not include refurbishing Central.

I direct you to the Fulton County Board of Commissioners' decision regarding our Central Library as it related to the

facility Master Plan. And I direct you to Josh Taylor's statistics regarding the use of Central Library today. Nobody wants to tear this building down. Practically everyone recognizes its architectural significance and its place in Atlanta. However, a building of this size is not in keeping with the delivery of Library Services as the public uses libraries today, and it is frightfully expensive to maintain. Moreover, the Facility Master Plan and its Bond Referendum do not allow for a renovated building. You need only look at the exact wording as it was accepted by the Board of Commissioners in 2008 to know what the Board of Commissioners promised the voter. Fifty million is needed from the private sector for the eighty-five million to be bonded. Believe me, we have tried to find that funding. Prior to your appointments, this Board listened to experts from out of state regarding a redesign of Central. We listened to ideas from architects who are part of designing this building. We reached out to civic groups, influential business partners, and foundations trying to secure funds to build a new building. We weighed the drain on finances that this building costs in manpower, maintenance, and operation. Even today as Paul will attest, its roof costs over a million dollars just to repair. Elevators cost in the neighborhood of eight hundred thousand \~\~ just to repair when in reality they should be replaced. What's more to the point is that the Facility Master Plan had conditions that needed to be met. Even the Bond Referendum question poised to voters noted it was to implement and I quote "The Library Facility Master Plan" which is a big, thick document.

And it also says it's for the innovation and expansion and existing library facilities owned by Fulton County. That means leased buildings are off the table for an expenditure of taxpayer's money. And Central is not considered a branch. And according to the actual minutes from the Board of Commissioners meeting of July 16th, 2008, Central may only receive funds for a new building if and when fifty million is raised from the public sector. Therefore, to act on other alternatives is a breach of the public trust unless you get or we get significant input and agreement from the public county-wide and the Fulton County Board of Commissioners decide to amend the Bond Referendum.

I submit that the best course is to float a new bond regarding Central to get the true measure of the public's will regarding Central. However, knowing how much the public loves and supports their branch libraries, I think we presented the Board of Commissioners with a good option for going forward. It is an option that has not yet been acknowledged by the Board

of Commissioners. And for us to simply redirect the eighty-five million is not in keeping with what this Board's promise to the public was when the original bond was promoted and subsequently passed. We have passed a viable plan about going forward regarding Central. That plan deserves to be considered by the Board of Commissioners and judged on its merits before any other plan is brought forth. The clock is ticking and we dare not lose the twenty-three million specified for the other branches. Thank you.

And now we welcome Dr. Morley. I'm sure he doesn't have much to say.

**DR. GABRIEL MORLEY, EXECUTIVE DIRECTOR - WELCOME**

**DR. GABRIEL MORLEY:** Thank you for having me. I'm glad to be here. I think we have a lot of room to make some positive progress. And we'll go a little bit at a time, let everyone get acclimated, find those things that are our priority like we talked about in the interview, you know, we identified as priorities, focus on those priorities and become hypersensitive about those priorities. I think that will help give us some direction and some focus in our day-to-day work. So thank you for having me.

**MR. JOHN R. THOMAS:** You're welcome. Nice to have you.

**MR. JOSH TAYLOR:** We're happy to have you onboard.

**CHAIRMAN STEPHANIE MOODY:** We are looking forward to lots of new and innovative ideas and a Strategic Plan.

All right. We usually have a short narrative on some of the activities in the branches. Gayle, were you going to do that?

**MS. GAYLE HOLLOMAN:** Yes.

**CHAIRMAN STEPHANIE MOODY:** I notice we don't have it; at least, I don't have it in my Board Book.

**MS. GAYLE HOLLOMAN:** What's that?

**CHAIRMAN STEPHANIE MOODY:** The narrative.

**MS. GAYLE HOLLOMAN:** It's not in your book?

**CHAIRMAN STEPHANIE MOODY:** No.

**MS. GAYLE HOLLOMAN:** I've got it right here in mine.

**CHAIRMAN STEPHANIE MOODY:** No. I've just got the minutes. So I didn't get to read it.

**16-24 DIRECTOR'S REPORT**

**MS. GAYLE HOLLOMAN:** Okay. Well, to give you some highlights -- well, first of all, before we do that, let me go over the fact that you have an article for your reading pleasure. It's from the Atlantic Magazine. And it talks about fewer Americans are visiting local libraries and technology isn't to blame. Actually, what it asserts is that it has to do with funding. So I wanted you to be aware of that.

There were numerous articles in the neighbor newspapers and the AJC with regard to the appointment of Dr. Morley, so you should have that in your packet. You have a flyer that talks about the survey that's underway right now. It's our first annual survey. We usually have one in April, and we have one in October of every year. This is our first attempt at an online survey. We also have paper surveys that people can receive when they come into each branch if they do not want to use the online survey. So it's going on quite well. As of this morning, we had eleven seventy-three, as of this evening, we're over twelve hundred in responses to the survey. And it ends on the 29th. So that's a really good thing for us.

Also, I wanted to bring your attention to Money Smart Week starts April 28th. We're going to be participating in that again. It really helps children to know about how to use money and what money is all about and to get their ideas and thoughts towards saving.

March was a very busy month throughout the Library System. Some of the fun things we were doing was to celebrate Dr. Seuss's birthday, on March 2nd as part of National Read Across America Day. We celebrated Women's History Month as we do each year in the month of March. And I wanted to point out to you that we have a renewed partnership with -- between the library and I.T. Each month now, the I.T. staff had becoming -- about five of them each time -- actually meet with our Branch Manager at our monthly meeting the first Thursday of every month, and they have been able to ask a lot of questions, get a lot of answers, and put things on the table that made the I.T. staff have to go back to and research. But it's making the difference. And I'll speak a little bit more about Wi-Fi and other issues when we get to that stage of the report.

The Auburn Avenue Research Library has agreed, the staff members have agreed to be the host of an opening reception for the 10th National Conference of African-American Librarians, which is the Black Caucus of the American Library Association. And it will be here in Atlanta August 9th through the 13th. So you'll see that on page 1 of the Narrative.

Also, our Youth Services librarians have really embarked onto the 2016 Summer Reading Program. Everyone is getting set to embrace the theme Get Set, Ready, Read. And we're very excited to know that the children will have a great summer. The librarians are going out -- they usually start in the month of May -- to really get out to the schools and make them aware of just what to expect during Summer Reading.

On page 7 you will note that in cooperation with Georgia State

University School of Music, the Special Collections Department sponsored two breakout sessions of the 2016 Music for All Southeastern Regional Concert Festival on March 23rd. This is where approximately a hundred and thirty high schools and middle school brass band students attended workshops led by GSU School of Music. We've had partnerships over the years with GSU, and we're renewing those partnerships. In fact, at one point we had a piano on the stage downstairs in the auditorium that was on loan to us, and Georgia State said they didn't care who played it. They just wanted it to be there. And they would use it when they had recitals here on a somewhat monthly basis. Any questions about any of that?

#### **16-21 MONTHLY FINANCIAL REPORT**

**MS. GAYLE HOLLOMAN:** Moving into the Monthly Financial Report. Does anyone have any questions about the Financial Report? There will be a twenty-four percent committed now of the 2016 budget allocation.

#### **16-22 MONTHLY USAGE SUMMARY**

**MS. GAYLE HOLLOMAN:** And then we move into the Activity Report. Our Intra-Library Loans are a bit down -- I'm sorry -- up this month, but a bit down -- a little bit down as far as year-to-date goes. But we don't think that's a problem for us. We do have quite a few people now working Intra-Library Loans as opposed to in the past when we had one person. Our GED Testing, the online testing still becomes problematic for us as well as nationally. And that all has to do with, as I mentioned before, the fact that a lot of people are not as computer literate as we would want them to be, and so we are still having our computer classes. We are still helping people anytime they come in with regard to their needs with regard to computer usage. The GED Testing, we're still working to try and figure out ways to improve on that. But because of the technical system of Georgia making the -- actually setting the pace for what we're doing, we have to do it the way they set it up.

Nothing has been said about going back to a paper test. And that is what we really probably need to do nationally as well.

**MR. JOHN R. THOMAS:** Gayle, I'm just curious, Dr. Morley from your standpoint, you had the same kind of experience in Louisiana with this problem of the GED being mostly computer oriented and those are the very ones that can't use the computer. So ours is down. It's, you know...

**DR. GABRIEL MORLEY:** Very similar. And our approach was to do the basic computer training prior to the GED training and just set up a template and say this is what the test is going to look

like, these are the skills you have to know and then try to align those two things; the Library Partners and the Literacy Council in Louisiana so they focused exclusively on that. But Louisiana also got rid of the GED and decided to go to HIGHSAP. And so different test --

**MR. JOHN R. THOMAS:** Yes, that's the alternative.

**DR. GABRIEL MORLEY:** -- similar implementation though. But it's moved in that direction. It's never going to go back to paper. We're going to fight a losing battle if we try to fight for a paper test. Being information literate in today's society is learning how to use the computer. And if you don't feel like doing that, then you don't deserve that GED Certification. That's part of being a literate individual in the 21st Century. But we can certainly make an effort in the front to train them in a way that that becomes not part of the issue. It should just be what's on the test and not a function of their computer skills. And that shouldn't be difficult to do. At this point, I'm not certain what we're doing to try and prepare people for the online tests physically, the computer portion of the test.

**MR. JOHN R. THOMAS:** What makes this particularly concerning to those of us who have been here for awhile is -- it probably goes back six or seven years ago, but our Library System was either the leader or among the top three leaders in the GED. We were recognized one year. I think we had something like five hundred or over six hundred GEDs ranking and now we're way down, and ostensibly because of the computer. But I agree with you, that's life today, the computers.

**CHAIRMAN STEPHANIE MOODY:** Well, our computer classes are down too. So maybe we could offer specific classes.

**DR. GABRIEL MORLEY:** There's also a push to put the GED completely online and push out all of the face-to-face GED training. And John Szabo who went to California pioneered that method in Los Angeles when he got there. And I don't think we have enough data to say whether or not that's working because it's a totally self-paced program. You enroll online. You have a counselor or a teacher that helps you with whatever area where you're feeling deficient or you're totally on your own except for whatever chat you have. So if you don't have the computer skill or the ability to do that, you're really at a loss. So this is a good service. I mean, it deserves some attention and could probably use some beefing up if you had high numbers before, because those numbers are still very high. The percentage of people who drop out of high school is astronomical if you don't know.

If you look at the statistics, fifty-five percent of the people

in this country are functionally illiterate. And those high school dropout rates are just increasing for a variety of reasons. But we can mitigate some of that with, I think, ameliorating their concern about the computer test. Because the GRE's gone that way, the MCAT, every standardized test is moving to that online format. And theoretically, the test is individually designed so that if you answer this question in the affirmative then you get this question. If this question is incorrect you get a different question so that the tests are also supposed to be smart enough to figure out how many questions they need to ask to ensure that you're competent.

**CHAIRMAN STEPHANIE MOODY:** Chip?

**MR. D. CHIP JOYNER:** As far as the number of graduates from -- or taking the test, the number of persons to pass a test, how do we compare with other cities in the county or in the state or nationwide? Just doesn't seem like we have that many graduates even though the number is improving. Just overall how are we doing?

**MS. GAYLE HOLLOMAN:** We're the only Library System, public Library System in the country that does GED Testing and we have been for all these years. That's why it's been such -- we've been so bothered by the fact that the numbers have dropped so much. And -- but the thing is that you've got so many people overcoming so many other things by the time they decide to even take the GED test or even try for the GED. So we offer classes through the Atlanta Public Schools. And then we offer -- we do offer computer classes, computer sessions. But you know our Wi-Fi issues have been a hindrance to us -- for everyone. But that's part of the problem is that the people just are not comfortable; people are afraid of the computer. I mean, it's amazing to sit with someone who is just beginning to encounter the technology and see how apprehensive they are. I mean, they really fear it. And it's just a matter of the unknown. And it's just very interesting sometimes to see that.

A lot of times you've got -- the very young people is not such a problem, the fairly young people. But as you get into the thirty-five and above, people are a bit frightened. And they spent their whole lives doing other things and regretting not having finished school and they're trying to make a different. So we have a lot when we start to sit with people. And the other problem is stopping to sit. We don't have enough staff to give that individual attention all the time. So that's the other component to it. So we've got a lot of challenges, and we still want to do it because we're still fully committed.

**CHAIRMAN STEPHANIE MOODY:** Are there any other questions

regarding the Monthly Usage Summary?

**16-23 CUSTOMER SERVICE REPORT**

**CHAIRMAN STEPHANIE MOODY:** Moving to the Customer Service Report. A lot of nice comments.

**MS. GAYLE HOLLOMAN:** A lot of nice comments. Some of them being like from the West End Library. Patrons said thank you for assistance provided by two staff while using the Internet. Another at East Point said great help with computers. Central, excellent class presented. Need more classes. And we have been known here at Central for those types of classes and they're really trying to beef it up. But we did have some loss of staff in that department, and we have recuperated by hiring some additional part-time and full-time staff in that area.

Some of the not so happy comments were: Extremely hot in the library; the cleanliness of our facility; difficulty with the Internet; and the elevator slowness. The elevators are being worked on here. I'm sure they were talking about Central. And the cleanliness of our facilities, we've been working with General Services over the last few weeks about some of the cleaning areas -- cleaning problems we've been experiencing in some of the various areas of the System.

We don't really know what's causing it because it's north, south, east, and west. And they're reviewing the contract. And, of course, we're under contract, the County's under contract with these cleaning crews. And so they're reviewing it to see what they can do. And each time we find a problem they have been able to address it. But it is happening more frequently than we would like. So we were involved with that. Some of the suggestions that we received are that we would have a fax machine, music software, which we do have some music availability at the Northwest Library and at the Wolf Creek Library. Perhaps we just need to make it better known, so a little bit more advertising there.

Talking about proctoring, years ago we did proctoring. In fact, I was very much a proponent of it. But it got to be very cumbersome because there were times that you weren't sure about who you were proctoring for and with. And it just became very problematic for us. We didn't always have the staffing to make it happen. And we didn't always have the level of staffing that it took. They required that we have someone starting at the librarian level. And that was not always possible when a person wanted to come in for a session. So we ended up disbanding it. And perhaps we'll discuss it at some point and venture back into it in some fashion.

But any questions about the Customer Service Report?

**CHAIRMAN STEPHANIE MOODY:** We do not have a fax machine

**MS. GAYLE HOLLOMAN:** We do not have faxing for the public is what they want. They want faxing for the public. And at one time we entertained that when were beginning to open -- talk about opening up new libraries, but we just decided it was not something to do.

**CHAIRMAN STEPHANIE MOODY:** I thought they were becoming more obsolete.

**MS. GAYLE HOLLOMAN:** I think people just want to have it at the library because if they use their card they won't have to pay any money they're thinking when they have to fax something. I think. I think that's part of it perhaps.

**CHAIRMAN STEPHANIE MOODY:** Any comments for Gayle?

**MR. JOSH TAYLOR:** Yes, back to the Financial Report. You know, we're twenty-five percent of the way through the year in three months. And I guess the number I look at is the regular salary and part-time salary. We're still pretty far behind budget there. So what's our status in terms of open positions and...

**MS. GAYLE HOLLOMAN:** The status with positions, we have about twenty-five positions to fill, full-time. And then we have part-time -- Ed, do you want to speak on that?

**MR. ED ROBINSON:** Yeah. We have quite a few part-times, probably roughly close to about thirty to forty percent of the positions, so that's -- that's an issue that we're working on. I think the part-time is just heavy turnover. Gayle, you -- by the time we get people hired, you know, four months, two months, three months in, turnover. So it's just a big -- it's been a big turnover. We're just trying to strategize and seeing is it better just to offer fewer high paid positions versus having so many lower paid positions. There's just been a big turnover with the County. You know the County went from being able to work thirty-five hours a week to you could only work like twenty -- twenty-nine hours. But then to make sure that we don't go over the twenty-nine we set it a little bit less. So we set it at like at --

**MS. GAYLE HOLLOMAN:** Twenty-four.

**MR. ED ROBINSON:** -- twenty-four hours a week. So we really haven't been able to attract and retain people on a part-time level. But we -- with all the money that we haven't spent, then we do have plans for using the unspent salary funds.

**MS. GAYLE HOLLOMAN:** And the thing is is that we no longer have a H.R. Department, as you know, due to shared services. So it takes a little bit longer because the H.R. Department at the County has been divided into -- all of the different departments have a certain person that you go to. So oftentimes is not

quite as fast as we'd prefer because they're not just dealing with the library, they're dealing with a lot of other departments. So we're working through that issue. I'm going to be talking with Dr. Morley more and more about that. We will start interviews next week for our Library Assistant position, and then we're moving into our other positions that have been interim so that we can go ahead and get those filled. And I feel confident that that will make a difference, a huge difference.

But with the part-time, the loss of the part-time people, it's kind of like you hire thirty-five and you lose seventeen. So it's just been very interesting how that has worked. And there was a time when we didn't have a lot of part-time staff. And now we were trying to get back into that because we let go so many part-time staff in 2014. And so we're trying to recoup that, but in trying to do so, we're not making the retention.

**CHAIRMAN STEPHANIE MOODY:** What about the changeover date when the money that isn't directed towards salaries for unfilled positions becomes more available for other departments?

**MS. GAYLE HOLLOMAN:** For other departments in the County?

**CHAIRMAN STEPHANIE MOODY:** No, no, in the library for you to --

**MS. GAYLE HOLLOMAN:** Salary Saving, yes.

**CHAIRMAN STEPHANIE MOODY:** The Salary Saving.

**MS. GAYLE HOLLOMAN:** We're hoping to be able to use salary saving for a multitude of things which we have not identified yet, but we're going to be working with Ed, and of course Dr. Morley, to work through that and see what we need to do. But we have to be very careful because as Ed always reminds me, if you start using it for some things, you've got to be able to continue those things in the 2017 budget. So you don't want to overdue the Salary Saving and then put yourself in a bind next year. So that's -- we've got to -- it's a delicate balance, I guess is what I'm saying.

**CHAIRMAN STEPHANIE MOODY:** But we still don't want it to roll back into the General Fund?

**MS. GAYLE HOLLOMAN:** No, we don't. We will not do that.

**CHAIRMAN STEPHANIE MOODY:** Okay.

**MS. GAYLE HOLLOMAN:** We do not want to do that.

Do you want to say anything about that, Ed?

**MR. ED ROBINSON:** Yeah. We're putting forth some plans, and we've analyzed up until March and just -- if we could forecast out a little bit further, and I've been speaking with the Collections Management staff to try to prepare him that I know a lot of the money is going to go to the Book Budget, and then we have some security issues and like for Summer Reading, you know,

for Summer Reading, I want to meet with the Group Managers and see what amount that they could spend. But we have a fairly large sum, probably around five to six hundred thousand that we really want to move forward. But the problem is we got to get permission from the County Finance and Budget Office because it has to be, for the most part, as Ms. Holloman stated, a one-time type service. You can't enter into a process that's going to be ongoing so that -- because this is a -- they're looking it as one-time money. We shouldn't have the Salary Saving ever year, otherwise, then we have too many positions. But we're looking at all of the one-time type services.

And I was really trying to get the security unit, but then we know security is an ongoing type thing. But supplies, books, and things like that, we certainly, we're able to purchase those items.

**CHAIRMAN STEPHANIE MOODY:** And Materials I would think --

**MR. ED ROBINSON:** Absolutely.

**CHAIRMAN STEPHANIE MOODY:** -- definitely.

**LIBRARY CLOSURE REPORT**

**CHAIRMAN STEPHANIE MOODY:** Are we ready to move on to Library Closure Report?

**MS. GAYLE HOLLOMAN:** Yes. The Closure Report is lower than we've had in some months; 3.5 hours closed in the month of March. And that was due to HVAC problems at the Adams Park Library, and an outside pipe burst at Southwest Library. The City of Atlanta had to shut off the water and make the repair. So that was done.

**CHAIRMAN STEPHANIE MOODY:** Are there any questions for either? As a matter of fact, congratulations to Gayle. She's been named -- and you're going to have to help me, Dr. Morley --

**DR. GABRIEL MORLEY:** Division Manager.

**CHAIRMAN STEPHANIE MOODY:** Division Manager. So Gayle is now the Library Division Manager. Are there any questions for the Director or the Division Manager before we move into the Old Business?

**OLD BUSINESS**

**LIBRARY CONSTRUCTION/PHASE I - UPDATE**

**CHAIRMAN STEPHANIE MOODY:** Okay. The first thing under the Old Business is Library Construction/Phase I Update.

**MS. GAYLE HOLLOMAN:** Do we do that?

**CHAIRMAN STEPHANIE MOODY:** Al says he doesn't really have an update for us.

**MR. JOSH TAYLOR:** So no update on the Opening Dates for the new libraries?

**MR. AL COLLINS:** Question mark.

**CHAIRMAN STEPHANIE MOODY:** Still?

**MS. GAYLE HOLLOMAN:** Yes.

**CHAIRMAN STEPHANIE MOODY:** Even Auburn Avenue?

**MS. GAYLE HOLLOMAN:** Al, would you like to have a -- any say?

**MR. AL COLLINS:** Well, we -- yes, I would. We have, as you know, been pushing to get all three of the libraries open at this time; that being the Southeast Library, Auburn Avenue, and then later South Fulton. All of those have made significant progress in the completion of the construction. But each of them have some challenges in order for us to get them open at this time.

I have talked with, been out to, been working extensively with the group out at South -- excuse me -- Southeast to get that library open. And right now, we believe we can get it open in June. It will likely be the first couple of weeks of June, but an exact date I'm going to need a little bit more time to firm up and give you a exact date on that.

We've also been working diligently with the construction crew, design crew at the Auburn Avenue Branch. And it has also suffered some challenges in order to get all the construction needed concluded. We're likely looking at a very, very late June date, early in July. The July date is probably, again, the most likely date. But, again, I'm going to need a little bit more time to firm up those dates and be prepared to offer you some exact dates of when those facilities will open.

We are, it appears, on target for -- I projected September the 22nd date on South Fulton, so that one's going to look -- looks good. And, again, they've made some very, very good progress despite a number of unforeseen conditions that hampered the progress on that construction. So we're moving forward with that as well.

But that's -- that's kind of where we stand with each of the libraries that are under Phase I that remain under construction. I wish I could give you some more firm dates at this point. But it's going to take a little bit more working with the contractor on the facilities to make that happen and to come forward to you where you'll be able to plan for it.

And I have worked with Dr. Morley since he has been onboard. We've done for reviews of Auburn Avenue Research Library. I've walked it from top to bottom, so he understands and knows -- has a firsthand understanding of where we are on that library. And I hope to be able to do the other libraries, get him acquainted in the same manner.

**CHAIRMAN STEPHANIE MOODY:** Okay. Thank you.

**DR. GABRIEL MORLEY:** The end result, I think, is that some

pressure is going to come to bear on those contractors that hasn't been there before. And I think we're all in agreement; Al, the contractor, the library that things need to happen at a much quicker pace than what they've been happening.

**CHAIRMAN STEPHANIE MOODY:** Agreed.

**THE AMENDING OF THE BYLAWS FOR THE EXPANSION OF THE VICE**

**CHAIRMAN'S DUTIES**

**CHAIRMAN STEPHANIE MOODY:** The next order of business is the Amending of the Bylaws for the Expansion of the Vice Chairman's Duties. This document is in the back of your binder. The change has been sent to you with the required two weeks' notice. And it is noted in red. So I received no comments.

**MRS. PHYLLIS BAILEY:** I have a comment.

**CHAIRMAN STEPHANIE MOODY:** You have a comment now. Okay.

**MRS. PHYLLIS BAILEY:** First off, I'd like to know at what point this was developed before it was sent out. I'm concerned because according to Roberts Rules there should have been a group or maybe just the seven of us to talk about it.

**CHAIRMAN STEPHANIE MOODY:** We discussed it at our last board meeting.

**MRS. PHYLLIS BAILEY:** Discussed extending why? Did you give a reason be as to why you're doing it?

**CHAIRMAN STEPHANIE MOODY:** My understanding is we felt like it was a good idea to be represented at the Friends Council Meeting and that the vice chairman was a good choice to be the person to attend those meetings.

**MRS. PHYLLIS BAILEY:** I agree there should be someone to be there. But my concern is that each of us is appointed to a Special District Commissioner. And, personally, I feel that each of us needs to be responsible to attend the Friends or meetings for the libraries in our district. And if reporting to the vice chair is part of it then I have no problem with that. But I don't think that the vice chair should be the only person to be required to attend each of these meetings.

**CHAIRMAN STEPHANIE MOODY:** I don't think it's exclusive. It's just an added responsibility for the vice chair. You are more than welcome to attend --

**MRS. PHYLLIS BAILEY:** I understand that.

**CHAIRMAN STEPHANIE MOODY:** -- all the Friends meetings.

**MRS. PHYLLIS BAILEY:** I understand that. But to say that the vice chair is totally responsible for that.

**MR. JOHN R. THOMAS:** I don't think we're saying that.

**MRS. PHYLLIS BAILEY:** You don't think it's saying that?

**MR. JOHN R. THOMAS:** Let me see.

**MRS. PHYLLIS BAILEY:** Okay. I have no problem with that as long

as the initial responsibility for these libraries remains with the person who's appointed to that district.

**CHAIRMAN STEPHANIE MOODY:** Phyllis, we have always treated all of our libraries as a System.

**MRS. PHYLLIS BAILEY:** That's fine.

**CHAIRMAN STEPHANIE MOODY:** We do not divide them by district. We treat them as a System that works together. We share our book System-wide; we share our resources System-wide. We do not say these are the only branches I care about. We care about all the branches.

**MRS. PHYLLIS BAILEY:** I understand that, and I'm not questioning that position. I'm questioning whether or not the vice chair should have a specific duty of always attending each one of these Friends' meetings.

**MR. JOSH TAYLOR:** You know, the -- maybe -- I have not attended any of the meetings. I think Paul has attended. And these are, if I understand it correctly, these are a quarterly meeting --

**MR. JOHN R. THOMAS:** Right.

**MR. JOSH TAYLOR:** -- of the Friends from the entire System as opposed to individually.

**MRS. PHYLLIS BAILEY:** There would be just one meeting?

**MR. JOSH TAYLOR:** Yes.

**MRS. PHYLLIS BAILEY:** Oh, okay. Then I'm sorry, I --

**MR. JOSH TAYLOR:** For example, FOCAL, they had a monthly meeting. And I talked with Marty and they were meeting last week. And, you know, certainly at some point, I think it would make sense for one of us to attend, you know, the FOCAL meeting. That's --

**MRS. PHYLLIS BAILEY:** Okay. I understand that.

**MR. JOSH TAYLOR:** Okay. Yes. This is just a group meeting as opposed to individual meeting.

**MRS. PHYLLIS BAILEY:** Because my understanding was it was a meeting at each library for each library's Friends or --

**MR. JOSH TAYLOR:** No.

**CHAIRMAN STEPHANIE MOODY:** No. They meet here.

**MRS. PHYLLIS BAILEY:** Okay. Then that's not a problem.

**MR. JOSH TAYLOR:** Okay.

**CHAIRMAN STEPHANIE MOODY:** No? Okay.

Yes, John?

**MR. JOHN R. THOMAS:** Yes. I think, Phyllis, maybe what may not be clear, the Friends Council, Council is the key word, that's the representative body of all of --

**MRS. PHYLLIS BAILEY:** Of all of them.

**MR. JOHN R. THOMAS:** -- all the Friends -- of all the Friends locations --

**MRS. PHYLLIS BAILEY:** Then that's fine.

**MR. JOHN R. THOMAS:** -- right. I think we have twenty-three or twenty-four --

**CHAIRMAN STEPHANIE MOODY:** Twenty-five.

**MR. JOHN R. THOMAS:** Twenty-five Friends' library --

**CHAIRMAN STEPHANIE MOODY:** We have twenty-five libraries with Friends Groups.

**MR. JOHN R. THOMAS:** Well said; better said.

**MRS. PHYLLIS BAILEY:** So they come together --

**MR. JOHN R. THOMAS:** That's right.

**MRS. PHYLLIS BAILEY:** -- and you're asking that the vice chair attend --

**MR. JOHN R. THOMAS:** That's right.

**MRS. PHYLLIS BAILEY:** -- that meeting?

**MR. JOHN R. THOMAS:** Exactly.

**MRS. PHYLLIS BAILEY:** Fine.

**MR. JOHN R. THOMAS:** Yes.

**MRS. PHYLLIS BAILEY:** I just want to be clear about that.

**CHAIRMAN STEPHANIE MOODY:** And you're certainly welcome to attend too.

**MRS. PHYLLIS BAILEY:** I have no problem with that. I know that. But that was my question as to whether this person was going to be asked to attend all of these meetings all the time.

**MR. JOHN R. THOMAS:** He'd be a tired boy.

**CHAIRMAN STEPHANIE MOODY:** He'd be very busy.

**MRS. PHYLLIS BAILEY:** Indeed. He'd have a full-time job, which is not the --

**MR. JOHN R. THOMAS:** Yes.

**CHAIRMAN STEPHANIE MOODY:** May

**MOTION**

**CHAIRMAN STEPHANIE MOODY:** May I have a motion to approve this amendment?

**MR. JOSH TAYLOR:** I make a motion to amend it.

**CHAIRMAN STEPHANIE MOODY:** Is there a second?

**MR. JOHN R. THOMAS:** Second.

**CHAIRMAN STEPHANIE MOODY:** Any other discussion? All in favor?  
(Whereupon, all said aye.)

**CHAIRMAN STEPHANIE MOODY:** Any opposed?  
(No response.)

**CHAIRMAN STEPHANIE MOODY:** Motion carries.

**MEETING ROOM POLICY - UPDATE**

**CHAIRMAN STEPHANIE MOODY:** The next is the Meeting Room Policy - Update. I saw it sort of in the back of your binder. Yes. I'm finding it. There it is. Okay. The changes are in red and green. So the changes would say: Users of library meeting

rooms may not at any time use the name, address, telephone number, or the Library System's logo unless approved of the Atlanta-Fulton Library System as the official address or headquarters for any individual organization or business. This is being put in because a few people were getting the logo and putting it on their flyers to show an association with the library. We do allow the use of the logo with permission if it's a joint approved -- program that we're also sponsoring.

**MR. JOHN R. THOMAS:** Right.

**CHAIRMAN STEPHANIE MOODY:** But some people use our meeting rooms for their own purposes, but they were using our logo. So that's the reason for this change. So is there any discussion? The only thing I would change is here -- and I am guilty of it too -- we said the Library System's logo unless approved of the Atlanta-Fulton County Library System. And we are officially the Fulton County Library System. So -- but our logo, of course, doesn't say that.

**MR. JOHN R. THOMAS:** Right.

**CHAIRMAN STEPHANIE MOODY:** So we'll have to --

**MR. JOSH TAYLOR:** Let's approve it as is and fight that battle another time.

**CHAIRMAN STEPHANIE MOODY:** Okay.

**MOTION**

**CHAIRMAN STEPHANIE MOODY:** May I have a motion to approve?

**MRS. PHYLLIS BAILEY:** I so move.

**CHAIRMAN STEPHANIE MOODY:** Second?

**MR. JOSH TAYLOR:** Second.

**CHAIRMAN STEPHANIE MOODY:** Any further discussion?

All those in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN STEPHANIE MOODY:** Any opposed?

*(No response.)*

**CHAIRMAN STEPHANIE MOODY:** The motion passes.

**MR. JOSH TAYLOR:** Code of Conduct?

**CODE OF CONDUCT - UPDATE**

**CHAIRMAN STEPHANIE MOODY:** Yes. The Code of Conduct is the next order of business. You also have that in the back of your packet. The red is what is being excluded; the green is what is being added. On the item that says: Harassing staff in person by phone, I emailed that is not parallel structure, and so I suggest we change that to harass staff in person or by phone; otherwise, we change the whole parallel structure of the whole document. It's all imperative, so I -- where it says change, consume, damage, display, so harassing is not the right word. So it'll just be harass staff in person, which doesn't change

the meeting. Just take off the 'ing.

**MR. JOSH TAYLOR:** Okay.

**CHAIRMAN STEPHANIE MOODY:** The other change is violate the directives listed in the Meeting Room Policy.

**MOTION**

**CHAIRMAN STEPHANIE MOODY:** May I have a motion to approve?

**MR. JOHN R. THOMAS:** So moved.

**CHAIRMAN STEPHANIE MOODY:** May I have a second?

**MR. JOSH TAYLOR:** I'll second that. I was just curious as to was it a specific incident that is driving the change in policy?

**MS. GAYLE HOLLOMAN:** Yes.

**MR. JOSH TAYLOR:** I mean, if you'd just give us a background about that.

**MS. GAYLE HOLLOMAN:** There are some -- which one are you speaking of?

**MR. JOSH TAYLOR:** Well, the harass staff...

**MS. GAYLE HOLLOMAN:** We've had some incidents recently where there are two people in particular who go to various locations and tend to harass staff. And that has been happening -- well, with one of them for the last couple of years -- and another one for about the last six months. And it has just kind of gotten out of hand. Our security manager is aware of it. And we're working toward eradicating that problem. But this makes it easier to make note that it's in the Code of Conduct to say emphatically in writing.

**MR. JOHN R. THOMAS:** So these same two people make it a habit of doing nothing more than harassing?

**MS. GAYLE HOLLOMAN:** Yes.

**MR. JOHN R. THOMAS:** Is that right?

**MS. GAYLE HOLLOMAN:** Yes.

**CHAIRMAN STEPHANIE MOODY:** And the other change would be because we are changing the...

**MR. JOHN R. THOMAS:** Right.

**MS. GAYLE HOLLOMAN:** And because of the Meeting Room Policy.

**MR. JOSH TAYLOR:** I see.

**CHAIRMAN STEPHANIE MOODY:** So I have a motion and a second. Is there any further discussion?

All those in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN STEPHANIE MOODY:** Any opposed?

*(No response.)*

**CHAIRMAN STEPHANIE MOODY:** The motion passes.

Moving on to New Business.

**MS. GAYLE HOLLOMAN:** Ms. Moody, excuse me.

**CHAIRMAN STEPHANIE MOODY:** Yes?

**MS. GAYLE HOLLOMAN:** One point that I didn't get on there but it is Old Business. You all had asked about security incidents. We will give you a monthly report starting next month with regard to security incidents. We'll go back to that. Years ago we had a security incident report provided to you.

But to let you know, fire safety training is going on. And also active shooter training is being scheduled with the police department. So we'll update you more next month with that.

**CHAIRMAN STEPHANIE MOODY:** And to Josh's credit and probably Zenobia and maybe yours, too, Gayle, I notice we all got copies of the Board Book online. Is that going to be available to the public or is that just for the board members?

**MR. JOSH TAYLOR:** It's the public.

**MS. GAYLE HOLLOMAN:** No. It's the public. We have online -- your minutes are online now.

**CHAIRMAN STEPHANIE MOODY:** Okay. It took me a --

**MR. JOSH TAYLOR:** And I returned --

**MS. PHYLLIS BAILEY:** Which ones?

**CHAIRMAN STEPHANIE MOODY:** All of them.

**MS. GAYLE HOLLOMAN:** Back through June of last year.

**MRS. PHYLLIS BAILEY:** While we're there, is it summary or verbatim what's put on?

**CHAIRMAN STEPHANIE MOODY:** Verbatim.

**MS. GAYLE HOLLOMAN:** It's verbatim.

**MR. JOSH TAYLOR:** The summary is there, too, isn't it?

**MS. ZENOBIA CLAXTON:** Uh-huh (affirmative).

**MS. GAYLE HOLLOMAN:** Summary is there.

**CHAIRMAN STEPHANIE MOODY:** You have to hunt for them. I had a hard time finding them.

**MS. GAYLE HOLLOMAN:** It's under - it's under Board of Trustees which is under About Us.

**MR. JOSH TAYLOR:** I think there should be some promotion of that on the website the fact that it's new information.

**MS. GAYLE HOLLOMAN:** We're going to be working with P.R. and Marketing closer to do some changes to the website.

**MR. JOSH TAYLOR:** So I've returned some binders to you earlier.

**MS. GAYLE HOLLOMAN:** Okay.

**CHAIRMAN STEPHANIE MOODY:** Is there any other Old Business?

**NEW BUSINESS - REVIEW OF ANNUAL STATISTICS FROM 2012 - 2015**

**CHAIRMAN STEPHANIE MOODY:** The New Business, the Review of the Annual Statistics from 2012 to 2015. I believe that's also the document in the back of your board book.

**MR. JOSH TAYLOR:** Let's do the handout of the -- or Zenobia, would you please?

In addition to the statistics I've got this cover note...

**MS. GAYLE HOLLOMAN:** Dr. Morley, we sometimes prop that door open when it gets warm in here. You want me to do it? No, this one here. I'll go prop it open.

**DR. GABRIEL MORLEY:** I'll get it.

**MS. GAYLE HOLLOMAN:** There's a trash can out there to hold it.

**MR. JOSH TAYLOR:** The background of this is I thought with, you know, a -- Dr. Morley coming onboard, the fact that we're having to address some important issues in terms of updating the Facility Plan, it would be good to look at statistics over a little bit longer period than just year-to-date and month-to-date. And Gayle, Zenobia had provided us the Excel spreadsheets that allow us to do that. And that's what this is a summary of. And really I've been kind of going through this exercise for my own thinking process. That -- I thought it was very interesting that we've had some overall loss in Circulation, but most of the gains have come, if you like it, cannibalizing the Circulation at other branches.

And if you look at all of the branches -- this is on the spreadsheet with the small print, the third sheet in there -- all the red numbers are basically, you know, the branches where there have been losses from 2012 to 2016. And, I think, Stephanie you quite accurately pointed out some of the challenges that have happened in terms of the budget, cut in hours, staffing, you know. That took place in 2014?

**MS. GAYLE HOLLOMAN:** Yes.

**CHAIRMAN STEPHANIE MOODY:** And changes are happening to Library Systems nationwide.

**MR. JOSH TAYLOR:** Right. And, obviously, there are some changes, you know, influencing this as well. And I don't know -- I don't have the background to explain many other reasons that some of these trends are happening, though I know it'd be useful to have a discussion to the extent that anybody in the Library System has any other thoughts about why these -- you know, why these trends are taking place.

**MS. GAYLE HOLLOMAN:** Well, a lot of it has to do with when we bring in new Materials, this past year in particular as we open new branches, we bought items that were specifically for the new library. And what we do is we shadow those Collections for a period of time so that that community of the newer branch is able to have first dibs, sort to speak, at those items. So they're not available to everyone. So that becomes a bit of a problem, especially when you open three in one month.

**MR. JOSH TAYLOR:** Right.

**MS. GAYLE HOLLOMAN:** So that's a factor that I think affected 2015. We reduced it. We used to shadow them for six months.

We've now reduced that to sixty days. And we think that's making a real difference in bringing the trend back up because then the whole System of users will have a better opportunity to get access to those items. So I could see that that was probably one thing that was a factor.

Also, a lot of our other Collections are older, and we've got to do a better job of weeding them. And Dr. Morley and I had a conversation about that yesterday, about the importance of using a tool that we call Collection HQ to weed out items. So we've got to do a significant weeding plan. There are a lot of plans we've got to put in place and get them started so that they will make a difference. I think you'll see there's a direct proportion to weeding and our circulation of materials. But it's kind of strange how that works but there is a real correlation to that.

Aside from that, a lot of the branches do have older Collections. But we have tried to train. We will continue to do so. We have an upcoming training session with managers that we are arranging to talk about how do you still publicize and promote your older Collection. And there's a way to do it by doing displays. I can tell you from firsthand experience that if you create a table full of books that could be ten years old or more and you put nice little props with it, like say a bunch of beach reefs or something, people seem to think it's something new. And before you know it, those books are gone and you're having to restock them. It's the most amazing thing. And so that's what we found. And I've told people that. They've done it, and they found that it does work. So we're doing more of that because that's going to be a part of our training focus. We plan to have a training either late May or early June. We've been kind of -- we've rescheduled it a couple of times. But we plan to have it at the Oak Hill Adolescent and Community Center, which will be kind of accessible to everybody off the interstate.

So there are some things we can do to address this that I think will make a huge difference.

**CHAIRMAN STEPHANIE MOODY:** Well, and some of it is the delay time in getting -- I put books on hold all the time. I think I've waited six months for one book. We don't have enough copies because we don't have a big enough Materials Budget to get the books people want. And they get tired of waiting, and they go get the book another way.

**MR. JOSH TAYLOR:** Right. So I thought it was very interesting, if you look at the -- the eBooks number is way up. There's --

**DR. GABRIEL MORLEY:** It should be.

**MR. JOSH TAYLOR:** -- hardbook is down. And I think having available -- it's like any retail business. If you don't have it fresh and it's in stock, you're not going to get people to go use the library.

**CHAIRMAN STEPHANIE MOODY:** John?

**MR. JOHN R. THOMAS:** Gayle, you said at the new branches with the of course, new material, that was only available to -- for the -

**MS. GAYLE HOLLOMAN:** For the whole System.

**MR. JOHN R. THOMAS:** Now what?

**MS. GAYLE HOLLOMAN:** It was only available for the whole System after six months.

**MR. JOHN R. THOMAS:** After six months. That was my question, how long?

**CHAIRMAN STEPHANIE MOODY:** But you could go in and pick it up.

**MS. GAYLE HOLLOMAN:** You couldn't put it on hold.

**MR. JOHN R. THOMAS:** But you couldn't go online at another library and pick one of those books?

**MS. GAYLE HOLLOMAN:** Exactly. But you wouldn't even see it. It would be shadowed. If you were in the branch and saw it on the shelf, you could check it out.

**MR. JOHN R. THOMAS:** Your point about having books on a table, what I call the Barnes and Noble affect, branches are doing that. You walk in the Northeast Spruill Oaks Library and that round table is there and that's where I go.

**MS. GAYLE HOLLOMAN:** Exactly. It disappears.

**MR. JOHN R. THOMAS:** All we need is a cup of coffee right there with the...

**MS. GAYLE HOLLOMAN:** We'd love to provide it.

**MR. JOSH TAYLOR:** Then on the other Key Statistical Measures, I guess I thought it was impressive when we had in spite of declining Circulation, you know, we've got a number of positive trends; Collection Size. Total Cardholders is up fifteen percent. So while Cardholders are up, Visits are down. So it's kind of interesting to look at the contrast.

**CHAIRMAN STEPHANIE MOODY:** As you know, part of the push for the Facility Master Plan was to put areas - or libraries in areas where there were none.

**MR. JOSH TAYLOR:** Right.

**CHAIRMAN STEPHANIE MOODY:** And I think that would attest to part of the new Cardholders because they didn't have a branch that was convenient to go to.

**MR. JOSH TAYLOR:** Right.

**CHAIRMAN STEPHANIE MOODY:** So now they do.

**MS. GAYLE HOLLOMAN:** We've had a real push toward Cardholders

and really talking up getting a library card. And as the librarians go out and visit schools, we're signing more children up and teens with cards, so that's helping. And that's a real plus. That's part of the mission whenever we do school visits.

**MR. JOSH R. TAYLOR:** So we need to figure out a strategy to convert, you know, the increase in Cardholders and the increase in usage. You know, whether in Circulation or Programs or Visits.

I thought it was also interesting that if you look at the total number of Programs, that's increased, you know, forty-five percent. But the number of people attending Programs has decreased. So maybe we're spending our wheels trying to put things out there that are not really effective.

**CHAIRMAN STEPHANIE MOODY:** A few selective programs might draw better than...

**MR. JOSH TAYLOR:** Yes. And I, you know, it's really it's just - there's a lot of rich data there that I'm sure can be analyzed. And I'm curious as to if you -- if you have any reaction to any of these numbers.

**DR. GABRIEL MORLEY:** Yes. Two years ago I published a ten-year analysis of program attendance at public libraries in the southeast and found a very similar trend happening with more programs being offered and declining attendance. Because people felt like they were drowning, and so let's offer more programs and pull more people in. But the places that have been successful have done the exact opposite and said we're going to offer better, more quality programs that people are interested in so we don't have five cup painting programs or five potholder making programs. We do one program that we know will attract a significant number of people and make it a quality program. Florida is an example where they do an inordinate number of programs. They'll do hundreds of thousands of programs statewide in Florida. And then other states are much more selective in what they do. And one of the things we try to try and verify some of that information in Louisiana was to develop a programming plan where we identified different categories and said we want to do one sports program a month. We want to do one program geared toward women over fifty-five; one program here. And that allowed us to stop doing all the prep and time and expense of multiple programs and focus on some quality. And some worked better than others. You know, by segmenting it according to category, we were able to find out not a lot of people came to sports programs. So we can get rid of those. But we also noticed that craft programs which are very popular among library staff were not so popular among library users.

Same with author programs. We would have one or two people show up to author programs. We spent a lot of time coordinating that, arranging that, preparing for that, holding that for one or two people and it just wasn't worth it for us for the amount of dollars we were spending on time and staff.

And so we pulled back on some of those things. We offered fewer programs and we had more people show up than we did the prior year. And we had about ten thousand people a month show up to our programs and... But we also pushed out. And Gayle and I have talked about that. We cannot continue to compel people to come to these buildings. We have to go and meet them where they are in this community. Because if they don't want to come to the building, we have no recourse. So we have to go to them and pull them in to what we're doing. And I think what you'll see is when we make a few little tweaks to some of the things we're doing it will change the perspective.

For example, the Cardholder number is not nearly as important to me as the number of regular users. Because we could have six hundred thousand Cardholders, but only twelve percent of those are regular users. That's what really matters. So some of these statistics are just numbers. And without any kind of evidence or explanation they can be misleading.

**MR. JOSH TAYLOR:** Well, I hope that over some reason of time you could narrow the scope of the numbers that at least -- that you think are most important for the board to see.

**DR. GABRIEL MORLEY:** Yes.

**MR. JOSH TAYLOR:** Because we -- takes a bit of work to work through the numbers.

**DR. GABRIEL MORLEY:** Yes. I don't think Intra-Library Loans is that important to...

**MR. JOSH TAYLOR:** I used it. And it worked.

**DR. GABRIEL MORLEY:** Good. Good.

**MR. JOSH TAYLOR:** University of Georgia.

**CHAIRMAN STEPHANIE MOODY:** John?

**MR. JOHN R. THOMAS:** Yes. Dr. Morley, I get -- you make great sense. Why continue offering programs that maybe made sense ten years ago.

**DR. GABRIEL MORLEY:** Yes.

**MR. JOHN R. THOMAS:** And Cardholders may have made a lot of sense back then, but -- and I can't agree more. You need to start offering the things that people want. But how do you -- how do you determine that? How did you determine that?

**DR. GABRIEL MORLEY:** We did a lot through trial and error and from the staff. If you remember in the interview, I believe in those ideas coming from the bottom and those people standing

there every day, day in, day out at the desk who are communicating with our patrons know what we need. Me sitting over here, I don't know what the women at Wolf Creek want to go to. And so what we did was give the staff a lot more authority to develop those programs and try things on their own so we could begin to whittle away the programs that were chafe. And it worked well for us. We were able to identify the things that were hardy. And the things that were not so good we just stopped doing. And then we will readdress them later. Because -- and this is probably not a surprise to any of you -- but people get in a routine. The things I'm interesting in are the kinds of programs I want to plan. So part of the trick is to convince the staff that they need to do other kinds of programs. Just because you're always doing potholder programs and we ask you to do a sports program doesn't mean you're going to do a good one. It just means you're going to try to do a sports program to satisfy your boss.

And so that's what we worked on, trying to get people to understand the overall goal is to develop a program for the community. And so think about the things that would be popular there. And a great example is LSU and McNeese had not played each other in twenty-five or thirty years in football because McNeese is horrible; LSU is a giant. So they finally agreed to one of those sweetheart deals where McNeese would get a ton of money for losing to LSU.

So what we did, though, is we got our genealogy department to pull up some of those old stories from the paper from when they played last time. Find some of those people and put together a little panel and then have people come to that event as a sports themed program. Obviously, people in the community were interested. They were on those teams. And so that was a good sports program. And -- but then others were not so good. And that's what we were working on. It's a trial and error to figure out.

And the only last thing I'll say about the programming is this is not a local issue. This is a national trend. And ALA actually has a committee -- and they did not want me to be part of that committee -- to determine how we judge the quality of programs. Because almost no one tries to get down to the heart of -- you know, they'll get a regular five question like it survey that says did this program meet your needs. You know, I agree; don't agree; I highly agree. That's not very significant. That's not telling us what we really want to know. But qualitatively you would have to sit with each individual. After we left this meeting today and ask them a number of

questions. And ALA is working on a document that will help give some guidance to libraries who are interested in that.

**MR. JOHN R. THOMAS:** So why didn't -- why didn't they want you on the committee. Sounds like you made imminent sense.

**DR. GABRIEL MORLEY:** I think they had already started. You know, they were in the midst of their plan and I had already had begun my research.

**MR. JOHN R. THOMAS:** Okay.

**DR. GABRIEL MORLEY:** And I don't think they wanted to backtrack. We didn't want to collide. And so I went ahead and published my research so they could build off of that for their broader experience. And also you have to understand different regions of the country -- we talk a little bit about Circulation -- different regions of the country are more literate.

**MR. JOHN R. THOMAS:** Sure.

**DR. GABRIEL MORLEY:** You know, the people in the Connecticut are going to read more books than the people in Mississippi. That's a guarantee. That's just the way it works. And so it's hard to judge region by region which programs are going to be successful where. So there's a lot that goes into it.

**CHAIRMAN STEPHANIE MOODY:** Chip?

**MR. D. CHIP JOYNER:** Do you foresee libraries getting onboard with more technology with regards to programming and inviting? Because, you know, Facebook, if there's something that I'm familiar with, they'll send me an invite to an event. So the library calendar is long and then these reports, they're things that I miss all the time. And I'm like, oh, I would have loved to go to that. Oh, I would have loved to go to that. Or you grab the paper and then you sit there and start plugging them into your phone and you look up and that's taking too long. Is there a way where, like through Facebook it could send you whether you're interested, a, yes, you're going to go; or a, no, you're not going to go, something like that?

**DR. GABRIEL MORLEY:** Yes and no. There are ways, but we haven't implemented them in the library. And, you know, last summer at ALA I talked to a guy who had invented an app for Summer Reading that would tell you what events were coming for Summer Reading. But he wanted it to be an opt in app. I wanted it to be an opt out. When you sign up for a library card, I want that app to be included with what you get, and you have to tell me, no, you don't want it. And then essentially what it'll do is it will be a reminder. If you plug in and say I'm interested in Western Programs, History Programs, and Potholder Programs, every time one of those populate within the Library System we would shoot you a text and then you would know the day and time. And if any

of you are signed up for the emergency alert system when it's bad weather or a tornado and you get a text, it's exactly the same technology, but people in the library are not thinking in that way.

And we talked in the interview, I don't think I -- were you in the interview? -- in the interview we talked about -- that was one of the main concerns we had in Calcasieu. We printed fifty-five thousand flyers the previous year. But we had zero data about whether they were successful or not. And so we instituted a three-month long study - and I've talked about this before -- but we went into the different age groups. We segmented our users into the three different age groups and three different methods of marketing to those groups; through regular mail, through email, and through text. And then over a three-month period we rotated all of those through a matrix to determine which age group preferred which method of communication, and it was very, very interesting. And we identified the best way to target market several different demographic in our area. And I think we'll ultimately -- somebody is going to have to take that first step. I hope it will be us and we can push that out nationally and have someone else jump onboard and support it. Because you're exactly right. I don't even have the library calendar at home. There's too much going on. I don't remember. But if I get that text message the day of that says, hey, tonight at seven is that program. That's going to compel me to come to that program. I think you're moving in the right direction. The problem is most libraries are not. Most libraries are stuck in printing a flyer and handing it out to a patron that's already a patron.

**MR. D. CHIP JOYNER:** To implement that, is that a budget issue or is it a permission issue?

**DR. GABRIEL MORLEY:** Oh, I'm sure we would have to -- we would have to get with an app developer or we would have to get with someone who has the ability to create something that works specifically for us, because we can't just co-op the emergency alert technology because we have too many other variables. You know, they're just saying, hey, it's a tornado; done deal. We would have to have a way to input all the different programs. You know, it would be -- there'd be a lot of behind of the scenes technological work that would have to go into the development of it and the maintenance of it. But we could easily do it. It's just a shift of perspective. You know, it's the same as you can have your library card on your phone. But we still compel people to have the plastic library card. But wouldn't you rather have it on your phone so you don't have to

have the card? You just hold your phone up and we can scan the bar code. And so I think it's -- we're at a time where there are still people that want to do it the old fashion way. And then there are people who are ready to move forward, and libraries are way back here and would like to keep doing it the old fashion way. And I think we need to get way out here so we don't become irrelevant.

At some point, people who are -- the generations behind us are not going to be interested in those things. They're interested in the things that we've just been talking about. But I think we can get there relatively easily. You know, it's not an overnight process. Because an app developer is also not thinking in those ways. They have to figure out how they're going to be able to make money off of it.

For example, we paid fifteen thousand for a guy to develop our library app because we wanted to have the app so we could experiment with it. We thought that it was going to be very valuable to a number of reasons. None of those reasons came to bear. The reason it was most valuable is because of our catalog. And we ended up some months eighty thousand people were checking our catalog through our app. And it occurred to us is because it's at that moment of thought. When you're sitting at the volleyball game or you're at the Braves game, or you're stuck in traffic and you say, I wonder if they have that new book. That's the time when you want to look it up, not days later or weeks later when you come to the library. And so that's what we found is all of the features that we thought would be attractive about the app were not.

And it's just part of a philosophy that I hope we can institute that treats the library like a start-up company that says let's don't spend three or four years planning. Let's put together a good plan, put it out there and see how it needs to evolve based on consumer feedback. And that's probably enough.

**MR. D. CHIP JOYNER:** And just to close it out. Thank you so much. I'd love to hear that kind of vision. But I had a business and I wrote some needs for an app. Got a quote -- I got three quotes back; fifteen thousand, seventeen thousand, thirty thousand. Couldn't afford any of those. So then I went to Facebook and got the same metrics. So I just created a Facebook page for the business. And then just in likes they'd be on the invite list and we'd send them out invites for promos. And it'd tell us how many women; how many men; who were the young people; where they lived. So that was a little cheap way to do it.

**DR. GABRIEL MORLEY:** Yes. There are a lot of those ways popping

up. And libraries are not taking advantage because libraries are typically copiers. We want someone else to try something and approve it and then we'll do it. And we had the luxury of taking some risks in Calcasieu and being able to develop those programs. And we can do it here. It's not exorbitantly expensive to come up with those programs. But they're invaluable on the back end because that data is exactly what you're looking for. And you can stop the blanket marketing and go directly at the people you want to target.

**MR. JOSH TAYLOR:** Okay. Well, this is sort of an attempt to start a dialogue on some of these numbers. I think it's been very useful getting your response and well as Gayle's in terms of some of the factors that we've been dealing with.

**CHAIRMAN STEPHANIE MOODY:** Is that enough?

**MR. JOSH TAYLOR:** Yes. I think so.

**RESPONSIBILITY AND AUTHORITY OF THE EXECUTIVE DIRECTOR**

**CHAIRMAN STEPHANIE MOODY:** I appreciate all those things for clarity. Another document you have which is a working document is a draft is the Responsibility of the -- and Authority of the Executive Director.

I believe -- Josh, did you send these out electronically or is this the first it's been...

**MR. JOSH TAYLOR:** I think they went out electronically. But I think since Dr. Morley has just come onboard, let me just explain.

This started out as a one-page list and then the County decided to add a few things. And so it went back and forth. And now we'd like your input as well. So rather than trying to take a lot of time at this meeting, I think maybe at the time when we have our Strategic Planning Meeting we should take this back up and see if there are any additions, deletions, changes we want to make.

**CHAIRMAN STEPHANIE MOODY:** And you may have a document that already addresses duties and responsibilities that you may want to --

**MR. JOSH TAYLOR:** Well, this is sort of --

**CHAIRMAN STEPHANIE MOODY:** -- use it to compare it to.

**MR. JOSH TAYLOR:** -- several board members plus Todd and some of the County Management Departments' input in terms of -- and actually Paul is not here -- really started the process because he had a document that he had used in Chicago. So it's product of several people.

**DR. GABRIEL MORLEY:** Okay.

**CHAIRMAN STEPHANIE MOODY:** Yes. It's a working document. It's not meant to be a completed document.

**MR. JOSH TAYLOR:** Yes.

**PLAN AND SCHEDULE FOR DEALING WITH THE BOND ISSUE**

**CHAIRMAN STEPHANIE MOODY:** Item C is the Plan and Schedule for Dealing with the Bond Issue. I -- you know, dealing -- we've made a recommendation to the Board of Commissioners. We have asked for them to act.

**MR. JOSH TAYLOR:** My understanding, and this is from Lee Morris and from Todd, is that -- probably more from Todd than Lee -- that the Board of Commissioners does want to meet with us in Executive Session, to discuss this, and it's up to them to schedule it.

**CHAIRMAN STEPHANIE MOODY:** Okay. The proposal, though, probably -- in my opinion -- should be made to them with Al there.

**MR. JOSH TAYLOR:** Oh, I think so. Yes.

**CHAIRMAN STEPHANIE MOODY:** Okay. And it might be beneficial if that proposal were made to them first and then we got together as a group to discuss it.

**MR. JOSH TAYLOR:** I think we just need to get on their calendar. Between the letter that you've already sent and Al's work, I think we just need to get on their calendar for that discussion. And I don't know what their timetable is. I mean, my recommendation is separate out the Bond issue from the Facility Plan issue. Let us work on the Facility Plan. Let the County figure out how to get the money.

**CHAIRMAN STEPHANIE MOODY:** It requires public input. And it requires a two-third vote of the County. And if there's no plan, how can they vote on it?

**MR. JOSH TAYLOR:** Well, I understand that. And maybe that's why they haven't moved on it because they haven't figured out what they want to do.

**CHAIRMAN STEPHANIE MOODY:** Well, they asked us to come up with a plan.

**MR. JOSH TAYLOR:** Yes.

**CHAIRMAN STEPHANIE MOODY:** But we have heard nothing back.

**MR. JOSH TAYLOR:** I know. Do we -- my understanding is that they expect to ask us to appear at an Executive Session to discuss that.

**DR. GABRIEL MORLEY:** I'll get to Todd when he gets back in the country and figure out where we are. And I can let you know. I'll try to email everybody and we can figure that out.

**CHAIRMAN STEPHANIE MOODY:** Yes?

**MR. JOHN R. THOMAS:** Do we know whether or not the board has even discussed our recommendation?

**CHAIRMAN STEPHANIE MOODY:** To the best of my knowledge, they have not.

**MR. JOHN R. THOMAS:** They have not.

**CHAIRMAN STEPHANIE MOODY:** Or if they did they didn't --

**MR. JOSH TAYLOR:** No. They have discussed it --

**MR. JOHN R. THOMAS:** Among themselves?

**MR. JOSH TAYLOR:** No, they haven't. Because I've talked to Lee and they haven't discussed it. So it's tee'd up and then figure in --

**CHAIRMAN STEPHANIE MOODY:** Well, our biggest concern, of course, is the twenty-three million for the branches. There could be some significant argument over the other bonding, but the twenty-three million, that needs to be part of the plan that says we need this money bonded sooner rather than later.

**MR. JOSH TAYLOR:** And the Facilities Update, which I think Paul was expecting to brief us on, I don't know where that is. But that's kind of the starting point. If we don't have that then we can't develop a plan for the branches.

**CHAIRMAN STEPHANIE MOODY:** And I thought he was going to have a report today, but --

**MR. JOSH TAYLOR:** Yes.

**CHAIRMAN STEPHANIE MOODY:** -- since he's not here, he won't have a report. All right. Well, I just remind you that the clock is ticking according to all the information I've got.

**MR. JOSH TAYLOR:** Well -- and I think each of us needs to communicate with our Commissioner to say we understand that the clock is ticking, and when are you guys going to either make a decision or ask us to come talk about it? It's that simple.

**CHAIRMAN STEPHANIE MOODY:** Okay.

**MR. JOSH TAYLOR:** Have you -- Phyllis, have you had any conversations?

**MRS. PHYLLIS BAILEY:** Some, but not to the extent that you're speaking of. That said, though, I need to speak with her probably further with that specific deadline. And I'll do that.

**MR. JOSH TAYLOR:** Chip, have you --

**MR. D. CHIP JOYNER:** No.

**MR. JOSH TAYLOR:** -- had any?

**MR. D. CHIP JOYNER:** I've had some conversation.

**MR. JOSH TAYLOR:** So I think we each, obviously, need to push our Commissioner. Okay.

**DATE FOR THE BOARD OF TRUSTEES OFFSITE STRATEGIC PLANNING MEETING**

**CHAIRMAN STEPHANIE MOODY:** The last item of New Business is the date for the Board of Trustees offsite Strategic Planning Meeting. I leave that to your discretion to pick. The ones that were proposed were not accepted last time. The gentleman who offered to lead us says he wants to hear from you what dates

you want. You know, do you want -- my understanding is you wanted a one-day session; you probably wanted it during the week. I think I heard that. So you need to pick some dates that he can see if his calendar has that availability.

**MR. JOSH TAYLOR:** Who do you want to be the point person, I guess? I think that's you?

**DR. GABRIEL MORLEY:** I'll do it.

**MR. JOSH TAYLOR:** So I think we need to communicate our availabilities to Dr. Morley.

**DR. GABRIEL MORLEY:** Yes. Send me what you have. Does everyone have my email?

**CHAIRMAN STEPHANIE MOODY:** No. I don't.

**DR. GABRIEL MORLEY:** Do they all have email --

**MS. GAYLE HOLLOMAN:** Oh, yes.

**DR. GABRIEL MORLEY:** -- in Outlook? So I can send all of them an email then they'll have mine in there?

**MR. JOHN R. THOMAS:** Right.

**DR. GABRIEL MORLEY:** I'll send you an email and ask for those dates. And I'll see Julie tomorrow in Savannah and ask her what the -- the presenter's schedule looks like.

**MR. JOSH TAYLOR:** Okay. Good.

**CHAIRMAN STEPHANIE MOODY:** Chip?

**MR. D. CHIP JOYNER:** Are we looking at trying to have it by the end of the summer or in the fall or is there a deadline by the time you're trying to have it as a group?

**CHAIRMAN STEPHANIE MOODY:** Jamilica thought it was wise to have a bond -- a bond -- a session where the Board understood more of the duties of being board members, what was expected, and also a chance to discuss other items of interest. So she didn't put a timeline on it.

**MR. JOSH TAYLOR:** I think we, you know, in our discussions we, I think all agreed that it would be useful to have it soon as opposed to later and to make it part of the -- with the new director, sort of have like a dialogue about the plan that precedes the budget.

**CHAIRMAN STEPHANIE MOODY:** And so would you like to the director to attend as well?

**MR. JOSH TAYLOR:** Oh, absolutely.

**DR. GABRIEL MORLEY:** Do y'all have time --

**MR. JOSH TAYLOR:** If he wants somebody to attend, that's good too.

**DR. GABRIEL MORLEY:** -- do you have time in May and June? And are there days when you might be available in May and June or?

**MR. D. CHIP JOYNER:** May is easier than June, right?

**DR. GABRIEL MORLEY:** Okay.

**MR. D. CHIP JOYNER:** -- Before - before --

**MR. JOSH TAYLOR:** And Jamilica I know was traveling for one period at the end of May, early part of June. But if you'll shoot an email out to us and then we can each respond.

**DR. GABRIEL MORLEY:** Okay.

**CHAIRMAN STEPHANIE MOODY:** Is there any other New Business? Hearing none. Looking at the items under Executive Session, the Assessment - Update is no longer available. Central Library Options and the Approach to Involve the Community in Phase II Design Requirements --

**MR. JOSH TAYLOR:** I think we should defer that until, you know, we have a full Board available. So it's either the next board meeting or a Special Called Board Meeting if we need to move faster.

**MRS. PHYLLIS BAILEY:** I agree with that.

**CHAIRMAN STEPHANIE MOODY:** So there's no need to go into Executive Session?

**MR. JOSH TAYLOR:** That's fine.

**CHAIRMAN STEPHANIE MOODY:** So I will not ask for a motion to go into Executive Session. Yes, Commissioner?

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** Madam Chair, may I just ask a question on the Executive Session issue? You're not going into Executive Session today, but -- and I don't see an attorney here -- but correct me if I'm incorrect, but the three items that are listed here typically are not subject matters for an Executive Session? Am I wrong on that? Because typically --

**CHAIRMAN STEPHANIE MOODY:** To me --

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** -- it deals with real estate or personnel. And these three don't seem to deal with either with that being the case.

**MR. JOSH TAYLOR:** Well, the middle one does.

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** And I --

**MR. JOSH TAYLOR:** Commissioner, the Central Library - Option deals with real estate. And the Assessment Report could be dealt with in Regular Session because it's an assessment of existing facility, so you're correct on that. But the Central Library - Options and the Approach to Involve the Community in Phase II Design Requirements, it involves real estate. You know, that's why the two of those are together.

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** Okay.

**MR. JOHN R. THOMAS:** Yes.

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** Thank you.

**MRS. PHYLLIS BAILEY:** Excuse me, Commissioner, Commissioner Pitts?

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** Ma'am? I'm sorry.

**MRS. PHYLLIS BAILEY:** Was your question then what -- are these two subjects to be done in Regular Meeting or in Executive Session? Is that your question?

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** Well, I think that -- well, what my question is, because typically --

**MRS. PHYLLIS BAILEY:** They're in Regular Session?

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:**

Executive Sessions are limited to in most deliberative bodies is limited to real estate matters or personnel matters. And my reading of the subject matters here neither of the three dealt with those two. But that -- I've gotten some clarification of that. So I just wanted to make sure that, you know, there's no -- because I think in a couple of meetings that I've attended y'all have gone into Executive Session discussing items in my judgment that should have been discussed publically because I had an interest in them. And because it was Executive Session, I didn't have an opportunity to hear the Board's position nor to give the Board my position in what you're discussing. So that's why I brought it up.

**MRS. PHYLLIS BAILEY:** Thank you.

**CHAIRMAN STEPHANIE MOODY:** We have tried to stay within the confines of land acquisition and personnel information. I agree, this third one has me a little confused, but they say it has to do with real estate. We can hear it. And we can always come out and report out what it was.

**FORMER FULTON COUNTY BOARD OF COMMISSIONER ROBB PITTS:** Correct. Thank you, Madam Chair.

**CHAIRMAN STEPHANIE MOODY:** Thank you.

Is there any other business?

**MR. JOSH TAYLOR:** No.

**CHAIRMAN STEPHANIE MOODY:** Well, I would like to thank you all for your kind remarks today and for some treasures that I will appreciate for a long time and for the opportunity to serve with you, so -- yes, John?

**MR. JOHN R. THOMAS:** And, Stephanie, I just want to remind everybody that those beautiful looking cupcakes are not just to look at. Please take one or two and enjoy them in celebration of Stephanie's leadership -

**CHAIRMAN STEPHANIE MOODY:** Thank you very much.

**MR. JOHN R. THOMAS:** -- as Chairman. Yes.

**CHAIRMAN STEPHANIE MOODY:** I wondered when we were going to pass

those around.

**MR. JOHN R. THOMAS:** They can pass them around or just get one and, you know...

**ADJOURNMENT**

**CHAIRMAN STEPHANIE MOODY:** May I have a motion to adjourn?

**MR. JOHN R. THOMAS:** So moved.

**CHAIRMAN STEPHANIE MOODY:** Second?

**MRS. PHYLLIS BAILEY:** Second.

**CHAIRMAN STEPHANIE MOODY:** All in favor?

*(Whereupon, all said aye.)*

*(Whereupon, the Board of Trustees Meeting  
concluded at 5:50 p.m.)*

Fulton County Library System  
Director's Report  
Dr. Gabriel Morley, Executive Director  
May 18, 2016

## **Summary of April Activities**

### **Auburn Avenue Research Library on African American Culture and History**

During the month of March, the Auburn Avenue Research Library (AARL) staff members were engaged in a variety of activities including providing public service to patrons in-house, by telephone and via email.

#### *Special Projects / Activities/Programs*

- Interim Library Manager, Sharon E. Robinson attended an exhibit opening and reception on April 18, 2016 presented by the Martin Luther King, Jr. National Historic Site in observance of the National Park Service's Centennial Celebration. The exhibition, entitled *Georgia's Global Peacemakers: The Carter and King Legacy*, highlights Georgia's two great leaders of change, President Jimmy Carter and Dr. Martin Luther King, Jr. This exhibition was presented in partnership with the Jimmy Carter Presidential Library and Museum and the Martin Luther King, Jr. Center for Nonviolent Social Change.
- On Saturday, April 30<sup>th</sup>, 2016, Interim Library Manager, Sharon E. Robinson attended the 100<sup>th</sup> anniversary luncheon of The Utopian Literary Club. In 1916, twelve African American women in Atlanta, Georgia organized a literary club to explore writing and to examine societal conditions that negatively impacted the segregated communities in which they lived. In commemoration of this landmark milestone, The Utopian Literary Club donated a special piece of artwork to the AARL entitled 'Boy Reading'. This new addition to the art collection is a bronze sculpture by artist Lillian Vespertino.
- Morris Gardner, Librarian Senior, is the coordinator of the Atlanta-Fulton Public Library System's 2016 Staff Development Day (SDD) scheduled to be held on Monday, October 10, 2016 at the Central Library. Gloria J. Mims, Librarian Senior is a member of the SDD Committee.
- Derek Mosley, Archivist, met via conference call, with the Teaching with Primary Resources Conference Planning Committee. The Society of American Archivists Conference will be held in Atlanta, GA from July 31 – August 6, 2016. Teaching with Primary Resources will be held at the AARL on August 3, 2016.

#### **Programs / Events**

- Hammonds House Museum, in collaboration with the Auburn Avenue Research Library (AARL), hosted *Image Perceptions*, an exhibition by Paris-based contemporary artist

Ealy Mays. Skillfully curated by Young Hugley, this compelling exhibition fuses satire, social commentary and black intellectualism into accessible thought provoking visual narratives on race, gender and class. Image Perceptions features artwork from the collections of Kerry and C. Betty Davis, Greg Richardson, Larry and Brenda Thompson. This exhibition will be on display in the AARL Satellite Gallery at the Hammonds House Museum, until Sunday, May 29, 2016.

- Hammonds House Museum, in collaboration with the AARL and Jack Jones Literary Arts, hosted author Desiree Cooper, who in conversation with renowned cultural critic Valerie Boyd, discussed her debut collection of short stories, *Know the Mother*. Placed firmly at the intersection of race and gender, this heart-wrenching collage of stories, explores the lives of women caught between their own personal yearnings and their roles as daughters, sisters, grandmothers, and wives. A 2015 Kresge Artist Fellow, Desiree Cooper is a former attorney, Pulitzer Prize-nominated journalist and Detroit community activist whose fiction dives unflinchingly into the intersection of racism and sexism. Accomplished journalist Valerie Boyd is author of the acclaimed biography, *Wrapped in Rainbows: The Life of Zora Neale Hurston*.
- In recognition of National Poetry Month (April), and in collaboration with Global Arts Partners, the AARL hosted “Lyrics and Flows”. This community event featured original poetry and spoken word performances by Felton Eaddy, Alice Lovelace and Lynn Marshall-Linnemeier.

#### *Public Service / Service Enhancements*

##### Data/Statistics

Patron/Visitor Count – Month of April - **178**

Archives Division - 1

Program Division - 135

Reference & Research Division – 42

##### Volunteer Hours

- Number of Volunteers – 2
- Total Hours Worked – 18 hours 40 minutes

##### AARL Website Statistics Report

- The AARL homepage was viewed 2,253 times

#### **Branch Services**

##### **Adult and Youth Programming Summary**

Both Adult and Youth Services celebrated National Library Week, Money Smart Week, Jazz Appreciation Month, Earth Day, and National Poetry Month. There was a kickoff event for Money Smart Week at the Federal Reserve Bank. The library was recognized as one of Money Smart Week’s strongest participants in the area of programming. To encourage systemwide participation in Money Smart Week each branch received one complimentary book titled: *Start*

*Saving, Henry* by Nancy Carlson. Country Financial donated these books to the library. Country Financial Representatives volunteered at some of the Money Smart Week programs.

#### *Youth Services*

The “Mock” SAT and ACT exams offered by Applerouth at the **Alpharetta branch** continued to be popular with teens, as did the Gavel Club, a debate and speech club for teens run by a local chapter of Toast Masters.

The **East Roswell branch** reported Preschool Storytime classes saw a total of 333 participants this month.

The **Ocee branch** had 12 new Teen Volunteers undergo orientation and training. Volunteers help provide excellent service to their young patrons with youth tutoring programs in subjects such as reading and CAST Math, TAB, Chess, and art lessons. Ocee’s teen volunteers also assist with technology training for children. Staff are bidding a sad but happy for the team farewell to their dynamite teen members from Technocademy. Ocee made AFPLS history during the last two years by doing free Java coding training for elementary and middle school students. Technocademy’s leaders have been accepted into top rated colleges.

April was a fun month for children’s programming at the **Ponce de Leon branch**. The Alliance Theatre for the Very Young presented *The Lizard and El Sol* to children of all ages. The performers used a mix of English and Spanish to retell the Mexican folktale about the time El Sol (the sun) disappeared from the sky. There was lots of singing, clapping, dancing, and audience participation. The branch had its largest crowd ever for a non-summer program.

The **Roswell branch** held four Advance Placement test prep and practice exam courses with C2Education. Most of the students were from Roswell High School, but they did have students from Walton High School (Cobb County), Milton High School and Chattahoochee High School attending the sessions.

Teens had fun creating poems during the **Sandy Spring’s branch** week-long Book Spine Poetry event in honor of National Poetry Month. Hannah Manhoff was judged the winner with her complex, King Arthur inspired poem created out of adult and teen fiction titles. She was the recipient of a \$25 gift certificate to Barnes & Noble, generously provided by Friends of Sandy Springs Library (FOSSL).

In Celebration of Money Smart Week, the **Washington Park branch** kicked-off the week with a Money Smart Kids Read Storytime Program. The story, *Start Saving Henry* by *Nancy Carlson* was read by Country Financial volunteer Ms. Jamese Beauford.

#### *Adult Services*

Genealogy is a great way to bridge families. Tangle Roots is the genealogy class present at the **Adams Park branch**, just in time for summer family reunions. Many adults brought in great information to get them started and asked for a repeat of the class. This summer staff will have a professional genealogist come in to teach a class.

In celebration of Money Smart Week the **Cleveland Avenue branch** offered a program for parents and teens that focused on personal finance. Special guest Shynna Key, author of the book entitled "*Wealth is a Mind\$et*" discussed financial ideas that will help achieve financial growth.

Several branches such as **Hapeville** and **Northeast/Spruill Oaks** have reported patrons with an interest in citizenship. Northeast Spruill Oaks staff reports they were particularly proud of a talk given to their very popular and active ESL class about the growing Citizenship Corner that collects Citizenship, TOEFL and ESL materials in one easily accessible location. This collection was supplemented by the recent \$1,000 purchase of books donated by The Friends of the Northeast/Spruill Oaks Library.

The Manager of the **Kirkwood branch** along with other AFPLS staff provided outreach services at the Taliah Waajid Natural Hair Health and Beauty Show on April 23<sup>rd</sup> and 24<sup>th</sup> at the Georgia International Convention Center and at the Fathers' Inc. Family Expo on April 29<sup>th</sup> at Turner Field. Staff from Kirkwood, Central, Martin Luther King, Jr. and Ocee Branches assisted with library card drives and provided book displays and information about library services at both events. Staff also provided a story time at the hair show. Most attendees (four hundred eighty-seven at the hair show and twenty-eight at the Family Expo) spoke to how much they appreciated the library and remarked on how the book displays inspired them to use the library more often as they didn't realize the range of material and services available to them.

Grandparents Raising Grandchildren Support Group in partnership with AFPLS (**Mechanicsville branch**) and the Romae T. Powell Juvenile Court Center conducted their meeting featuring a presentation centered on Mental Health.

Commissioner Arrington held a District Dialogue at the **Metropolitan branch** on April 21<sup>st</sup>. The commissioner expressed great interest in helping the Metropolitan Library promote its programs and get a Friends of the Library group up and running.

Staff at the **Milton branch** was honored to accept a National Library Week Proclamation given by the City of Milton at the regularly scheduled city council meeting on April 11<sup>th</sup>.

Among the many patrons pleased with the library space at the **Southwest branch** have been the people booking the meeting room. The meeting room was booked sixty-seven times. Several meetings have happened including the Quick Books workshop hosted by Patricia Dozier and the Small Business Administration. There were three poetry moments saluting National Poetry Month. One was hosted by Dr. Ira Harrison, the Southwest Poetry Group; Author Christy Priester hosted *Metamorphosis*; and Collette Paul author of the book *Butterfly's Dance in the Rain*.

The National Coalition of 100 Black Women and the Nu Lambda Omega Chapter of the Alpha Kappa Alpha Sorority, Inc. hosted at the Wolf Creek Branch an Opportunity School District Forum with Georgia Legislators and Educators to help the public in becoming informed voters in November 2016. The moderator was Gloria Neal, News Anchor Channel 46 and the panelist were Tyler Barr (Georgia Parent Teacher Association, President-Elect, State PTA), Linda Bryant (Vice President of School Board, Fulton County Schools),

Representative Roger Bruce, District 61, Representative Virgil Fludd, District 64, and Representative LaDawn Blackett Jones, District 62

### *Security and Facilities*

A new vendor for Fulton County began in April handling the daily trash and recycling pick up. Many of the branches were glad to have the recycling bins emptied and returned to them in a timely manner.

Work was completed on the reroofing of the **Dogwood branch**.

The **Northwest Library at Scotts Crossing** is the 2016 Honor Award recipient of the American Institute of Architects (AIA) Georgia Design Award.

### *Exhibits and Displays*

Staff at the **Adamsville-Collier Heights branch** recognized National Poetry and Jazz Month, National home repairs month, and Money Smart Week with programs, displays and crafts. The *Rose that Grew from Concrete* by Tupac Shakur was the most popular work displayed. Several patrons requested the book be placed on hold after the first display copy was checked out.

Staff at the **Buckhead branch** created a new display for college admissions, planning, financial aid and test prep. Books ranging from *ACT Test Prep*, to *The Naked Roommate and 107 Other Issues You Might Run Into In College*, were displayed alongside bookmarks explaining how to use the library databases to practice the SAT and ACT. The display also included information about financial aid from the federal government as well as Money Smart financial planning information for young adults

The **East Atlanta branch** celebrated National Library Week with a bookmobile display and a Libraries Transform display. Kids and parents filled out the Libraries Transform speech bubble sheets and hung them in the window stating why they love the library and how it transforms their life. The branch also celebrated Money Smart Week with book displays all about money, counting, and saving. The branch celebrated Earth Day with a book display and a program all about trees where kids answered questions and got to plant seeds in a cup to take home.

The art wall and display case at the **Northside branch** this month featured art and sculpture from the CMCH Jewish Montessori School.

### *Projects and Upcoming Activities*

The **Carver, Georgia-Hill and Thomasville branches** worked on preparing their collections for the new Southeast Atlanta Branch.

## **Central**

### *Adult Programming*

Friday Movies this month were in Celebration of Diversity Month and were all Independent films. The films shown were Happy to be Nappy and other stories of Us, The Trails of Muhammad Ali, The Waiting Room, and The Visitor. Attendance is improving and the best was for the Muhammad Ali documentary with fifty-seven participants.

On April 12<sup>th</sup>, Kathy Piselli, Reference Librarian, hosted a program cosponsored by C4 Atlanta and the Foundation Center called “Artists and Filmmakers: Can Fiscal Sponsorship Help You? The program had fifteen attendees. It is hoped that this partnership will continue as they are worthwhile because of the awareness of the library’s services to new audiences.

On April 14<sup>th</sup>, Ms. Piselli hosted a program by an Information Specialist at the U.S. Census Bureau called “Using Census Business Builder for Small Business” This program had fifteen attendees. Attendees included those considering starting a business, those who already own a business, and consultants for businesses.

### *Outreach*

Saturday, April 16<sup>th</sup> AFPLS was represented at the College Prep Series SAT/ACT/ PSAT Testing Day and Parent workshop, presented by Caesar Mitchell. It was a full day with participation of more than 500 students and caretakers from all over the state. At this event there was an eCampus presentation and Library card drive where sixty-eight new cards were given to parents and students in the metro area.

On Saturday, May 30<sup>th</sup> AFPLS was represented at the Fulton Leadership annual 5k Run/Walk for Excellence in East Point. There were more than 300 scholars and families were given information about the library; more than half were already familiar with Tutor.Com and other eCampus databases. We have been asked to come back for their new campus opening and orientation for new students in the future.

Branch Outreach Booths (BOB) Kits have been very popular in the past month. There have been requests filled for BOB kits to be used at several events all over the county from Ocee, College Park, Mechanicsville, Kirkwood, East Point, as well as eCampus Outreach.

### *Youth Services*

The Children’s Department celebrated National Library Week, Money Smart Week, Jazz Appreciation Month, Earth Day, and National Poetry Month in April. Michelle Bennett, Youth Services Manager and Ms. Davis, Children’s Librarian, attended a luncheon for the Kick off of Money Smart Week at the Federal Reserve Bank. The library was recognized as one of Money Smart Week’s strongest participants as far as programming. Displays were created that showcased the children’s collection on these themes. The three most exciting programs this month were: A Money \$mart Storytime, Celebrate Earth Day with Cartlanta; and Kidz Flex and Flow.

The Teen Center created displays for Money Smart Week and National Poetry Month. Teens learned about poetry through a self-guided exercise called Name That Poem. A group of exceptional teens from Young Middle School visited the Teen Center. Teens also participated in a coloring art activity.

### *GED*

The Learning & Career Center’s GED testing and class programs in partnership with the Atlanta-Fulton Public Schools System continues to grow and April, 2016 was no exception. We were honored by a previous GED graduate last month. She came by to share with us her deep appreciation for our GED Classes and our official GED Testing Center. She spoke highly of our teachers but was especially grateful for the official testing staff. She hugged the staff and wiped

tears from her eyes. She said that without our encouragement, she would not be where she is today. We were thrilled to learn that she is now a student at Perimeter College and is very proud of herself. She credits our GED program with helping her strengthen her self-esteem and develop solid goals for a better future for herself and her family. As they say, libraries change lives, and they change them one person at a time.

Forty-two unduplicated individuals attended GED classes, thirty-five unduplicated individuals took the Pearson VUE GED tests.

#### *Training, Computer Usage & Literacy*

The Learning and Career Center has been at the forefront in supporting adult education and lifelong learning. We continue to assist in providing free computer and internet access to our patrons via offering training courses to improve people's information literacy. We listened to our patrons' suggestions and implemented them. The result: LinkedIn for Beginners, Pinterest for Beginners, Facebook 101 and Excel 2010 Basics. Participants were able to navigate and explore how to connect with business professionals in LinkedIn for Beginners class. In Pinterest for Beginners, participants had the opportunity to create pin boards. These are digital collections of various hobbies and interests.

Where does Swahili meet Russian? At the Learning and Career Center. As usual, ESL class was in session when an eighty year old senior citizen walked in. She hurriedly took a seat next to Katya, an ESL student whose native language is Russian. They greeted each other with a smile. Teaching was temporarily halted in order to welcome our new student to the class. When I said "Hello" to her, she responded "Hodi", which is Swahili for "Hello." Soon her daughter and son-in-law walked in, apologized for the interruption and explained that she did not want to be late for the class. She only speaks Swahili. She was then welcomed to the class and given a notebook and a pen. Our volunteer tutor from Georgia State University handled the class. The Department Manager gave the senior student one-on-one attention. Her first task was to write some English sentences which she did successfully.

The next course of action was for her to write the Swahili alphabet and to match it with the English alphabet since they are almost identical. Again, she was successful. She is literate in Swahili but does not speak or understand English. That is why she came to the class with such urgency. She is now learning the English alphabet with tremendous zeal and her class attendance is excellent. The old adage goes, "where there is a will, there is a way." She has shown the determination, desire and the goal to speak English. Moreover, she is an inspiration to the younger students who are also learning English. So far, she was the "center of attention" of our ESL program during the month of April, 2016, and we wish her the best.

#### *Reference, Virtual Reference and Special Collections*

Doug Mccown, Reference Librarian, reported Virtual Reference statistics for April. According to tally sheets, departmental logs, and the Library's remote reference units processed 1,463 information transactions this month with a Daily Average of 50.44.

On April 11<sup>th</sup> the Special Collections Department hosted Dr. Marnie Davis' Georgia State University class, History 3000, Historical Research Methods. Nineteen students learned about the resources in the department and began work on their projects.

On April 12<sup>th</sup>, the Australians Studying Abroad tour of the Mitchell Exhibit was conducted for twenty-six visitors from Down Under. The group was touring “the literary south.” This is their second visit and everyone had a great time viewing the exhibit and learning about Ms. Mitchell and her book

On April 27<sup>th</sup>, Vice President of the Friends of the Central Library (FOCAL), Dr. Karcheik Sims-Alvarado, met with the Board of Directors of the Alonzo F. and Norris B Herndon Foundation to discuss logistics for hosting a \$100,000 dollar exhibit on the Black Middle Class in Atlanta in the early 20<sup>th</sup> Century. The exhibit focuses on the Herndons and W.E.B. DuBois. The Director of the Herndon Home wants the exhibit to be displayed at Central rather than the Auburn Avenue Research Library because she feels that it will reach a more diverse audience at Central. Dr. Sims-Alvarado is the recognized expert on the Herndons and made the initial contact with the Herndon Home regarding the exhibit.

On April 21<sup>st</sup> staff provided a library tour to two Atlanta architects and the Chief of Staff of Atlanta City Council Member Andre Dickens. All three stated that they were concerned about the future of the Central Library.

#### *Exhibits and Displays*

The April exhibit entitled *Looking Forward and Backward: The View from my Grandmother's Porch* was presented by four award winning master quilters and fiber arts artists: Aisha Lumumba, Marquette Johnson, O.V. Brantley and Elaine Parker. The installation was on Saturday, April 2<sup>nd</sup>, and the exhibit stayed up through Friday, April 29<sup>th</sup>. Extremely colorful with masterfully crafted quilts and fiber arts pieces, the exhibit garnered much praise and was very well received by gallery visitors and library patrons. Sixty two people officially signed the gallery guest book and since many gallery visitors don't bother to sign, that probably ten times that many people actually viewed the exhibit. The First Thursday Opening Reception for the exhibit was held on April 7<sup>th</sup>. It was a very well attended event with around sixty guests. All four of the fiber artists spoke briefly about themselves, their quilts and fiber arts pieces in the exhibit, and their quilting practices and the historical influences upon them.

A photography exhibit entitled “Weddings in Ethiopia” was installed in the Ivan Allen Reference Department Small Gallery, at the beginning of April. Our generous donor and world traveling photographer, Arthur Ratliff took the photographs when he was a guest at the Ghion Hotel in Addis Ababa, Ethiopia. Arthur writes: “Where in the world can you find festive activities with a riot of colors, near perfect weather, and beautiful brides all in one place-- Ethiopia of course!” The exhibit will be up through May.

#### **P/R Marketing**

**REMINDER:** The Access newsletter is now available for viewing and for download online at: <http://afplsstaging/news/1831-access-archive>. The Board of Trustees Meeting Packets can now be viewed and downloaded online at: <http://afplsstaging/bot-mm>.

The April 2 issue of the *Atlanta Journal-Constitution* ran in its “Metro” section, a call for volunteers at the Northeast/Spruill Oaks Library to assist with volunteer jobs in the areas of children's programming, computer lab trainer, ESL coach, job search coach and more.

The April 7 issue of *Creative Loafing* ran an Opinion piece by downtown resident Kyle Kessler about the future of the Central Library.

The April 7 issue of the *Atlanta Journal-Constitution* ran in its “Metro” section, a brief about Basic Computer Classes at the West End Branch.

The April 8 issue of the *Atlanta Journal-Constitution* “*Southside*” ran in its “Metro” section a brief about Fun Reading with Sunrae and Friends, taking place at the College Park Library.

The April 13 issue of the *South Fulton Neighbor* ran in its “Main” section a brief about various programs taking place at Southwest, Hapeville, College Park, Palmetto and Wolf Creek branches. Programs highlighted were eCampus test prep for high school students, barnyard story time and genealogy.

The April 18 issue of the *Atlanta-Journal Constitution* featured an obituary on Mrs. Jane Schweers, who passed away on April 15, 2016. Among the many accomplishments listed, her time serving as the President of the Friends of the Library of the Atlanta-Fulton Public Library System was highlighted.

The April 21 issue of the *Atlanta Business Chronicle* ran in its “Main” section a “Viewpoint” article entitled “AIA: Respect for Central Library.”

The April 23 issue of the *Atlanta Journal-Constitution* ran in its “Metro” section, a brief entitled, “Atlanta Central Library’s fate is being weighed.” The article highlights the moveon.org petition urging AFPLS to preserve the building.

The April 27 issue of the *Sandy Springs Neighbor* featured a call out for volunteers at the Sandy Springs Library.

The April 28 issue of the *Johns Creek Herald* featured in its “Main” section Ocee’s Wand Workshop in celebration of International Harry Potter Day, taking place at Ocee Library.

#### SOCIAL MEDIA STATS – APRIL 2016

|           |                |       |
|-----------|----------------|-------|
| FACEBOOK: | Total Posts    | 61    |
|           | Reactions      | 398   |
|           | Comments       | 24    |
|           | Post Shares    | 35    |
|           | Total Fans     | 3377  |
| TWITTER:  | Tweets         | 40    |
|           | Mentions       | 116   |
|           | Profile Visits | 923   |
|           | Impressions    | 14.6K |
|           | Followers      | 600   |
| BLOG:     | New Posts      | 1     |

|                |      |
|----------------|------|
| Post Views     | 34   |
| YTD posts      | 24   |
| YTD post views | 3491 |

|            |             |           |
|------------|-------------|-----------|
| INSTAGRAM: | Total Posts | 25        |
|            | Likes       | 287       |
|            | Comments    | 7         |
|            | Followers   | 167 (+65) |

## Volunteer Services

General Overview: The Office of Volunteer Services recorded 6,717 hours performed at 32 locations, including 10 departments at Central, by 672 volunteers, 99 of which were new volunteers. Our top three hour volunteers served over 75 hours and assisted with clerical duties and shelving at Dogwood, led the Friends of the Alpharetta Library Book Store and assisted with shelving at East Atlanta. Our top three new volunteers, one of which is a teen volunteer, served between 33-41 hours each assisting with projects at the Milton, Martin Luther King, Jr. and Buckhead libraries. Roswell, Ocee and Alpharetta staff led the branches with the highest number of volunteer orientations and with 112 volunteers, Ocee worked with the highest number. 58 AARP Tax Aides served 1,162 hours by completing tax preparations at nine locations.

The Friends held successful book sales at Alpharetta, East Point, Milton, Northside, Northwest, Ocee and Wolf Creek. The Friends of the East Atlanta Library hosted a reception with Sandra Alexander to discuss her photography exhibit, “For the Love of Romeo” and a book signing and reception for award-winning author Ravi Howard. The Friends of the Alpharetta Library sponsored two poetry slam programs for k-8<sup>th</sup> grade students as well as an intergenerational stamp collecting program. The Friends of the Dogwood Library sponsored a National Library Week celebration and weekly tutoring and the Friends of the Peachtree Library sponsored a storycraft. The Friends of the Roswell Library led their book store and hosted 2013 Georgia Author of the Year Kimberly Brock to discuss her #1 Amazon.com bestseller *The River Witch*.

The Friends of the Sandy Springs Library held a volunteer appreciation cookie reception and our staff was able to meet, greet and help introduce volunteers who have been serving at the same library for years, but on different days and times. The Friends of the Ponce Library collaborated with Druid Hills Presbyterian Church and the Journey Shelter to host a small Earth Day beautification project including donations from McDonald’s, Whole Foods, Home Depot, Intown Ace Hardware and Kroger. The Friends of the Milton Library shared their surplus best sellers with Friends at Adams Park and Northwest for future book sales. Staff connected Friends groups with resources for free webinars on recruitment through Wild Apricot, free books from Southern Book Company, reminded them about the Library User Survey and meeting rooms being used for early voting, presented best practices to the Friends of the Sandy Springs Library Board and spoke with a patron about starting a Friends of the West End group.

We surveyed our seven locations hosting AARP volunteers and received some great feedback including, “Thanks to Chantima’s help we were able to pull items to be weeded from the shelves and our collection of adult fiction is looking spectacular as a result. She wanted to strengthen her skills in creating and formatting Word documents, so we asked her to redesign some of our

library signage. Our signs for the public printers, book drops and adult study areas are clearer, easier to understand and the whole library looks less cluttered with fewer, but better signs.” Georgia State University students completed the periodical room project in the Central Ivan Allen Jr. department, switched out periodicals on the floor and assisted with shelf reading. The students had heard about the importance of shelf reading, but on their last day at Central they finally understood the value of searching the shelves because they found an adult Dr. Seuss book and a book from the early 1900’s that were both moved to the rare book room. Roswell librarian and volunteer liaison Todd Williamson created an orientation for adult volunteers with Eaton Academy’s LEAP Program which is an innovative, non-degree program designed for students who want to strengthen their overall life skills in order to achieve independence. 21 volunteers are benefitting from job readiness training and life skill development (social, emotional and communication skills) while the library gains regular volunteers committed to shaping up shelves. Roswell also hosted a community program where patrons learned about gardening and then nine volunteers planted at the library. Volunteer for a Better Sandy Springs brought 20 Leadership Sandy Springs’ volunteers inside the library to help shape up the shelves and 20 additional volunteers to help with the landscaping projects.

We celebrated National Volunteer Appreciation by posting highlights of volunteers at work across the System, pictures of staff thanking volunteers and annual volunteer statistics in Central’s first floor display case. We welcomed over 140 guests to our 26<sup>th</sup> Annual Volunteer Recognition Program at Central and celebrated the 2,387 volunteers who served 68,868 hours in 2015. Five members of the Board of Trustees participated and Chair Stephanie Moody and John Thomas shared greetings from the Board of Trustees and Foundation. Volunteers received awards for outstanding hours and years with the library, lunch served by staff and a picture frame featuring branch managers spelling out thank you, our logo and our theme, “Our Volunteers are Picture Perfect”. Certificates were awarded at the ceremony and sent to the branches for those volunteers not able to join us, including to 105 who donated 100-199 hours, 50 who donated 200+ hours, 49 who celebrated a 5-25 year anniversary, 29 teens who received a President’s Volunteer Service Award and 8 Millennium Awards for volunteers who served over 1,000 lifetime hours. Our top hour’s winners served over 1,100 hours each including Dogwood Library volunteer Emmett Brantley, III, Friends of the Roswell Library Book Store leader Carol Harrison and Friends of the Alpharetta Library president Gerrie Fornek. Each received a special framed award, scrapbook and certificates for hotel stays and meals at Atlanta area restaurants. Our top award winners presented a check to the Board of Trustees representing the volunteer hours donated to the Library System valued at \$1,588,784.76. All volunteers received nametags to keep, thank you pins and 45 volunteers received raffle prizes ranging from plants to gift cards.

Staff shared best practices with the Broward County Library System. We also participated in the Georgia State University Volunteer Fair and the Buckhead Teen Volunteer Fair where we met with students about library resources and summer volunteer opportunities. We met with two staff members from the Atlanta Police Foundation to discuss potential collaborations when they open a new teen facility this fall on the west side.

Books for Babies program materials were distributed to 38 families this month through our youth services librarians and a Grady Hospital social worker. Volunteer services staff screened and placed 49 teenagers, 36 adults and 12 court-required volunteers. Staff also coordinated one group

placement, assisted 7 community members with finding alternative community service locations and completed 17 volunteer letters to verify service hours.

Staff of the Palmetto Branch met with photographer Horace Henry. Mr. Henry approached staff about hanging his exhibit “One Day in January” during the month of June in observance of Juneteenth. The exhibit will be hung on Thursday, June 9<sup>th</sup> and open on Monday, June 13<sup>th</sup>. There will be an Artist Talk and reception on Thursday, June 16<sup>th</sup> at 6:00p.m. Mr. Henry is a native from Palmetto.

# ATLANTA-FULTON PUBLIC LIBRARY

## MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF APRIL 30, 2016

Doc. #16-28

| SERVICE              | 2016 BUDGET       | APRIL            | 2016 YTD         | 2016 YTD         | 2016 YTD         | 2016 YTD    | BUDGET            |
|----------------------|-------------------|------------------|------------------|------------------|------------------|-------------|-------------------|
| DESCRIPTION          | ALLOCATION        | EXPENDITURES     | EXPENDITURES     | ENCUMBRANCES     | COMMITTED        | % COMMITTED | BALANCE           |
| REG SALARY           | 14,201,796        | 1,465,013        | 4,436,351        | -                | 4,436,351        | 31%         | 9,765,445         |
| PART TIME SALARY     | 1,698,595         | 95,975           | 310,798          | -                | 310,798          | 18%         | 1,387,797         |
| BENEFITS             | 7,337,277         | 619,616          | 2,028,235        | -                | 2,028,235        | 28%         | 5,309,042         |
| BOOKS                | 1,983,889         | 41,354           | 47,318           | 1,443,186        | 1,490,504        | 75%         | 493,385           |
| OFFICE EQUIP. REPAIR | 58,456            | -                | 53,693           | 2,500            | 56,192           | 96%         | 2,264             |
| EQUIPMENT            | 909               | -                | -                | 909              | 909              | 100%        | 0                 |
| OFFICE FURNITURE     | 4,700             | -                | 2,350            | -                | 2,350            | 50%         | 2,350             |
| PROFESSIONAL SERV    | 29,969            | 2,454            | 10,168           | 13,630           | 23,798           | 79%         | 6,171             |
| COPIER MACHINE LEASE | 323,100           | 6,102            | 62,619           | -                | 62,619           | 19%         | 260,481           |
| COPIER PAPER         | 34,000            | -                | -                | -                | -                | 0%          | 34,000            |
| SUPPLIES             | 236,363           | 7,958            | 19,806           | 21,783           | 41,589           | 18%         | 194,774           |
| SOFTWARE MAINTENANCE | 250,000           | -                | 3,600            | -                | 3,600            | 1%          | 246,400           |
| BUILDING RENT        | 263,050           | 61,742           | 97,120           | 165,930          | 263,050          | 100%        | 0                 |
| LYRASIS CHARGES      | 1,000             | -                | -                | -                | -                | 0%          | 1,000             |
| OTHER SERVICES       | 119,685           | 512              | 7,874            | 33,452           | 41,326           | 35%         | 78,359            |
| SECURITY SERVICES    | 282,442           | 49,218           | 102,589          | 177,119          | 279,708          | 99%         | 2,734             |
| TRAVEL               | 12,391            | 400              | 400              | -                | 400              | 3%          | 11,991            |
| TRAINING             | 1,465             | -                | -                | -                | -                | 0%          | 1,465             |
| VEHICLE MAINTENANCE  | 13,750            | 256              | 963              | -                | 963              | 7%          | 12,787            |
| GENERAL INSURANCE    | 759,530           | -                | -                | -                | -                | 0%          | 759,530           |
| <b>TOTAL</b>         | <b>27,612,367</b> | <b>2,350,600</b> | <b>7,183,883</b> | <b>1,858,509</b> | <b>9,042,392</b> | <b>33%</b>  | <b>18,569,975</b> |

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

AS OF APRIL 30, 2016

| ORGANIZATION              | SERVICE              | 2016 BUDGET       | APRIL            | 2016 YTD         | 2016 YTD         | 2016 YTD         | 2016 YTD    | BUDGET            |
|---------------------------|----------------------|-------------------|------------------|------------------|------------------|------------------|-------------|-------------------|
| TYPE                      | DESCRIPTION          | ALLOCATION        | EXPENDITURES     | EXPENDITURES     | ENCUMBRANCES     | COMMITTED        | % COMMITTED | BALANCE           |
| PUBLIC SERVICE OPERATIONS | REG SALARY           | 12,154,918        | 1,263,032        | 3,802,767        | -                | 3,802,767        | 31%         | 8,352,151         |
|                           | PART TIME SALARY     | 1,698,595         | 95,975           | 310,798          | -                | 310,798          | 18%         | 1,387,797         |
|                           | BENEFITS             | 6,243,027         | 533,200          | 1,736,223        | -                | 1,736,223        | 28%         | 4,506,804         |
|                           | BOOKS                | 1,983,889         | 41,354           | 47,318           | 1,443,186        | 1,490,504        | 75%         | 493,385           |
|                           | OFFICE EQUIP. REPAIR | 58,456            | -                | 53,693           | 2,500            | 56,192           | 96%         | 2,264             |
|                           | OFFICE FURNITURE     | 4,403             | -                | 2,350            | -                | 2,350            | 53%         | 2,053             |
|                           | PROFESSIONAL SERV    | 14,595            | 624              | 3,122            | 5,302            | 8,424            | 58%         | 6,171             |
|                           | COPIER MACHINE LEASE | 307,800           | 4,068            | 53,634           | -                | 53,634           | 17%         | 254,166           |
|                           | COPIER PAPER         | 600               | -                | -                | -                | -                | 0%          | 600               |
|                           | SUPPLIES             | 189,418           | 3,709            | 4,740            | 14,924           | 19,663           | 10%         | 169,755           |
|                           | BUILDING RENT        | 263,050           | 61,742           | 97,120           | 165,930          | 263,050          | 100%        | -                 |
|                           | OTHER SERVICES       | 29,883            | 482              | 2,644            | 2,252            | 4,896            | 16%         | 24,987            |
|                           | SECURITY SERVICES    | 282,442           | 49,218           | 102,589          | 177,119          | 279,708          | 99%         | 2,734             |
|                           | TRAINING             | 1,000             | -                | -                | -                | -                | 0%          | 1,000             |
|                           | GENERAL INSURANCE    | 575,035           | -                | -                | -                | -                | 0%          | 575,035           |
| <b>Total</b>              |                      | <b>23,807,111</b> | <b>2,053,405</b> | <b>6,216,997</b> | <b>1,811,213</b> | <b>8,028,210</b> | <b>34%</b>  | <b>15,778,901</b> |

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

AS OF APRIL 30, 2016

| ORGANIZATION     | SERVICE              | 2016 BUDGET      | APRIL          | 2016 YTD       | 2016 YTD      | 2016 YTD         | 2016 YTD    | BUDGET           |
|------------------|----------------------|------------------|----------------|----------------|---------------|------------------|-------------|------------------|
| TYPE             | DESCRIPTION          | ALLOCATION       | EXPENDITURES   | EXPENDITURES   | ENCUMBRANCES  | COMMITTED        | % COMMITTED | BALANCE          |
| SUPPORT SERVICES | REG SALARY           | 2,046,878        | 201,981        | 633,584        | -             | 633,584          | 31%         | 1,413,294        |
|                  | BENEFITS             | 1,094,250        | 86,416         | 292,012        | -             | 292,012          | 27%         | 802,238          |
|                  | EQUIPMENT            | 909              | -              | -              | 909           | 909              | 100%        | -                |
|                  | OFFICE FURNITURE     | 297              | -              | -              | -             | -                | 0%          | 297              |
|                  | PROFESSIONAL SERV    | 15,374           | 1,830          | 7,046          | 8,328         | 15,374           | 100%        | -                |
|                  | COPIER MACHINE LEASE | 15,300           | 2,034          | 8,985          | -             | 8,985            | 59%         | 6,315            |
|                  | COPIER PAPER         | 33,400           | -              | -              | -             | -                | 0%          | 33,400           |
|                  | SUPPLIES             | 46,945           | 4,249          | 15,066         | 6,860         | 21,926           | 47%         | 25,019           |
|                  | SOFTWARE MAINTENANCE | 250,000          | -              | 3,600          | -             | 3,600            | 1%          | 246,400          |
|                  | LYRISIS CHARGES      | 1,000            | -              | -              | -             | -                | 0%          | 1,000            |
|                  | OTHER SERVICES       | 89,802           | 30             | 5,230          | 31,200        | 36,430           | 41%         | 53,372           |
|                  | TRAVEL               | 12,391           | 400            | 400            | -             | 400              | 3%          | 11,991           |
|                  | TRAINING             | 465              | -              | -              | -             | -                | 0%          | 465              |
|                  | VEHICLE MAINTENANCE  | 13,750           | 256            | 963            | -             | 963              | 7%          | 12,787           |
|                  | GENERAL INSURANCE    | 184,495          | -              | -              | -             | -                | 0%          | 184,495          |
| <b>Total</b>     |                      | <b>3,805,256</b> | <b>297,195</b> | <b>966,886</b> | <b>47,297</b> | <b>1,014,183</b> | <b>27%</b>  | <b>2,791,073</b> |

## Atlanta-Fulton Public Library System - April 2016

| Activity and Description |  | 2016      |           | 2015      |           | % Difference |      |
|--------------------------|--|-----------|-----------|-----------|-----------|--------------|------|
|                          |  | April     | YTD       | April     | YTD       | Monthly      | YTD  |
| System Overview          | <b>Collection Size</b>   |           |           |           |           |              |      |
|                          | Items the library owns   | 2,511,967 |           | 2,402,831 |           | 5%           |      |
|                          | <b>Total Cardholders</b>   |           |           |           |           |              |      |
|                          | Library accounts registered in our system  | 560,093   |           | 500,493   |           | 12%          |      |
|                          | <b>New Cardholders</b>   |           |           |           |           |              |      |
|                          | First time registration of a patron  | 3,681     | 16,292    | 3,933     | 14,879    | -6%          | 9%   |
|                          | <b>Renewing Cardholders</b>  |           |           |           |           |              |      |
|                          | Current patrons renewing a card  | 6,702     | 29,277    | 7,054     | 27,050    | -5%          | 8%   |
| General Use              | <b>Circulation</b>   |           |           |           |           |              |      |
|                          | Total number of items checked out of the library   | 255,362   | 1,039,059 | 221,012   | 885,802   | 16%          | 17%  |
|                          | <b>Holds</b>   |           |           |           |           |              |      |
|                          | Number of requests by patrons for staff to locate and make available materials throughout the system | 50,071    | 205,983   | 39,827    | 166,758   | 26%          | 24%  |
|                          | <b>Inter-Library Loans</b>   |           |           |           |           |              |      |
|                          | Number of items lent to or borrowed from another library system                                      | 219       | 854       | 269       | 968       | -19%         | -12% |
|                          | <b>Visits</b>  |           |           |           |           |              |      |
|                          | Number of people entering a library for any reason   | 273,227   | 1,140,235 | 402,980   | 1,021,890 | -32%         | 12%  |
| GED                      | <b>GED Testing &amp; Training</b>  |           |           |           |           |              |      |
|                          | Number of programs offered (counseling, training, testing)   | 28        | 135       | 42        | 172       | -33%         | -22% |
|                          | Number of unduplicated participants served   | 42        | *         | 90        | *         | -53%         | *    |
|                          | Number of tests administered   | 63        | 266       | 62        | 230       | 2%           | 16%  |
|                          | Number of graduates  | 9         | 31        | 4         | 12        | 125%         | 158% |
| ESL                      | <b>English as a Second Language Classes</b>  |           |           |           |           |              |      |
|                          | Number of programs   | 25        | 114       | 18        | 79        | 39%          | 44%  |
|                          | Number of people attending programs  | 335       | 1,229     | 136       | 619       | 146%         | 99%  |

## Atlanta-Fulton Public Library System - April 2016

| Activity and Description   |   | 2016                           |           | 2015    |           | % Difference |      |
|--|---|--------------------------------|-----------|---------|-----------|--------------|------|
|  |   | April                          | YTD       | April   | YTD       | Monthly      | YTD  |
| Special Materials and Collections  | <b>Auburn Avenue Research Library</b>   |                                |           |         |           |              |      |
|  | Number of research items requested by patrons   | 131                            | 561       | 314     | 903       | -58%         | -38% |
|  | Number of finding aids accessed (on site as well as online sources)   | 89                             | 151       | 55      | 168       | 100%         | 100% |
|  | Number of linear feet of archival material processed  | 7                              | 31        | 3       | 36        | 133%         | -14% |
|  | Patrons served  | 178                            | 1,087     | 240     | 1,230     | -26%         | -12% |
|  | <b>Special Collections (Genealogy, Margaret Mitchell, GLBT)</b>   |                                |           |         |           |              |      |
|  | Requests for materials  | 3,598                          | 11,744    | 3,794   | 11,548    | -5%          | 2%   |
|  | <b>Partnership Programs</b>   |                                |           |         |           |              |      |
|  | Items circulated from programs created by partnering with other organizations (Zoo Pass: pass for up to 4 people; Parks Pass: free parking at parks or entrance to historic sites; Kill-A-Watt Meter: measures electricity use in the home) | 520                            | 1,448     | 474     | 1,129     | 10%          | 28%  |
|  | Computers and Internet  | <b>Computer/Internet Usage</b> |           |         |           |              |      |
| Number of computer sessions (Internet access and office software)                            |   | 94,884                         | 347,543   | 65,747  | 225,977   | 44%          | 54%  |
| Number of hours of computer use  |   | 44,716                         | 185,963   | 37,480  | 145,672   | 19%          | 28%  |
| <b>Wireless Sessions</b>   |   |                                |           |         |           |              |      |
| Number of times the library's wireless network is accessed                                   |   | 37,256                         | 152,580   | 51,850  | 190,506   | -28%         | -20% |
| <b>Webhits</b>   |   |                                |           |         |           |              |      |
| Number of times people have visited the library's website                                    |   | 685,261                        | 2,825,577 | 688,772 | 2,584,422 | -1%          | 9%   |
| <b>Online Resources</b>  |   |                                |           |         |           |              |      |
| Number of times a resource is logged into or a searched performed other than library catalog |   | 100,977                        | 327,295   | 71,212  | 296,925   | 42%          | 10%  |
| <b>Computer Classes</b>  |   |                                |           |         |           |              |      |
| Number of classes  |   | 20                             | 85        | 28      | 112       | -29%         | -24% |
| Number of attendees  |   | 96                             | 497       | 206     | 782       | -53%         | -36% |
| <b>Virtual Circulation</b>   |   |                                |           |         |           |              |      |
| Number of e-books and e-audiobooks checked out   | 16,942  | 61,974                         | 11,515    | 48,085  | 47%       | 29%          |      |
| <b>Virtual Reference Desk</b>  |   |                                |           |         |           |              |      |
| Information requests via telephone, online chat and email                                    | 1,463   | 7,054                          | 2,110     | 8,540   | -31%      | -17%         |      |

| Atlanta-Fulton Public Library System - April 2016 |  |        |        |       |              |      |     |
|---|--|--------|--------|-------|--------------|------|-----|
| Activity and Description                          | 2016   |        | 2015   |       | % Difference |      |     |
|   | April  | YTD    | April  | YTD   | Monthly      | YTD  |     |
| Youth Services                                    | <b>Books for Babies</b><br>Number of mothers who were made aware of the program, given a book and applied for a card | 38     | 163    | 6     | 90           | 533% | 81% |
|   | <b>Children's programs</b><br>Library sponsored programs offered for children (birth - 12)                           | 303    | 1,293  | 248   | 873          | 22%  | 48% |
|   | Number of people attending programs  | 7,432  | 35,402 | 6,131 | 24,038       | 21%  | 47% |
|   | <b>Teen Programs</b><br>Library sponsored programs offered for teens (13 - 17)                                       | 56     | 186    | 31    | 126          | 81%  | 48% |
|   | Number of people attending programs  | 1,927  | 4,356  | 538   | 2,694        | 258% | 62% |
| Programs and Meetings                             | <b>Adult Programs</b><br>Library sponsored programs offered for adults (18 + )                                       | 386    | 1,468  | 244   | 1,101        | 58%  | 33% |
|   | Number of people attending programs  | 5,810  | 19,569 | 2,882 | 15,628       | 102% | 25% |
|   | <b>Programs - Total</b><br>Library sponsored programs offered - total of all programs                                | 745    | 2,947  | 523   | 2,100        | 42%  | 40% |
|   | Number of people attending programs  | 15,169 | 59,327 | 9,551 | 42,360       | 59%  | 40% |
| Meeting Rooms                                     | <b>Meeting Rooms</b><br>Non-library sponsored meetings or activites scheduled  | 502    | 2,057  | 404   | 1,316        | 24%  | 56% |
|   | Number of people attending meetings or activities  | 6,643  | 37,686 | 5,396 | 19,565       | 23%  | 93% |
| Volunteers  | <b>Volunteers</b><br>Volunteer hours contributed to the library system   | 6,717  | 27,926 | 6,316 | 23,029       | 6%   | 21% |
|   | Number of volunteers contributing time   | 672    | *      | 578   | *            | 16%  | *   |
| Voter Registration                                | <b>Voter Registration</b><br>The number of people registering to vote at the library                                 | 231    | 1,199  | 184   | 700          | 26%  | 71% |
| Book Mobile                                       | <b>Bookmobile</b><br>Number of patrons served  | 0      | 0      | 0     | 0            | 0%   | 0%  |

\*No cumulative total is shown as many of the same people participate from month to month.

**Total number of individual participants is included in the December data.**

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM  
PROGRAMS REPORT  
APRIL 2016

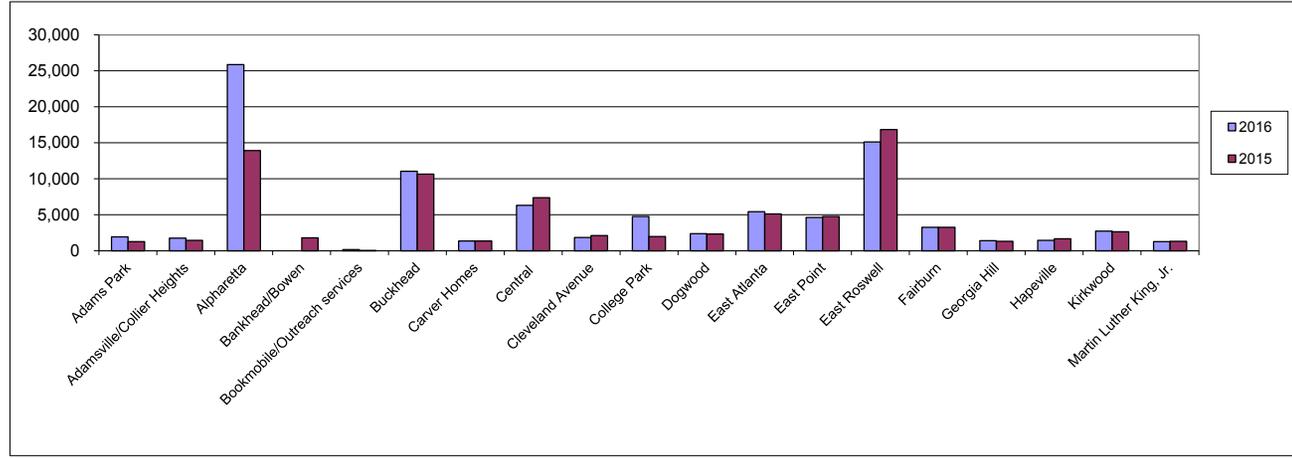
|                            | APR 2016           | APR 2015           |                    |                | APR 2016           | APR 2015           |                    |                | Y-T-D              | Y-T-D              |
|----------------------------|--------------------|--------------------|--------------------|----------------|--------------------|--------------------|--------------------|----------------|--------------------|--------------------|
| AGENCY NAME                | NUMBER OF PROGRAMS | NUMBER OF PROGRAMS | INCREASE/ DECREASE | PERCENT CHANGE | PROGRAM ATTENDANCE | PROGRAM ATTENDANCE | INCREASE/ DECREASE | PERCENT CHANGE | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE |
| ADAMS PARK                 | 10                 | 7                  | 3                  | 100%           | 148                | 158                | (10)               | 100%           | 28                 | 636                |
| ADAMSVILLE/COLLIER HEIGHTS | 11                 | 6                  | 5                  | 83%            | 119                | 102                | 17                 | 17%            | 35                 | 532                |
| ALPHARETTA                 | 58                 | 34                 | 24                 | 71%            | 1,201              | 298                | 903                | 303%           | 227                | 3,962              |
| BANKHEAD/BOWEN             | 0                  | 7                  | (7)                | -100%          | 0                  | 149                | (149)              | -100%          | 0                  | 0                  |
| BUCKHEAD                   | 15                 | 5                  | 10                 | 200%           | 315                | 35                 | 280                | 800%           | 65                 | 1,306              |
| CARVER HOMES               | 5                  | 6                  | (1)                | -17%           | 344                | 374                | (30)               | -8%            | 28                 | 1,853              |
| CLEVELAND AVENUE           | 9                  | 6                  | 3                  | 50%            | 80                 | 90                 | (10)               | -11%           | 44                 | 790                |
| COLLEGE PARK               | 16                 | 14                 | 2                  | 14%            | 397                | 150                | 247                | 165%           | 69                 | 1,656              |
| DOGWOOD                    | 13                 | 20                 | (7)                | -35%           | 286                | 765                | (479)              | -63%           | 49                 | 1,409              |
| EAST ATLANTA               | 19                 | 20                 | (1)                | -5%            | 423                | 489                | (66)               | -13%           | 94                 | 2,786              |
| EAST POINT                 | 10                 | 9                  | 1                  | 100%           | 98                 | 62                 | 36                 | 100%           | 40                 | 686                |
| EAST ROSWELL               | 46                 | 17                 | 29                 | 100%           | 728                | 639                | 89                 | 100%           | 170                | 3,105              |
| FAIRBURN                   | 18                 | 11                 | 7                  | 64%            | 513                | 129                | 384                | 298%           | 59                 | 1,595              |
| GEORGIA HILL               | 4                  | 9                  | (5)                | -56%           | 29                 | 204                | (175)              | -86%           | 15                 | 173                |
| HAPEVILLE                  | 7                  | 8                  | (1)                | -13%           | 165                | 107                | 58                 | 54%            | 43                 | 1,008              |
| KIRKWOOD                   | 18                 | 9                  | 9                  | 100%           | 714                | 85                 | 629                | 740%           | 77                 | 1,660              |
| MARTIN LUTHER KING, JR     | 9                  | 6                  | 3                  | 50%            | 221                | 118                | 103                | 87%            | 43                 | 1,119              |
| MECHANICSVILLE             | 3                  | 8                  | (5)                | -63%           | 36                 | 207                | (171)              | -83%           | 34                 | 642                |
| METROPOLITAN               | 22                 |                    | 22                 | 100%           | 492                | 0                  | 492                | 100%           | 71                 | 1,387              |
| MILTON                     | 41                 |                    | 41                 | 100%           | 443                | 0                  | 443                | 100%           | 217                | 2,951              |
| NORTHEAST/SPRUILL OAKS     | 41                 | 11                 | 30                 | 273%           | 689                | 403                | 286                | 71%            | 118                | 2,037              |
| NORTHSIDE                  | 9                  | 8                  | 1                  | 13%            | 244                | 310                | (66)               | -21%           | 49                 | 1,211              |
| NORTHWEST                  | 17                 |                    | 17                 | 100%           | 216                | 0                  | 216                | 100%           | 56                 | 937                |
| OCEE                       | 75                 | 42                 | 33                 | 79%            | 1,096              | 759                | 337                | 44%            | 186                | 2,460              |
| PALMETTO                   | 4                  | 16                 | (12)               | 100%           | 273                | 214                | 59                 | 100%           | 41                 | 1,676              |
| PEACHTREE                  | 25                 | 14                 | 11                 | 79%            | 557                | 417                | 140                | 34%            | 107                | 2,438              |
| PERRY HOMES                | 0                  | 2                  | (2)                | -100%          | 0                  | 13                 | (13)               | -100%          | 0                  | 0                  |
| PONCE DE LEON              | 6                  | 12                 | (6)                | -50%           | 86                 | 130                | (44)               | -34%           | 35                 | 586                |
| ROSWELL                    | 40                 | 22                 | 18                 | 82%            | 546                | 336                | 210                | 63%            | 138                | 2,723              |
| SANDY SPRINGS              | 45                 | 40                 | 5                  | 13%            | 862                | 714                | 148                | 21%            | 156                | 2,547              |
| SOUTH FULTON               | 0                  | 0                  | 0                  | 0%             | 0                  | 0                  | 0                  | 0%             | 0                  | 0                  |
| SOUTHWEST                  | 17                 | 14                 | 3                  | 21%            | 542                | 257                | 285                | 111%           | 63                 | 1,421              |
| STEWART- LAKEWOOD          | 0                  | 9                  | (9)                | -100%          | 0                  | 96                 | (96)               | -100%          | 0                  | 0                  |
| THOMASVILLE HEIGHTS        | 8                  | 9                  | (1)                | -11%           | 144                | 109                | 35                 | 32%            | 33                 | 554                |
| WASHINGTON PARK            | 9                  | 15                 | (6)                | -40%           | 95                 | 205                | (110)              | -54%           | 36                 | 688                |
| WEST END                   | 7                  | 6                  | 1                  | 17%            | 88                 | 69                 | 19                 | 28%            | 47                 | 922                |
| WOLF CREEK                 | 19                 | 15                 | 4                  | 27%            | 265                | 215                | 50                 | 100%           | 96                 | 1,332              |
| <b>BRANCHES TOTAL</b>      | <b>656</b>         | <b>437</b>         | <b>219</b>         | <b>50%</b>     | <b>12,455</b>      | <b>8,408</b>       | <b>4,047</b>       | <b>48%</b>     | <b>2,569</b>       | <b>50,788</b>      |
| <b>CENTRAL TOTAL</b>       | <b>75</b>          | <b>82</b>          | <b>(7)</b>         | <b>-9%</b>     | <b>1,878</b>       | <b>1,042</b>       | <b>836</b>         | <b>80%</b>     | <b>343</b>         | <b>6,750</b>       |
| BOOKMOBILE/                | 12                 | 0                  | 12                 | 0%             | 747                | 0                  | 747                | 0%             | 18                 | 1,114              |
| AUBURN AVENUE RESEARCH     | 2                  | 4                  | (2)                | 100%           | 89                 | 101                | (12)               | 100%           | 17                 | 675                |
| <b>SYSTEM TOTAL</b>        | <b>745</b>         | <b>523</b>         | <b>222</b>         | <b>42%</b>     | <b>15,169</b>      | <b>9,551</b>       | <b>5,618</b>       | <b>59%</b>     | <b>2,947</b>       | <b>59,327</b>      |

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM  
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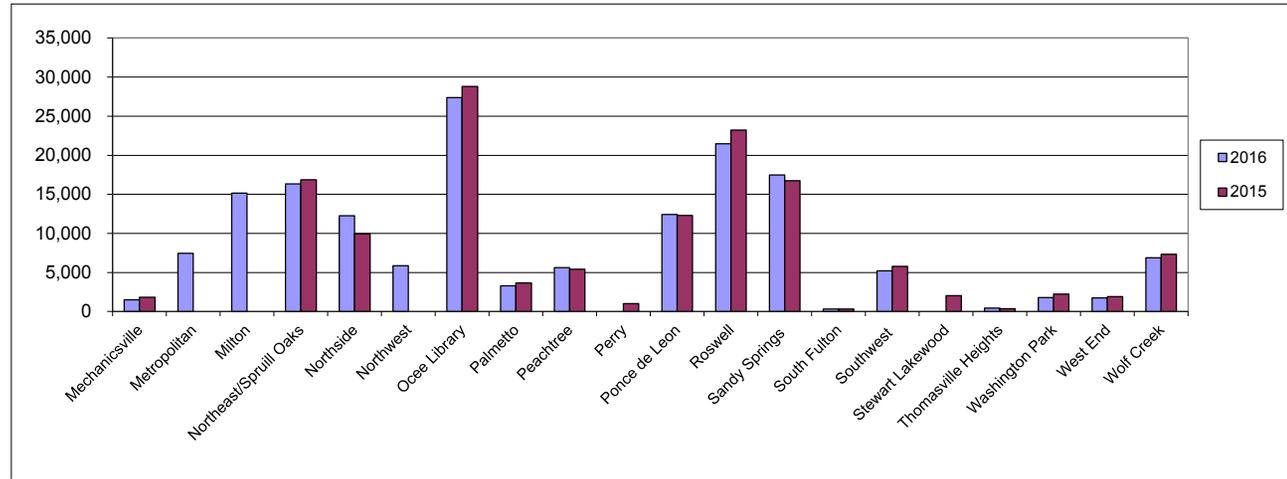
| ORGANIZATION<br>NAME         | ADULT  | JUVENILE       | Y/A          | APR 2016<br>DATA | APR 2015<br>DATA | INCREASE/<br>DECREASE | PERCENT<br>CHANGE | YTD 2016<br>CIRC | YTD 2015<br>CIRC | INCREASE/<br>DECREASE | PERCENT<br>CHANGE |
|------------------------------|--|----------------|--------------|------------------|------------------|-----------------------|-------------------|------------------|------------------|-----------------------|-------------------|
| ADAMS PARK                   | 1,202  | 668            | 54           | 1,925            | 1,288            | 637                   | 49%               | 7,288            | 5,156            | 2,132                 | 41%               |
| ADAMSVILLE/COLLIER HEIGHTS   | 1,104  | 569            | 73           | 1,746            | 1,450            | 296                   | 20%               | 7,954            | 5,709            | 2,245                 | 39%               |
| ALPHARETTA                   | 9,457  | 15,751         | 682          | 25,890           | 13,906           | 11,984                | 86%               | 104,265          | 58,953           | 45,312                | 77%               |
| BANKHEAD/BOWEN HOMES         | 0  | 0              | 0            | 0                | 1,791            | (1,791)               | -100%             | 0                | 9,196            | (9,196)               | -100%             |
| BUCKHEAD                     | 6,773  | 3,982          | 295          | 11,049           | 10,642           | 407                   | 4%                | 45,036           | 44,452           | 584                   | 1%                |
| CARVER HOMES                 | 477  | 793            | 71           | 1,341            | 1,364            | (23)                  | -2%               | 6,088            | 5,864            | 224                   | 4%                |
| CLEVELAND AVENUE             | 1,139  | 656            | 71           | 1,866            | 2,121            | (255)                 | -12%              | 7,976            | 8,121            | (145)                 | -2%               |
| COLLEGE PARK                 | 2,411  | 1,910          | 450          | 4,771            | 1,974            | 2,797                 | 142%              | 18,015           | 8,282            | 9,733                 | 118%              |
| DOGWOOD                      | 1,402  | 896            | 90           | 2,388            | 2,332            | 56                    | 2%                | 10,626           | 9,989            | 637                   | 6%                |
| EAST ATLANTA                 | 2,121  | 3,069          | 232          | 5,422            | 5,126            | 296                   | 6%                | 21,059           | 20,313           | 746                   | 4%                |
| EAST POINT                   | 3,099  | 1,385          | 146          | 4,630            | 4,780            | (150)                 | -3%               | 19,784           | 19,442           | 342                   | 2%                |
| EAST ROSWELL                 | 6,997  | 7,772          | 372          | 15,141           | 16,830           | (1,689)               | 100%              | 60,397           | 41,604           | 0                     | 100%              |
| FAIRBURN                     | 1,892  | 1,228          | 127          | 3,247            | 3,282            | (35)                  | -1%               | 13,665           | 13,083           | 582                   | 4%                |
| GEORGIA HILL                 | 658  | 656            | 84           | 1,399            | 1,315            | 84                    | 6%                | 4,734            | 4,528            | 206                   | 5%                |
| HAPEVILLE                    | 823  | 525            | 97           | 1,445            | 1,654            | (209)                 | -13%              | 5,812            | 5,991            | (179)                 | -3%               |
| KIRKWOOD                     | 1,009  | 1,619          | 90           | 2,718            | 2,631            | 87                    | 3%                | 11,546           | 10,635           | 911                   | 9%                |
| MARTIN LUTHER KING, JR       | 798  | 430            | 34           | 1,262            | 1,309            | (47)                  | -4%               | 4,909            | 4,878            | 31                    | 1%                |
| MECHANICSVILLE               | 699  | 410            | 398          | 1,506            | 1,835            | (329)                 | -18%              | 6,881            | 6,256            | 625                   | 10%               |
| METROPOLITAN                 | 3,991  | 3,188          | 274          | 7,453            | 0                | 7,453                 | 100%              | 32,895           | 0                | 0                     | 100%              |
| MILTON                       | 4,878  | 9,828          | 465          | 15,171           | 0                | 15,171                | 100%              | 61,841           | 0                | 0                     | 100%              |
| NORTHEAST/SPRUILL OAKS       | 5,337  | 10,372         | 644          | 16,353           | 16,874           | (521)                 | -3%               | 65,227           | 74,329           | (9,102)               | -12%              |
| NORTHSIDE                    | 5,591  | 6,252          | 404          | 12,247           | 9,919            | 2,328                 | 23%               | 50,012           | 40,697           | 9,315                 | 23%               |
| NORTHWEST                    | 2,846  | 2,796          | 205          | 5,848            | 0                | 5,848                 | 0%                | 23,543           | 0                | 0                     | 100%              |
| OCEE                         | 7,747  | 18,314         | 1,325        | 27,386           | 28,802           | (1,416)               | -5%               | 111,030          | 120,126          | (9,096)               | -8%               |
| PALMETTO                     | 1,546  | 1,689          | 54           | 3,289            | 3,657            | (368)                 | 100%              | 13,416           | 15,449           | (2,033)               | 100%              |
| PEACHTREE                    | 2,996  | 2,509          | 119          | 5,624            | 5,428            | 196                   | 4%                | 22,082           | 21,549           | 533                   | 2%                |
| PERRY HOMES                  | 0  | 0              | 0            | 0                | 1,015            | (1,015)               | -100%             | 0                | 3,608            | (3,608)               | -100%             |
| PONCE DE LEON                | 7,044  | 4,925          | 444          | 12,413           | 12,316           | 97                    | 1%                | 48,137           | 49,302           | (1,165)               | -2%               |
| ROSWELL                      | 10,716   | 9,976          | 780          | 21,472           | 23,227           | (1,755)               | -8%               | 87,010           | 101,589          | (14,579)              | -14%              |
| SANDY SPRINGS                | 9,536  | 7,356          | 578          | 17,470           | 16,756           | 714                   | 4%                | 58,007           | 68,689           | (10,682)              | -16%              |
| SOUTH FULTON                 | 217  | 113            | 8            | 338              | 304              | 34                    | 11%               | 18,388           | 1,288            | 17,100                | 1328%             |
| SOUTHWEST                    | 2,908  | 2,059          | 229          | 5,196            | 5,794            | (598)                 | -10%              | 16,273           | 24,779           | (8,506)               | -34%              |
| STEWART-LAKEWOOD             | 0  | 0              | 0            | 0                | 2,025            | (2,025)               | -100%             | 0                | 9,550            | (9,550)               | -100%             |
| THOMASVILLE HEIGHTS          | 150  | 263            | 13           | 426              | 375              | 51                    | 14%               | 3,538            | 2,059            | 1,479                 | 72%               |
| WASHINGTON PARK              | 1,001  | 732            | 37           | 1,770            | 2,250            | (480)                 | -21%              | 7,790            | 7,813            | (23)                  | 0%                |
| WEST END                     | 941  | 767            | 51           | 1,760            | 1,914            | (154)                 | -8%               | 6,801            | 7,241            | (440)                 | -6%               |
| WOLFCREEK                    | 2,870  | 3,698          | 325          | 6,893            | 7,337            | (444)                 | 100%              | 29,971           | 26,616           | 3,355                 | 100%              |
| <b>BRANCHES TOTAL</b>        | <b>112,377</b>   | <b>127,154</b> | <b>9,324</b> | <b>248,855</b>   | <b>213,623</b>   | <b>35,232</b>         | <b>16%</b>        | <b>1,011,996</b> | <b>857,136</b>   | <b>154,860</b>        | <b>18%</b>        |
| CENTRAL                      | 4,922  | 1,074          | 338          | 6,334            | 7,362            | (1,028)               | -14%              | 26,490           | 28,590           | 26,490                | 93%               |
| BOOKMOBILE/Outreach Services | 60   | 112            | 1            | 173              | 27               | 146                   | 541%              | 573              | 76               | 573                   | 754%              |
| AUBURN AVENUE RESEARCH       | Non-circulating library - please refer to other usage reports. |                |              |                  |                  |                       |                   |                  |                  |                       |                   |
| <b>SYSTEM TOTAL</b>          | <b>117,359</b>   | <b>128,340</b> | <b>9,663</b> | <b>255,362</b>   | <b>221,012</b>   | <b>34,350</b>         | <b>16%</b>        | <b>1,039,059</b> | <b>885,802</b>   | <b>181,923</b>        | <b>21%</b>        |

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM  
 APRIL  
 CIRCULATION  
 2016 - 2015

| BRANCHES                     | 2016   | 2015   |
|------------------------------|--------|--------|
| Adams Park                   | 1,925  | 1,288  |
| Adamsville/Collier Heights   | 1,746  | 1,450  |
| Alpharetta                   | 25,890 | 13,906 |
| Bankhead/Bowen               | -      | 1,791  |
| Bookmobile/Outreach services | 173    | 27     |
| Buckhead                     | 11,049 | 10,642 |
| Carver Homes                 | 1,341  | 1,364  |
| Central                      | 6,334  | 7,362  |
| Cleveland Avenue             | 1,866  | 2,121  |
| College Park                 | 4,771  | 1,974  |
| Dogwood                      | 2,388  | 2,332  |
| East Atlanta                 | 5,422  | 5,126  |
| East Point                   | 4,630  | 4,780  |
| East Roswell                 | 15,141 | 16,830 |
| Fairburn                     | 3,247  | 3,282  |
| Georgia Hill                 | 1,399  | 1,315  |
| Hapeville                    | 1,445  | 1,654  |
| Kirkwood                     | 2,718  | 2,631  |
| Martin Luther King, Jr.      | 1,262  | 1,309  |



| BRANCHES               | 2016   | 2015   |
|------------------------|--------|--------|
| Mechanicsville         | 1,506  | 1,835  |
| Metropolitan           | 7,453  | -      |
| Milton                 | 15,171 | -      |
| Northeast/Spruill Oaks | 16,353 | 16,874 |
| Northside              | 12,247 | 9,919  |
| Northwest              | 5,848  | -      |
| Ocee Library           | 27,386 | 28,802 |
| Palmetto               | 3,289  | 3,657  |
| Peachtree              | 5,624  | 5,428  |
| Perry                  | -      | 1,015  |
| Ponce de Leon          | 12,413 | 12,316 |
| Roswell                | 21,472 | 23,227 |
| Sandy Springs          | 17,470 | 16,756 |
| South Fulton           | 338    | 304    |
| Southwest              | 5,196  | 5,794  |
| Stewart Lakewood       | -      | 2,025  |
| Thomasville Heights    | 426    | 375    |
| Washington Park        | 1,770  | 2,250  |
| West End               | 1,760  | 1,914  |
| Wolf Creek             | 6,893  | 7,337  |



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM  
SYSTEM STATS AT A GLANCE  
APRIL 2016

| AGENCY NAME                  | APRIL CIRCULATION | TOTAL REGISTRATIONS | INTRA-LIBRARY LOANS | COMPUTER USAGE | LIBRARY VISITS | NUMBER OF PROGRAMS | PROGRAM ATTENDANCE | NUMBER OF MEETINGS | MEETING ATTENDANCE | VOTER REGISTRATIONS |
|------------------------------|-------------------|---------------------|---------------------|----------------|----------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| ADAMS PARK                   | 1,925             | 189                 | 185                 | 2,967          | 5,731          | 10                 | 148                | 19                 | 228                | 15                  |
| ADAMSVILLE/COLLIER HEIGHTS   | 1,746             | 192                 | 363                 | 2,039          | 3,413          | 11                 | 119                | 6                  | 65                 | 3                   |
| ALPHARETTA                   | 25,890            | 768                 | 3,140               | 3,145          | 18,414         | 58                 | 1,201              | 20                 | 624                | 4                   |
| BUCKHEAD                     | 11,049            | 398                 | 1,369               | 2,714          | 11,128         | 15                 | 315                | 52                 | 511                | 11                  |
| CARVER HOMES                 | 1,341             | 26                  | 17                  | 306            | 1,291          | 5                  | 344                | 0                  |                    | 0                   |
| CLEVELAND AVE                | 1,866             | 167                 | 433                 | 1,902          | 3,678          | 9                  | 80                 | 12                 | 107                | 2                   |
| COLLEGE PARK                 | 4,771             | 299                 | 244                 | 3,487          | 3,708          | 16                 | 397                | 3                  | 49                 | 0                   |
| DOGWOOD                      | 2,388             | 115                 | 267                 | 738            | 4,021          | 13                 | 286                | 4                  | 28                 | 12                  |
| EAST ATLANTA                 | 5,422             | 231                 | 667                 | 2,128          | 5,849          | 19                 | 423                | 4                  | 82                 | 11                  |
| EAST POINT                   | 4,630             | 380                 | 491                 | 5,023          | 1,735          | 10                 | 98                 | 36                 | 530                | 5                   |
| EAST ROSWELL                 | 15,141            | 438                 | 1,707               | 1,941          | 4,673          | 46                 | 728                | 9                  | 97                 | 8                   |
| FAIRBURN                     | 3,247             | 381                 | 374                 | 7,954          | 4,878          | 18                 | 513                | 5                  | 40                 | 11                  |
| GEORGIA HILL                 | 1,399             | 78                  | 175                 | 662            | 1,893          | 4                  | 29                 | 0                  | 0                  | 1                   |
| HAPEVILLE                    | 1,445             | 74                  | 423                 | 1,444          | 3,781          | 7                  | 165                | 3                  | 25                 | 2                   |
| KIRKWOOD                     | 2,718             | 139                 | 403                 | 1,172          | 2,709          | 18                 | 714                | 8                  | 134                | 6                   |
| MARTIN LUTHER KING, JR       | 1,262             | 88                  | 308                 | 1,361          | 3,972          | 9                  | 221                | 0                  |                    | 10                  |
| MECHANICSVILLE               | 1,506             | 71                  | 268                 | 1,503          | 4,509          | 3                  | 36                 | 15                 | 276                | 2                   |
| METROPOLITAN                 | 7,453             | 486                 | 5,376               | 6,608          | 11,681         | 22                 | 492                | 73                 | 864                | 0                   |
| MILTON                       | 15,171            | 351                 | 2,578               | 845            | 4,509          | 41                 | 443                | 2                  | 85                 | 9                   |
| NORTHEAST/SPRUILL OAKS       | 16,353            | 312                 | 1,930               | 1,027          | 19,123         | 41                 | 689                | 20                 | 190                | 2                   |
| NORTHSIDE                    | 12,247            | 229                 | 910                 | 484            | 1,200          | 9                  | 244                | 8                  | 71                 | 0                   |
| NORTHWEST                    | 5,848             | 251                 | 2,562               | 2,618          | 8,842          | 17                 | 216                | 13                 | 355                | 15                  |
| OCEE                         | 27,386            | 503                 | 1,417               | 1,759          | 18,370         | 75                 | 1,096              | 3                  | 47                 | 12                  |
| PALMETTO                     | 3,289             | 141                 | 1,145               | 2,244          | 3,978          | 4                  | 273                | 26                 | 57                 | 3                   |
| PEACHTREE                    | 5,624             | 233                 | 876                 | 1,203          | 1,325          | 25                 | 557                | 11                 | 104                | 6                   |
| PONCE DE LEON                | 12,413            | 349                 | 1,438               | 2,857          | 17,963         | 6                  | 86                 | 15                 | 158                | 0                   |
| ROSWELL                      | 21,472            | 554                 | 2,038               | 2,764          | 20,400         | 40                 | 546                | 7                  | 169                | 13                  |
| SANDY SPRINGS                | 17,470            | 718                 | 1,892               | 3,056          | 24,310         | 45                 | 862                | 9                  | 236                | 14                  |
| SOUTH FULTON                 | 338               | 92                  | 1                   | 0              | 0              | 0                  | 0                  | 0                  | 0                  | 0                   |
| SOUTHWEST                    | 5,196             | 452                 | 892                 | 5,539          | 14,500         | 17                 | 542                | 67                 | 801                | 0                   |
| THOMASVILLE HEIGHTS          | 426               | 53                  | 109                 | 494            | 1,781          | 8                  | 144                | 0                  | 0                  | 0                   |
| WASHINGTON PARK              | 1,770             | 177                 | 379                 | 1,923          | 9,224          | 9                  | 95                 | 8                  | 116                | 10                  |
| WEST END                     | 1,760             | 146                 | 269                 | 2,120          | 3,211          | 7                  | 88                 | 1                  | 35                 | 5                   |
| WOLF CREEK                   | 6,893             | 340                 | 1,788               | 2,923          | 7,703          | 19                 | 265                | 20                 | 172                | 0                   |
| <b>BRANCHES TOTAL</b>        | <b>248,855</b>    | <b>9,421</b>        | <b>36,434</b>       | <b>78,950</b>  | <b>253,503</b> | <b>656</b>         | <b>12,455</b>      | <b>479</b>         | <b>6,256</b>       | <b>192</b>          |
| CENTRAL                      | 6,334             | 958                 | 5,215               | 15,934         | 19,550         | 75                 | 1,878              | 23                 | 387                | 39                  |
| BOOKMOBILE/OUTREACH SERVICES | 173               | 1                   | 0                   | 0              | 0              | 12                 | 747                | 0                  | 0                  | 0                   |
| AUBURN AVENUE RESEARCH       |                   | 1                   | 0                   | 0              | 174            | 2                  | 89                 | 0                  | 0                  | 0                   |
| <b>SYSTEM TOTAL</b>          | <b>255,362</b>    | <b>10,381</b>       | <b>41,649</b>       | <b>94,884</b>  | <b>273,227</b> | <b>745</b>         | <b>15,169</b>      | <b>502</b>         | <b>6,643</b>       | <b>231</b>          |

**ATLANTA-FULTON PUBLIC LIBRARY SYSTEM**

**Doc. #16-27**

**Customer Service Comments**

**April 2016**

|  | <b>April</b> | <b>March</b> | <b>February</b> | <b>January</b> | <b>Year to Date</b>   |
|--|--------------|--------------|-----------------|----------------|---|
| • <b>Total Customer Comments Received:</b> | 100          | 35           | 31              | 131            | 297   |
| • <b>Types of Comments:</b>                |              |              |                 |                |   |
| ▪ Compliment                               | 51           | 15           | 8               | 42             | 116   |
| ▪ Suggestion                               | 7            | 3            | 7               | 21             | 38  |
| ▪ Complaint                                | 13           | 15           | 7               | 51             | 86  |
| ▪ Inquiry                                  | 29           | 2            | 11              | 15             | 57  |
| • <b>Ranking for Types of Comments:</b>    |              |              |                 |                |   |
| ▪ Most frequent compliments received       |              |              |                 |                | Excellent or good customer service                              |
| ▪ Most frequent suggestions received       |              |              |                 |                | Facilities: parking, location of materials on shelf             |
| ▪ Most frequent complaints received        |              |              |                 |                | Facility issues: bathrooms, bathroom supplies, odors, lawn care |
| ▪ Most frequent inquiries received         |              |              |                 |                | Questions about the status of a patron's library account        |
| • <b>Format of Comments:</b>               |              |              |                 |                |   |
| ▪ Emails                                   | 33           |              |                 |                |   |
| ▪ Postcards                                | 66           |              |                 |                |   |
| ▪ Direct Contact                           | 1            |              |                 |                |   |

# ATLANTA-FULTON COUNTY LIBRARY SYSTEM

## *Customer Service Snapshot April 2016*

- **51 compliments** were received during April.
- A sampling of complimentary quotes received include:
  1. Everyone is very helpful; library always feels welcoming
  2. All people are very helpful and resourceful
  3. Branch is so very organized
  4. Staff person is nice and really patient
- Managers receive a monthly compilation of the feedback received from patrons visiting their libraries as well as specific card/email/phone calls. Managers use this input to acknowledge employee's success in a peer setting as evidence of the public's appreciation for library services in their community or for instructional and coaching sessions as needed.
- **20 disappointments and suggestions for improvement** were received during December 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. Bathrooms are disgusting; they need to be cleaned and supplies replenished
  2. There needs to be a sign letting people know there is a library in the Thomasville Community
  3. Need to have close parking reserved for seniors instead of spots for fuel efficient cars
  4. Would be nice to connect the study room projector to Wi-Fi at Milton