



# **BOARD OF TRUSTEES**

## MEETING INFORMATION PACKET

JANUARY 22, 2020



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FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES REGULAR MEETING  
JANUARY 22, 2020



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING  
AUBURN AVENUE RESEARCH LIBRARY  
JANUARY 22, 2020 – 4:00 P.M.  
AGENDA**

- I. Call to Order
- II. Meditation Moment
- III. Public Comments
- IV. Adoption of Agenda\* Doc. #20-02
- V. Approval of Minutes – December 18, 2019\* Doc. #20-01
- VI. Chairman’s Report
- VII. Construction/Renovation Report – Paul Kaplan
  - Contractor
  - Evergreen** Group 2: Buckhead, Ocee, Northeast, Northside, Mechanicsville
  - CT Darnell Construction** Group 3: Adamsville, Cleveland, Ponce, East Atlanta
  - Albion Scaccia** Hapeville
  - Winter Johnson** Central
- VIII. Director’s Reports Doc. #20-06
  - A. Monthly Financial Report Doc. #20-03
  - B. Monthly Usage Summary Doc. #20-04
  - C. Quarterly Customer Service Report Doc. #20-05
  - D. Quarterly Library Closure Report
- IX. Committee Reports:
  - A. Library Visitation – D. Chip Joyner, Vice Chairman
  - B. Bylaws and Rules – Priscilla Borders and Nina Radakovich
  - C. National and State Developments – Linda Jordan and Joe Piontek
- X. Unfinished Business
  - A. Policy for Friends of the Library – Discussion
- XI. Adjournment

\*Action is anticipated on this item

**Doc. #20-01**



**FULTON COUNTY LIBRARY SYSTEM**

**BOARD OF TRUSTEES MEETING**

**DECEMBER 18, 2019 – 4:00 P.M.**

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

**Cormier Court Reporting, LLC**

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**Members Present**

Bailey, Phyllis D., Chairman  
 Borders, Priscilla  
 Denson, Damian J.  
 Joyner, D. Chip, Vice Chairman  
 Kaplan, Paul  
 Pointek, Joe  
 Radakovich, Nina

**Absent:**

Jordan, Linda

**Also In Attendance**

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

**Visitors Present**

Frasier, Denise – Assistant to Commissioner Liz Hausmann  
 Carn, Commissioner Joe – District 6  
 Roshell, Dr. Pamela – Deputy Chief Operating Officer Health &  
 Human Services  
 Sebastian, Jaceey – Deputy Chief of Staff/Director of Constituent  
 Relations

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**Chairman Phyllis D. Bailey called the meeting to order at 4:01 p.m. at the Fulton County Library System.**

**Transcript Legend**

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

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

**CALL TO ORDER**

**CHAIRMAN PHYLLIS D. BAILEY:** Good afternoon, ladies and gentlemen. I call the December meeting of the Fulton -- Atlanta-Fulton County Library System to order.

**MEDITATION MOMENT**

**CHAIRMAN PHYLLIS D. BAILEY:** For our Meditation Moment being that we are almost into our holiday season, I would just ask you to remember to act justly, show mercy, walk humbly with your God. And my wish for you that you would have a gift of faith, a blessing of hope, and the peace of God's love during this holiday season.

God bless you. And may you all have a wonderful holiday season.

**PUBLIC COMMENTS**

**CHAIRMAN PHYLLIS D. BAILEY:** Are there any Public Comments? If not, we'll move on to the agenda.

**19-64 ADOPTION OF AGENDA**

**CHAIRMAN PHYLLIS D. BAILEY:** Please look over your agenda and see what you have in the way of additions and/or corrections, if there are any.

**MOTION**

**MR. PAUL KAPLAN:** I make a motion that we accept the agenda as presented.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan. Seconded by the Chip Joyner, Vice President, that we Adopt the Agenda as presented.

**19-63 APPROVAL OF MINUTES OF THE REGULAR MEETING OF NOVEMBER 20, 2019**

**CHAIRMAN PHYLLIS D. BAILEY:** Your minutes, I hope that you've looked over them before now, but if you haven't, please do so. I'm sorry. We need to vote on that item. I missed that. My fault.

Those in favor of the Adoption of the Agenda?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition? None. Motion carries. Thank you.

**MOTION**

**MS. NINA RADAKOVICH:** I move that we approve the minutes.

**MRS. PRISCILLA BORDERS:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Judge Nina. Seconded by Ms. Borders that we accept the minutes as presented.

All in favor?

*(Whereupon, all said aye.)*

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



**CHAIRMAN'S REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** As for the Chairman's Report, I can only say to you, I've gone to the Openings of libraries, especially the last one at College Park. And they have been done extremely well. I'm very impressed with the kind of work that has been put forth. And I'm hoping that we can continue to do so. I've seen a number of you at the Openings, and that is encouraging. It's the greatest respect, because communities need to see us and know that we are interested, that we care about them, that the library is important to us as it is to them. And so I thank you all for all of your cooperation and support that you have given during the year of 2019. Look forward to 2020, that we will all continue in the work that we've been doing.

Thank you.

**CONSTRUCTION/RENOVATION REPORT - PAUL KAPLAN**

**CHAIRMAN PHYLLIS D. BAILEY:** At this time, we will ask for Construction and Renovation Report. Mr. Kaplan?

**MR. PAUL KAPLAN:** I'll get a couple of other people involved in this, just to tell you that Roswell is going to be opened January the 3rd. The shelving and stuff came in a couple of days early. It gave us a little bit of a head start.

I was there on Saturday. They had ten people there working. They were putting it together. I came there Sunday, nobody was there. I said, oh, God, don't tell me. But they got a lot done. And so it's moving along. They're getting books rolling out and they're rolling in the carts and they're getting it in there. So it's going along well.

Evergreen: I don't think we've -- some of you guys, fill me in. I'm not sure what's happening at Buckhead or Northside.

I'm looking at Gayle or Gabe on that one.

**MRS. GAYLE H. HOLLOMAN:** Not a lot.

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

**MRS. GAYLE H. HOLLOMAN:** Not a lot right now.

**MR. PAUL KAPLAN:** Because I got a problem at Ocee and Spruill Oaks. It doesn't seem like things are going quick. Now, that might be just me.

**MRS. GAYLE H. HOLLOMAN:** No, they really aren't. They're kind of doing a little bit and then stopping, do a little bit then stopping.

**MR. PAUL KAPLAN:** Right.

**MRS. GAYLE H. HOLLOMAN:** You just have that day by day.

**DR. GABRIEL MORLEY:** Holidays.

**MR. PAUL KAPLAN:** I know it's vacation time too. It's that time of the year. But I'll keep on it, see what's going on in that. But as far as -- it's that time of the year. Everything -- everybody's going to be a little slow.

Adams Park opens tomorrow.

**MRS. GAYLE H. HOLLOMAN:** It does, 10:00 a.m.

**MR. PAUL KAPLAN:** And I can imagine they're working there right now. Going to work all the way until the next -- tomorrow morning to get it opened.

**MRS. GAYLE H. HOLLOMAN:** I received a report this afternoon that things are much better -- even than they were yesterday, and they were coming along. So we should be fine.

**MR. PAUL KAPLAN:** Good. What is the next one after Roswell you're thinking?

**MRS. GAYLE H. HOLLOMAN:** It's hard to say. It's probably going to be --

**DR. GABRIEL MORLEY:** Maybe Cleveland.

**MRS. GAYLE H. HOLLOMAN:** Cleveland.

**MR. PAUL KAPLAN:** Cleveland.

**DR. GABRIEL MORLEY:** Maybe Mechanicsville.

**MRS. GAYLE H. HOLLOMAN:** I was about to say Mechanicsville. Cleveland more than anything at this point. They're kind of further along than they had anticipated with Cleveland.

**MR. PAUL KAPLAN:** Yes.

Central, of course, is going -- I think Central is going well.

**MRS. GAYLE H. HOLLOMAN:** It is going well.

**MR. PAUL KAPLAN:** That's going to be -- hopefully we make it by the 4th Quarter of 2020, and I think they will the way they're going.

Hapeville: I have not been over there. Have they started?

**MRS. GAYLE H. HOLLOMAN:** They started. They've got the whole front of the building, it's all dug up --

**MR. PAUL KAPLAN:** It is.

**MRS. GAYLE H. HOLLOMAN:** -- stretched out. They're doing a lot of great work.

**MR. PAUL KAPLAN:** Good.

**MRS. GAYLE H. HOLLOMAN:** They've taken -- have they taken the building down, all the way down completely? Not yet.

**MR. PAUL KAPLAN:** They might be open before some other people that's been working on it. That's the way they'll go.

**MRS. GAYLE H. HOLLOMAN:** Well, I don't know.

**MR. PAUL KAPLAN:** Well, we'll see what happens.

Other than that, it's going fine. It's the holidays. Tradesmen take off. A lot of them take a couple of weeks off. Some of the foremen do. So just to tell you, this is that time of year. It's a tough time. But you know something, by the end of 2020, I'll tell you that everything will be over. I can even say that. Am I saying that right, so I don't get myself in any trouble?

**MRS. GAYLE H. HOLLOMAN:** Yes. By the end of 2020, we really have to be.

**MR. PAUL KAPLAN:** Yes. I would say -- that's why I'm saying 2020.

**MRS. GAYLE H. HOLLOMAN:** As far as the whole bond -- money-wise we have to be.

**MR. PAUL KAPLAN:** We expect, Dr. Morley, you're going to be there every opening. You can certainly just fly back in, you know.

**DR. GABRIEL MORLEY:** I'll be there tomorrow.

**MR. PAUL KAPLAN:** That's all I have.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. That takes care of the Construction/Renovation Report.

Anybody have any questions or concerns regarding that?

#### **19-67 DIRECTOR'S REPORT**

#### **19-66 MONTHLY USAGE SUMMARY**

**CHAIRMAN PHYLLIS D. BAILEY:** If not, Mr. Director?

**DR. GABRIEL MORLEY:** Yes. I don't have a lot. I did want to point out, though, yesterday, thirteen days before the end of the year we found our KPI stretch goal with Virtual Circulation. So we went over seven hundred and fifteen thousand eBooks checked out this year.

If you remember, we had met all of our other KPI already, you know, weeks and weeks ago. So that's a great win for the staff. They put out a lot of hard work this year to promote those resources. We ran the bus ads. The Marketing Team did a great job of trying to push out to our users about these hidden resources that are not necessarily visible.

We still think there's some more room for growth in that eBook space. Don't forget, BOC is considering an additional five hundred thousand for 2020 to put into more digital material. That would be very beneficial because it helps us pull down those Holds ratios; it puts more books in people's hands more quickly, more frequently.

If you -- we -- Dick and I were going back and forth this morning. It's a twenty-six percent increase over last year. The year before that was a forty-four percent increase. And you remember, the year before that was a sixty-nine percent increase. So in three years, that Virtual Circ has gone up two hundred and six percent.

And I do think we could double from where we are, at seven-fifteen, to get to around one-twenty-five before we really start to see some leveling off.

But keep that in mind as you move forward. Remember, we are sort of upside down. Remember, two-thirds of our visitors visit via the website, but two-thirds of our budget doesn't necessarily reflect digital resources.

But we do keep a very close eye on it, though. Remember, we monitor Database Usage every month. Things that are not worth it, they're too expensive per use, we get rid of, you know. And so we're trying to maximize those dollars to the benefit of the public.

I don't have a lot of other stuff. We will have new KPIs for next year. I've already talked to Gayle and the Administrative Team about what some of those might be.

Remember, the County is crafting a new Strategic Plan. I believe they will vote on that on their first January meeting. But Rob also mentioned today he wanted to vote on the budget in that first January meeting. So they may move Strategic Plan to the second one. Either way, Gayle was involved in a lot of those sessions, so she knows, the County's trying to be more specific about its goals in the Strategic Plan. So that will necessarily mean that some of our work will need to flow in that same vein.

And, remember, we talked about our GED program as sort of a part of that, where our GED Statistics would be lumped on top of somebody else's and someone else's, but the total County GED Statistics.

So stay tuned for that. I'm sure they will want some buy-in and support from all of the departments moving forward.

#### **19-65 MONTHLY FINANCIAL REPORT**

**DR. GABRIEL MORLEY:** You have a new Financial Manager; remember that. So your Financial Reports really should start looking good next year. Jamar's been with the County for a while, so he understands about how we can move some money around. He's been very forthcoming about how we can do some things differently than we used to do, and so that may be good for us as potentially we close a purchase order toward the end of the year when we realize we can't spend that money on what we wanted and then free up that money to spend on something else that pops up at the end of the year.

So it's good that we've got someone now who is really looking forward instead of...

And, you know, otherwise, I mean, stay on-track with your Visitation and everything.

I was telling Gayle, you know, all of the equipment we bought, at some point, that bill comes due again. You know, you don't just buy this machinery and technology and it's over with. You know, those contracts are going to run out. We hit that hurdle one time with some of the 2014/2015 buildings. Three or four years later, those maintenance contracts came due. So I think we have a good plan.

We've been talking about taking any of the little nickels and dimes that may be left over at the end of this building project to try fortify ourselves ahead of time.

For example, we could buy four more of these chairs, store them, and then if one of these breaks, we already have the chair.

Because, remember, the money has to be spent on stuff for the Bond Project. So you could get some extra carpet for some of these places and store as added stock for carpeting.

Because, remember, if the money is not in a big -- if we don't have a lot of money, then there's not a lot of projects we can do. We're not going to pull the windows from a library we just renovated and put in new windows. So it's going to be the smaller one-off projects, like the gate at South Fulton parking lot to stop people from going up in the garage in the middle of the night.

Any other little things -- like, Wolf Creek's carpet and is worn and it probably needs to be replaced. But, remember, we don't budget for that. And we haven't talked a lot about Capital Expenses because the CIP Budget has taken care of all that for us.

But you'll need to start to remember about how do we worry about these facilities; how do we budget for new carpet or new paint? Because that will become a topic of conversation again after this Bond Project wraps up. So just keep that in mind, because, we haven't talked about it in a while. The new finance guy isn't going to remember because he wasn't here. So somebody who's been here is going to have to generate that conversation and plan for those expenses in probably 2021.

So I don't have anything else unless you have questions?

**CHAIRMAN PHYLLIS D. BAILEY:** Are there any comments or questions?

**DR. GABRIEL MORLEY:** Awesome.

**CHAIRMAN PHYLLIS D. BAILEY:** All right.

Okay. What about the Monthly Usage? Oh, you mentioned that.

**DR. GABRIEL MORLEY:** Yes. You can see -- I mean, and I suspect -- remember, one of the reasons this yellow sheet that everyone looks at every month, remember, we have the ability to change all this. We haven't changed it a lot because we tried to be consistent year over year in measuring our KPI. But you have the ability to change some of these things.

And, if you recall, for example, we've talked about how we're not really pushing people our website because we have resources that we push people directly to. So some of these things may not be as important next year. Some of these things you may want to change the way they're measured.

Remember, today, our Virtual Circulation is only what's in Libby, which is, you know, the -- Overdrive is other name. But

you could potentially say, well, let's include Axis 360, and let's Ebsco eBooks in that Virtual Circulation total. We chose not to do that because it seemed like we were artificially inflating the numbers to meet our KPI.

So if you -- if you want to do something like that, just be sure you remember what's counted in these different headings, you know, in there, because Brazos will know all that.

We're trying to get the statistics piece out of the Finance Department and into Collection Development too. So you have a little bit of wiggle room to change the stats around if you want to. If you want to measure some different things, now would be the time to talk about it, because it's the start of a new year. You know, you don't want to get into the year and then --

**CHAIRMAN PHYLLIS D. BAILEY:** True.

**DR. GABRIEL MORLEY:** -- get all mixed up with what you're counting. But other than that, I have nothing else.

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

Thank you.

#### COMMITTEE REPORTS

##### LIBRARY VISITATION - D. CHIP JOYNER, VICE CHAIRMAN

**CHAIRMAN PHYLLIS D. BAILEY:** We'll move on to Committee Reports? Mr. Joyner, Library Visitation?

**MR. D. CHIP JOYNER:** I'm happy to be back. As you guys know, I've been traveling for the month.

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

**MR. D. CHIP JOYNER:** But when I got back, I went -- I always wanted to see Palmetto. I hadn't been there.

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

**MR. D. CHIP JOYNER:** I've gone twice, and both times they were closed.

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, my goodness.

**MR. D. CHIP JOYNER:** I didn't know they were closed the day before Thanksgiving. But -- so I missed it. I think I'm going to get back this next week.

Am I correct, the day before Thanksgiving?

**MRS. ZENOBIA CLAXTON:** At 6 o'clock.

**MR. D. CHIP JOYNER:** I think it was -- no, I think it was earlier than that. And their newspapers were still out front.

**DR. GABRIEL MORLEY:** Well, that's good to know.

**MR. D. CHIP JOYNER:** But anyone else have any other visits? Everyone's probably contemplating their visits for this next quarter? We're going to try to do more measurement and really stay on-track where we all visit each library by the end of the quarter in our Commissioner's district.

**MR. JOE PIONTEK:** Metropolitan. Yesterday, I walked up to it and thought, man, this renovation is going great. But that's one of the new libraries. It's beautiful down there.

**MR. D. CHIP JOYNER:** Well, of course, we welcome everyone's feedback. And I know that -- we all know that the staff is really happy when we visit and listen to their concerns, and we get different perspectives, other than the director's, of course.

But please make an effort. Everyone's busy, but please, as you have your lunches or your weekend drives, please try to get by. And I'm going to do a much better job this year. But I hope -- hopefully, all of us do.

Thank you.

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

**BYLAWS AND RULES - PRISCILLA BORDERS AND NINA RADAKOVICH**

**CHAIRMAN PHYLLIS D. BAILEY:** Bylaws and Rules. Priscilla and Judge Nina?

**MS. NINA RADAKOVICH:** Nothing to report.

**NATIONAL AND STATE DEVELOPMENTS - LINDA JORDAN AND JOE PIONTEK**

**CHAIRMAN PHYLLIS D. BAILEY:** National and State Developments. Mr. Piontek?

**MR. JOE PIONTEK:** We have nothing to report.

**UNFINISHED BUSINESS**

**MEETING ROOM POLICY - DISCUSSION**

**CHAIRMAN PHYLLIS D. BAILEY:** Unfinished Business. Now, I think I heard you say something about you wanted to push that --

**MR. PAUL KAPLAN:** The Meeting Room Policy. We really -- we --

**MS. NINA RADAKOVICH:** Our attorney has the new version of what we recommended.

**MS. ADEBOLA LAMIKANRA:** Yes. It's eleven copies. I'll keep one for myself.

**MR. PAUL KAPLAN:** This was discussed at the last meeting, and we made some changes. Our attorney has helped out on this. And I'll -- unless there's any other --

**MR. PAUL KAPLAN:** Well, first of all, I'll make the motion that we accept the Amendment to the Meeting Room Policy dated today, so just so we can open it for discussion. So I make a move that we accept it as presented.

**MS. NINA RADAKOVICH:** The concern expressed was that we had a disclaimer.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. I believe that this motion is still on the floor.

**MS. NINA RADAKOVICH:** Oh, I'm sorry.

**MR. JOE PIONTEK:** I second the motion on the floor.

**MR. PAUL KAPLAN:** Now we can discuss it.

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded. Now you can discuss it.

**MS. NINA RADAKOVICH:** We wanted a disclaimer about the County endorsement not existing for anybody who uses meeting rooms. And the first version of this had a disclaimer, on the premises, but not in advertisements, and social media, and so on.

So our attorney fixed it to include all of that so that there should be no question when someone is using a meeting room that it's not an official County program or there's not an endorsement of it implied or expressed.

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

**DR. GABRIEL MORLEY:** Yes. We still don't have something to guide the staff and what happens if we come across this. Are we just totally, one hundred percent tell the group you can't meet here? Because this says failure to comply with the amendment may result in permanent exclusion. But it doesn't say what happens to that individual in the event, or if there's some period of thirty days, or sixty days, or ninety days where that group is not allowed to -- you know, what I mean? We -- I mean, this is going to be very arbitrarily applied by staff without some clear direction about what happens if someone violates this policy.

**MS. ADEBOLA LAMIKANRA:** The reason why I put that in there is that's the language we have in the Code of Conduct. I think that to put only one option of reprimanding somebody who's violating it wouldn't necessarily be proper. I think it needs to be on a case-by-case basis to determine how to level the severity of the violation. And that's why I kind of left it vague so that you can determine based off of a case-by-case basis how you want to discipline that person for violating the policy. But you can change it if...

**CHAIRMAN PHYLLIS D. BAILEY:** Am I hearing that you want to know how the staff will react to this. I understand what you're saying about the broad effect of what you're saying. But I think Dr. Morley wants to know, what do the staff say at that moment to the particular person; am I correct?

**DR. GABRIEL MORLEY:** Yes, because it's not going to come to this Board. You know, you're going to make a reservation. Zenobia's going to see it online and tell you what? You can't have your program? You see what I'm -- what does --

**MS. ADEBOLA LAMIKANRA:** If they violate it?

**DR. GABRIEL MORLEY:** Yes.

**MS. ADEBOLA LAMIKANRA:** Yes. I mean, if you violate it, I think you just tell them that it's violated. And, I mean, my thought process would be we decide how you want to discipline that person from violating it.

**CHAIRMAN PHYLLIS D. BAILEY:** so what do you say to the person at that moment?

**DR. PAMELA ROSHELL:** Just -- may I, Madam Chair?

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



**DR. PAMELA ROSHELL:** Good afternoon, everyone. Is there an Operating Manual for the staff, because it wouldn't be in the policy --

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

**DR. PAMELA ROSHELL:** -- how the staff operate or implement a policy. Do you have a Standard Operating Procedure that guides the steps of staff as they implement policy? Because that's, to me, where the additional guidance would be. If a patron violates the Code of Conduct, is there now an operating procedure that tells the staff what their options are for violation?

**MS. NINA RADAKOVICH:** No. We don't have a written handbook or anything like that.

**CHAIRMAN PHYLLIS D. BAILEY:** I think that's where you come into --

**DR. PAMELA ROSHELL:** It wouldn't be in the policy. It would be in an Operating Manual.

**MS. NINA RADAKOVICH:** I think that's too detailed to put in a --

**DR. PAMELA ROSHELL:** Right.

**MS. NINA RADAKOVICH:** This is for -- similar to the Code of Conduct.

**DR. PAMELA ROSHELL:** Right.

**MS. NINA RADAKOVICH:** And the general language gives flexibility when necessary. And if there is any question about it, there could be a rule that this needs to be taken up the chain of command rather than deciding.

**DR. PAMELA ROSHELL:** Yes. It would be easier; I agree. It wouldn't be in the policy what the consequences are. In -- the implementation of the policy isn't in the policy. So that's why I was asking if you had an Operating Manual.

**MRS. GAYLE H. HOLLOMAN:** Well, often when we've done those types -- have those types of situations, people will try and get you to show them where it's written. You know, if I tell you that if you do this, then I can do that, then they want to know where is that written.

**MS. NINA RADAKOVICH:** So I think it's in here. I think this will cover, whatever. If there's an immediate cancellation of the program, this authorizes that. The way it's written, it says, forced permanent exclusion or specified period of time.

**MRS. GAYLE H. HOLLOMAN:** But then what are -- they want to know -- they would want to know what are the specified time periods. They're going to want to know, at what time -- at what point do I get a permanent exclusion? Do I have to do this twice, or do I have to -- you know, I -- people get very, very involved in those types of questions.

We've had it happen with the Code of Conduct.

**DR. PAMELA ROSHELL:** And so what is the process now? So the patron violates the Code of Conduct, the library staff then does what? What's the protocol?

**MRS. GAYLE H. HOLLOMAN:** Well, it just depends upon what it is? Our Security Manager has given us some leeway in that a person could be dismissed for the day. They could be dismissed for a week, a month. Or the severity of it could lead to a criminal trespass warrant, which has to be given by a police officer.

**DR. PAMELA ROSHELL:** So the library staff here at Auburn, patron A violates the Code of Conduct. Do they call you? Do they call Dr. Morley? Like, what is the -- they just make the decisions on their own? They have full authority to do that?

**MRS. GAYLE H. HOLLOMAN:** They usually did.

**DR. PAMELA ROSHELL:** Okay.

**MRS. GAYLE H. HOLLOMAN:** The director of the -- the administrator of the Auburn Avenue Library would be able to make that decision. But when it goes to a criminal trespass warrant, then that goes through our Security Manager, and it also goes to the police, because they're the only ones who could actually issue it.

**DR. PAMELA ROSHELL:** So the authority of the staff here to -- within their discretion, is that just a norm but it's not written down?

**MRS. GAYLE H. HOLLOMAN:** Well, actually, we had some written policies some years ago that the Security Manager put in place.

**DR. PAMELA ROSHELL:** Okay. And the trespassing, is that written down or is that like a norm --

**MRS. GAYLE H. HOLLOMAN:** It's written down.

**DR. PAMELA ROSHELL:** -- that you know is --

**MRS. GAYLE H. HOLLOMAN:** It's written down.

**DR. PAMELA ROSHELL:** Okay.

**CHAIRMAN PHYLLIS D. BAILEY:** Does every library have access to that particular...

**MRS. GAYLE D. HOLLOMAN:** They should, yes. I say that because sometimes we think things are in place and they aren't. So that's something we've got to really make sure that we continue to update.

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

**MR. DAMIAN J. DENSON:** I do.

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

**MR. DAMIAN J. DENSON:** I'm not as familiar with the legal ease, but the wording of approved. If the meeting space is applied for, isn't that technically an approval for them to be allowed to have -- to use the space?

So by using the word, approval, here, what is in here is my question?

**CHAIRMAN PHYLLIS D. BAILEY:** If I could defer to the attorney?

**MS. ADEBOLA LAMIKANRA:** From conversations from the last meeting, that language was put in there. And I will defer to Judge Nina, because I think this was originally drafted by her. But my understanding was that, nor approved, is saying that the content of the actual of the meeting is not going to be sponsored, endorsed, or approved.

So the actual -- having the actual meeting in the meeting room is approved but not the content. Fulton County isn't approving the content.

**MR. DAMIAN J. DENSON:** Okay. I understand that. But that's not as clear when I reviewed it, although that could just be my interpretation.

**CHAIRMAN PHYLLIS D. BAILEY:** Does that answer your question?

**MR. DAMIAN J. DENSON:** Yes?

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

**DR. PAMELA ROSHELL:** Would it help if the word, content, was placed there, the program content?

**MR. DAMIAN J. DENSON:** Yes. That would help. I see it when you break it apart. The program is not sponsored, the program is not endorsed, the program is not approved.

**DR. PAMELA ROSHELL:** Yes. It's the program content.

**MR. JOE PIONTEK:** But if we were going to take another run at this and another one leads south, then I think that Dr. Morley's point is correct and that we probably ought to not have an inconsistent response to this. If they don't -- if they agreed to the policy and they filled out the sheet when they applied for use of the room, then it should be a cancellation of the program if they violated the policy. And that would be a nice even-handed way of handling any violation of the policy. And I think the example of the Girl Scouts was made one time. Because that's going to be a real difficult to say, well, you violated the policy, or you didn't fill out an application, but your meeting was cancelled. But we're the Girls Scouts. So it has to be even-handed. It's very -- if you take an extreme example of the other side, too, then that one's going to be very easy to say this program is canceled. But, on the other side, then you just would be inconsistent. And if it's inconsistently applied, then we're going to get in trouble.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes, we are. That's true.

**MS. NINA RADAKOVICH:** That's true.

**CHAIRMAN PHYLLIS D. BAILEY:** Any other comments or concern, people who are much more involved in the legal situation than I am.

**MS. ADEBOLA LAMIKANRA:** I mean, my only thought on that would be, if we're going to say that the program gets canceled, are they going to be able to use it after that violation? And so,

if we want to put that language in, we need to address further use of meeting rooms as well by that individual.

**MR. JOE PIONTEK:** Well, again, I think we talked about last time you could have an organization with a hundred people in it. If that person applied for the room and you said, all right, now, Joan, you can't use the room anymore. All right, then. Now Gayle will come and apply from the same organization. It's the same deal. You can do that a hundred times. So I could see that being difficult to really be effective.

But certainly saying the program is canceled; you didn't follow the policy that you agreed to, that would be even-handed in any case.

**DR. PAMELA ROSHELL:** So could you say, failure to comply with this amendment, will result in cancellation of the current program, or however that may sound, and may result in permanent exclusion. So you're telling them, you're going to get canceled. And you may be permanently excluded in the future. Is that appropriate to say? Or are you -- are we uncomfortable with cancelling upon you violating?

**MS. ADEBOLA LAMIKANRA:** My only thought is if we discover the violation on the day of the program or after, immediately after. I mean, we can keep that in there, but that's just my -- my only thought is if it doesn't necessarily get cancelled if we discover it on the day or a day after.

**MR. JOE PIONTEK:** Well, that can just go right back into the system application event. We wouldn't -- obviously, we can't retroactively cancel it. But, yes, if you find out about it on the day of the meeting and the meeting hasn't happened yet, just cancel it.

**MR. PAUL KAPLAN:** That puts the manager in a very tough position. It's a terrible position.

**MR. JOE PIONTEK:** It absolutely does.

**MR. PAUL KAPLAN:** If I got everybody in the room, oh, by the way, you're cancelled.

**MR. JOE PIONTEK:** I agree.

**MR. PAUL KAPLAN:** You've been a manager. You can imagine what would happen.

**MR. JOE PIONTEK:** How about the -- how about putting the manager in the position where he says, well, you didn't cancel it. And that guy violated it too. Now that's an even worse position for the manager.

**MR. DAMIAN J. DENSON:** To me, cancellation -- by my reading, cancellation isn't the first move. There seems to be an opportunity for correction where it states if they even fail to correct. So in those instances, if people are there, give the program the opportunity to correct the violation without just

cancelling. If the policy states -- implies that there's an opportunity for correction.

**MRS. PRISCILLA BORDERS:** I have a question. So for clarity about the process of application, so we -- if this is enforcement of Meeting Policy, is the onus on the employees to go check social media or anything? Because I'm trying to figure out how do we find out the violation? Are we -- are the employees taking another step beyond their work duties to make sure, oh, this must be posted. Because who is going to be monitoring this? Who's going to be monitoring this, because I just don't want to put a policy -- enforce -- where there's another duty. Not only are they monitoring it but then they have to enforce it. And with all that stuff going on, something's going to happen.

**MR. D. CHIP JOYNER:** Does the language have to be precise. Can it be the spirit of the language where --

**MRS. PRISCILLA BORDERS:** I don't any spirit.

**MR. D. CHIP JOYNER:** The intent is to get the library out of advocacy. We're approving whatever you do then on the property. So it seems like we're giving cover saying, okay, we're moving forward. We are not an advocate for the content of your program. That just gives us that cover without us having to be judge and jury on everything. I think the spirit of the language is pretty sufficient here.

**MS. ADEBOLA LAMIKANRA:** And I will say that this -- literally, the reading of this policy does not impose a duty of any employee to go out and look at social media. I think it's more so if it becomes aware to them, or if somebody reports that they saw this violation, then based off of this policy, it would be, you know, a violation.

**MRS. PRISCILLA BORDERS:** I just see it. I just -- it's difficult being -- you're going to get someone saying, well, you know, just because you didn't catch that person, they still did wrong.

**MR. D. CHIP JOYNER:** True.

**MRS. PRISCILLA BORDERS:** They should not be able to do it now, because they did do it. But the library did not enforce at that time, because consistency and enforcement is going to be an issue.

**CHAIRMAN PHYLLIS D. BAILEY:** What's your opinion? I understand what you're saying. The consistency will present a problem.

**MS. ADEBOLA LAMIKANRA:** I mean, that's why I wanted to keep it as vague as possible. Because if we're putting in here that it will result in cancellation, we may not discover it at the time of the incident -- at the time that the meeting room happens.

**DR. PAMELA ROSHELL:** That makes sense.

**MS. ADEBOLA LAMIKANRA:** And so, to her point, somebody could say, well, they violated it and we didn't cancel. But you found out about this prior to the meeting and you cancelled this one. So it's not consistent. So that was my thought in making it vague.

**CHAIRMAN PHYLLIS D. BAILEY:** But how would you approach a problem wherein you didn't cancel something that somebody else sees as a violation?

**MS. ADEBOLA LAMIKANRA:** You're saying if one was cancelled and the other one wasn't?

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

**MS. ADEBOLA LAMIKANRA:** I mean, that would then -- I think that's why I don't want to put that language in here, because that would be -- that would be an issue in terms of applying it consistently amongst everybody that violates it.

**MR. D. CHIP JOYNER:** Well, could we let the program go on, but then be using this between -- we could say you're no longer allowed to have programs here because you violated the policy?

**MS. ADEBOLA LAMIKANRA:** I mean, if we want to put that language in, we can. And just say, violation will terminate further use of that individual, individual as a group, from having an event at the meeting room -- or using the meeting room -- excuse me.

**MR. D. CHIP JOYNER:** Because it's almost like giving them a ticket after they ran a red light. Give them a ticket afterwards. Now, we can say, all right, you're now suspended from future use of the room, after the violation or after the event. Would that make it easier?

**CHAIRMAN PHYLLIS D. BAILEY:** How does the --

**MR. D. CHIP JOYNER:** I mean, we could just send them a letter afterwards. It doesn't put the librarian in a position of having to control the crowd or...

**MR. DAMIAN J. DENSON:** But -- sorry -- to me, this conversation is extreme to me, because the violation is not put in this statement, correct?

**MS. ADEBOLA LAMIKANRA:** It's put in the statement, yes.

**MR. DAMIAN J. DENSON:** So...

**DR. GABRIEL MORLEY:** Or the violations -- the violation of the statement?

**MS. ADEBOLA LAMIKANRA:** Yes.

**DR. GABRIEL MORLEY:** If you keep reading, there's another section where they're not supposed to not advertise all these things without the statement. You see at the bottom?

**MRS. GAYLE H. HOLLOMAN:** But suppose we don't find out that the person violated it until they're there. And then they won't have time to correct it or prevent it?

**MS. NINA RADAKOVICH:** They could correct it by making an announcement to all people present. It wouldn't be a perfect

correction, but it would tell everybody who was present that it's not sponsored by Fulton County.

**MRS. GAYLE H. HOLLOMAN:** Okay.

**MS. NINA RADAKOVICH:** There are different ways to look at this. If you look at these Meeting Room Policies that other libraries use, I think that they don't usually have any consequences or punitive aspect. It's just the policy is that we want this to happen this way and these announcements to be made. So we could -- I mean, we're not going to get any worse off than we are now with groups that imply is Fulton County is sponsoring it.

So it would be a step forward without any consequences. And then I think you would be authorized, management, to come up with consequences as Standard Operating Procedures, or, you know, something like that, and have it consistent with the Code of Conduct.

**CHAIRMAN PHYLLIS D. BAILEY:** Would that be in the parameters of what we can do about, Dr. Roshell?

**DR. PAMELA ROSHELL:** An alternative, but, as Judge--, what question that was rolling in my head is, is the purpose of this for the County or really -- are we really trying to enforce? And I think that's what, Judge -- we really don't -- not that we don't care about enforcing it. We really -- it would be good for me to have this policy when I get the call that supported some content that we really did not support.

And then I say, we do have a policy. I'm sorry that that violated the policy. They were informed. At that point, I really don't care about enforcing it with the group. Really, I'm more concerned that I had some cover, that we had a policy and we notified the group. And I think the intent is different if we are really concerned about enforcement, which is the onus on the staff and those issues, if that's really not -- like, if we really don't care -- if that's not the priority. Let me say it that way.

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

**DR. PAMELA ROSHELL:** If enforcement isn't the priority but cover is the priority, then I think it's fine. And then that gives the staff the ability to act or not, to give a warning, to have the group provide some disclaimer that this content isn't ours, but I do think in the spirit of being able to have Commissioner Carn call and say, oh, no, we have a policy, and here it is. This covers that. I don't think he would even care to get into, did you kick the group out? Would you think, Commissioner Carn?

**COMMISSIONER JOE CARN:** I was going to say, obviously about enforcement. This is for legal identification. It's not about enforcement, really.

I put a curfew in order that lower the curfew to 8 p.m. That's a law in College Park, and I put together an ordinance. Now if we were going to enforce that, we could not answer any 911 emergency calls ever, twenty-four hours a day. We would literally try to enforce it. So it's not full enforcement. It's so you have cover if something does happen, that you're covered legally. Unless you guys have an epidemic of people using your rooms. If that's happening, that's a problem. I don't think it's a big issue; is it?

**CHAIRMAN PHYLLIS D. BAILEY:** No, it's not.

**COMMISSIONER JOE CARN:** Well --

**MR. D. CHIP JOYNER:** Can we add the word, content, to the line and then make a motion to approve it?

**CHAIRMAN PHYLLIS D. BAILEY:** We'll add he word, content?

**MR. D. CHIP JOYNER:** Yes. If someone can re...

**CHAIRMAN PHYLLIS D. BAILEY:** Judge, who -- Judge Nina or Paul, would you reread the --

**MR. PAUL KAPLAN:** I made the motion. So the motion is to add, content. So if I'm saying this right, this program content is neither sponsored nor endorsed nor approved by Fulton County Library System. Am I correct in saying that? Is that what you're looking for? It's content...

**MR. DAMIAN J. DENSON:** Yes. That's suffice.

**MR. PAUL KAPLAN:** I think that's -- I'm just going to say one thing. A lot of this came up because I was buttonholed by a couple of the Commissioners concerning a program that took place several months ago. They didn't care -- they just don't want Fulton County endorsed. They don't want that sitting on their paperwork that says this is sponsored by Fulton County. It's not. That's the reason why we're doing this change now. And they really want this in the books. So I'll amend my motion. I made a motion to add, this program content is neither sponsored, nor endorsed, nor approved by the Fulton County Library System.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Kaplan. Seconded Mr. Joyner that the Amendment to the Meeting Room Policy be adopted with the addition of, content, in the middle sentence.

**MS. NINA RADAKOVICH:** One --

**DR. PAMELA ROSHELL:** I'm sorry. Go ahead.

**MS. NINA RADAKOVICH:** -- one more minor change. Failure to comply with this apply with this amendment could be confusing to people not knowing this was an amendment. If we say, failure to say comply with this policy, instead of the word amendment?

**MS. ADEBOLA LAMIKANRA:** It says -- okay.

**CHAIRMAN PHYLLIS D. BAILEY:** Per the amendment Mr. Kaplan, do you accept the friendly amendment?



**MR. PAUL KAPLAN:** Yes.

**DR. PAMELA ROSHELL:** I --

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

**DR. PAMELA ROSHELL:** I'm sorry. I may be out of order in the sequence of the Parliamentary procedure, but Commissioner Carn and I were speaking, in the statement Fulton County Library System or Fulton County Government. Is that --

**CHAIRMAN PHYLLIS D. BAILEY:** Where is this?

**DR. PAMELA ROSHELL:** -- would that be considered --

**CHAIRMAN PHYLLIS D. BAILEY:** That's in the --

**DR. PAMELA ROSHELL:** The program content is neither sponsored, nor endorsed, nor approved by the Fulton County Library System or Fulton County Government.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Again, another -- Mr. Kaplan --

**MR. PAUL KAPLAN:** So that's the third -- okay so --

**MR. D. CHIP JOYNER:** I just have a question. So we can make a motion putting government in there or can we only speak for the Library System?

**COMMISSIONER JOE CARN:** Can I -- if like he said this was to make the Commissioners' happy --

**MR. PAUL KAPLAN:** Absolutely.

**COMMISSIONER JOE CARN:** Something that we wanted in terms of covered, if it's a legal protection, someone could say, I was referring to the Fulton County Government not the Library, you know.

**CHAIRMAN PHYLLIS D. BAILEY:** So this could cover it.

**COMMISSIONER JOE CARN:** The government covers the library and every other department. I mean, it meets if someone wanted to do some legal maneuvering on -- they can say, well, we weren't talking about the Library System. We were talking about elections. We were talking about the same services.

**CHAIRMAN PHYLLIS D. BAILEY:** So if we add, government, that should take care --

**COMMISSIONER JOE CARN:** That covers -- it covers everything. It's just one of those blanket protections.

**MS. NINA RADAKOVICH:** And if it is Fulton County Government, they don't need to post this stuff. It doesn't apply to them. So somebody can't come in and say, well, you can't have voting here anymore, because it's sponsored by Fulton County. I mean, it's a ridiculous argument, but...

And I think getting away from the specific penalties is safer because the first amendment is involved, and we want to be very careful. It's like taking a book off the shelf if you cancel a program.

**MR. DAMIAN J. DENSON:** Yes. I agree. And, you know, lean toward just asking them a statement to whatever the noted violation was rather than causing trauma with a cancellation.

**CHAIRMAN PHYLLIS D. BAILEY:** Well, with all of the concerns, would the statement with the, program content, is neither sponsored, nor endorsed, nor approved by the Fulton County Library System or the Fulton County Government. Would that be acceptable?

**MR. D. CHIP JOYNER:** So it's not an issue for us to say, government?

**MS. NINA RADAKOVICH:** I think it's more clarification.

**MS. ADEBOLA LAMIKANRA:** Or you can say, Fulton County. I mean, that would cover Fulton County Government. Yes.

**CHAIRMAN PHYLLIS D. BAILEY:** Well, with the legal opinion and the opinion of the Commissioner, agree with us, do you think that would suffice?

**MS. NINA RADAKOVICH:** Without the word, government, right?

**MS. ADEBOLA LAMIKANRA:** Yes. You can -- I'm saying you can put, Fulton County.

**CHAIRMAN PHYLLIS D. BAILEY:** Fulton County?

**MS. ADEBOLA LAMIKANRA:** And that would cover Fulton County Government.

**MRS. PRISCILLA BORDERS:** Take out the Library System and put Fulton County -- or Fulton County Library System?

**CHAIRMAN PHYLLIS D. BAILEY:** No. Add the Library System or Fulton County.

**MS. ADEBOLA LAMIKANRA:** Or Fulton County. I mean, technically, yes.

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

**MR. D. CHIP JOYNER:** This is the final -- just as long as the Commissioner approves it. I just want to make sure that as a Library Board, it's not overreach. We're saying not approved by Fulton County, because we not speaking for Fulton -- you can speak for Fulton County.

**COMMISSIONER JOE CARN:** I don't have a dog in the fight. That was just by two cents. I'm not on the library board. I was just -- if you're trying to cover yourself legally, you know, Fulton County blankets everybody. This blankets the libraries.

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

**MR. PAUL KAPLAN:** I'm going to reread it.

**CHAIRMAN PHYLLIS D. BAILEY:** I think the first one died after all the additions.

**MR. PAUL KAPLAN:** Okay. This program content is neither sponsored, nor endorsed, nor approved by the County Library System for Fulton County. Am I saying that correctly?

**CHAIRMAN PHYLLIS D. BAILEY:** Fulton County Library System.

**MR. PAUL KAPLAN:** Period.

**CHAIRMAN PHYLLIS D. BAILEY:** You've heard the motion as made by Mr. Kaplan.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. --

**MS. NINA RADAKOVICH:** Plus the word, policy, right? Or we've taken that whole thing out?

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. The policy -- failure to comply with this policy may result in...

**MR. PAUL KAPLAN:** Failure to comply with this policy may result in the permanent exclusion from further use of meeting rooms within the Fulton County Library System or for a specific period of time.

**MOTION**

**CHAIRMAN PHYLLIS D. BAILEY:** You've heard the motion by Mr. Kaplan.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. Joyner.

Those in favor?

*(Whereupon, all said aye.)*

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

Could we have it reprinted, or what have you, so it will reflect all these changes?

**MS. ADEBOLA LAMIKANRA:** Yes. I can email it to you.

**CHAIRMAN PHYLLIS D. BAILEY:** So would the committee see to it that it is reprinted?

**MS. NINA RADAKOVICH:** Yes.

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

**POLICY FOR FRIENDS OF THE LIBRARY - DISCUSSION**

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Policy For the Friends of the Library - Discussion.

**MR. PAUL KAPLAN:** What we're going to do with the Friends, we're completely done, but Heather's not here. We're going to have -- I'm going to get together with Heather, myself and Nina. See if there is anything else she wants on there and then I'll present it to the Board in January. And I have -- I want to get it past that time in January, so we're working on it.

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

If there are no other items under -- yes, Mr. Kaplan?

**MR. PAUL KAPLAN:** Well, Dr. Morley, this is your last meeting. I'm going to say a few words. I can't just let you walk out of here without saying. Look what you're missing. This kind of conversation, you're not going to have that in Louisiana, so, you know, you -- so I just want to let you know -- but it's been, as far as I'm concerned -- I can only talk for myself. We enjoyed having you here. We enjoyed working with you. You've come up with a lot of things that we didn't think about. And I think we're better for it. And we will continue on. And we

might show-up in Louisiana. You know, we might be up against you, but I think we'll probably win out, but we'll see how it works out.

But thank you for all of your help. You've done a great job. You are surely going to be missed. Are you going to leave your phone number for everybody here, your personal number --

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

**MR. PAUL KAPLAN:** -- so that if we ever want to just call you up, harass you? No. Okay. I didn't go to New Orleans. I figured I'd come over there and see you. You know, find me a nice hotel some place.

**DR. GABRIEL MORLEY:** Yes.

**CHAIRMAN PHYLLIS D. BAILEY:** Please don't forget us.

**MR. PAUL KAPLAN:** Yes. Thank you very much for your help.

**DR. GABRIEL MORLEY:** You're welcome.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you very much. And please don't thing that you're not welcomed to come back and visit. We'd love to have you.

**DR. GABRIEL MORLEY:** Well, thank you.

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

**MR. PAUL KAPLAN:** You are going to be here for the Grand Opening of Central Library, right?

**DR. GABRIEL MORLEY:** I hope so. Yes. I'll come back and see it.

**MR. PAUL KAPLAN:** Do we invite him, Gayle?

**MRS. GAYLE H. HOLLOMAN:** Oh, yes, definitely.

**MR. PAUL KAPLAN:** Do we invite him up here?

**CHAIRMAN PHYLLIS D. BAILEY:** Anybody else wish convey our sincere appreciation to Dr. Morley?

**MR. D. CHIP JOYNER:** So does he lose his privileges for this card?

**MRS. GAYLE H. HOLLOMAN:** Well, yes. New Orleans is a little bit too far. He's moving too far away to still use your card.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. If there -- are there any other issues that we need to address?

#### EXECUTIVE SESSION

##### MOTION

**MR. PAUL KAPLAN:** I make a motion that we move into Executive Session.

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

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. Joyner that we move from this point into Executive Session.

All in favor?

**DR. GABRIEL MORLEY:** To talk about personnel.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. You meant to talk about personnel?

**DR. GABRIEL MORLEY:** Correct.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. All opposed?

Motion carries.

(Whereupon, the Regular Session of the Board of Trustees Meeting concluded for the Executive Session at 4:52 p.m.) (Executive Session Meeting Began at 4:53 P.M.)

(Whereupon, the Regular Session of the Board of Trustee Meeting resumed at 5:01 p.m.)

**CHAIRMAN PHYLLIS D. BAILEY:** The Executive Session, we have to come to let you know that it is a unanimous decision that we present the name of Gayle Hunter Holloman to the Board of Commissioners as our next Director of the Atlanta-Fulton County Library System.

**MRS. GAYLE H. HOLLOMAN:** Thank you all.

**MR. PAUL KAPLAN:** Congratulations, Gayle.

**MRS. GAYLE H. HOLLOMAN:** Thank you very much.

**MR. PAUL KAPLAN:** And we're here to help you anytime. Give us a call.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes. We're here.

**MRS. GAYLE H. HOLLOMAN:** Thank you so kindly.

**CHAIRMAN PHYLLIS D. BAILEY:** With that as a final note of or meeting, if there are no objections, then the meeting will be --

**MR. PAUL KAPLAN:** Make a motion --

**CHAIRMAN PHYLLIS D. BAILEY:** Any motion?

**MR. JOE PIONTEK:** I make a motion that we adjourn the meeting.

**MR. PAUL KAPLAN:** Second it.

**CHAIRMAN PHYLLIS D. BAILEY:** Moved by Mr. Piontek and seconded by Mr. Kaplan that the motion -- that the meeting be adjourned.

**DR. PAMELA ROSHELL:** Madam Chairman?

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

**DR. PAMELA ROSHELL:** An important action was not completed. You need an interim from December 31st --

**CHAIRMAN PHYLLIS D. BAILEY:** To January 8.

**DR. PAMELA ROSHELL:** I don't know whether -- Madam Attorney, can they just -- do they have to vote on the interim or can they just name one?

**MS. ADEBOLA LAMIKANRA:** They would have to vote on one.

**DR. PAMELA ROSHELL:** Okay.

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, dear. Well, we'll have to --

**MOTION**

**MR. D. CHIP JOYNER:** I make a motion to go back in session.

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

**MR. JOE PIONTEK:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** We'll go back in session.

Seconded by Mr. Joyner and seconded by Mr. Piontek.

All in favor?

(Whereupon, all said aye.)

**CHAIRMAN PHYLLIS D. BAILEY:** All in favor? We're back in session. We need to name an Interim Director from the 31st of December to January 8th.

**MOTION**

**MR. D. CHIP JOYNER:** I nominate Gayle Holloman to be Interim Director.

**MR. PAUL KAPLAN:** Second.

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

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** It's been moved by Mr. Joyner. Seconded by Mr. Kaplan, that Mrs. Gayle Holloman will be the Interim Director between the 31st and the 8th of January. All in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Opposed. Motion carries.

**MRS. GAYLE H. HOLLOMAN:** Thank you, again, for your vote of confidence.

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

**ADJOURMENT**

**MOTION**

**MR. D. CHIP JOYNER:** Make a motion to adjourn.

**MRS. PRISCILLA BORDERS:** Second.

**CHAIRMAN PHYLLIS D. BAILEY:** Motion to adjourn by Mr. Joyner. Seconded by Mrs. Borders. Adjourned the second time.

*(Whereupon, the Board of Trustees Meeting  
concluded at 5:04 p.m.)*

**Director's Report**

Gayle H. Holloman, Executive Director

**December 2019**

**Personnel**

Librarian I interviews were completed and newly hired/promoted staff are onboard. Library Support Supervisor and Library Associate interviews will begin in late January 2020.

**Bond Program Update**

- Central Library-Things are moving along very well. Work continues on the interior of the building and on the plaza.
- Group 1 (Roswell, Sandy Springs, Kirkwood, Southwest, Dogwood, Washington Park, West End)-All of these libraries have re-opened. Punch lists are being completed.
- Group 2 (Ocee, NESO, Northside, Mechanicsville, Buckhead)-Construction is ongoing at all of these libraries.
- Group 3 (Adams Park, Adamsville, Cleveland Avenue, Ponce, College Park, East Atlanta)-Adams Park has re-opened. The others are still in construction. Completion dates are expected in late spring/early summer.
- Hapeville (new build)-There was a November 13<sup>th</sup> groundbreaking event. The project is underway.
- Leased Libraries (Martin Luther King, Jr. and Peachtree)-Discussions are ongoing.

**Volunteer Services**

The Office of Volunteer Services recorded 176 volunteers who served 1,400 hours at 11 locations including at outreach events. This included new volunteers and volunteers who completed shelving tasks and assisted with programs across the System.

Volunteers led support groups and taught meditation, Tai Chi and yoga sessions at different locations. Volunteers and their dogs provided pet storytime programs. Volunteers taught ESL, art, coding and STEM, games, dance and music classes. Junior League volunteers provided Journey to Literacy programs on *The Last Stop on Market Street*. Volunteers also assisted with the two grand re-opening ceremonies, Adams Park and College Park.

12 Alvin Ailey Ambassadors served at the Auburn Avenue Research Library for the annual Kwanzaa program.

Some quotes from volunteers:

“I was pleased to work in such a friendly atmosphere. Thank you for these volunteer days,” stated a Milton Library volunteer.

“I have learned that the county is full of warm, smart, caring women. People who have given of themselves to family, jobs/careers and are now ready to give to themselves. I have learned that women make great friends. They are ready and willing to volunteer for whatever needs to be done. Most times without being asked. I have learned that there are opportunities for all kinds of fun things to do in Fulton County. One just needs to be open. This journey has been very satisfying. I had no idea where retirement would lead me. It led me to volunteer at the local libraries. I could not be happier,” stated a South Fulton and Wolf Creek book club leader and volunteer.

“I’ve learned a lot about working with many kinds of people while volunteering. (I’ve had) a wonderful teacher because he’s very patient and an all-around nice person. I’ve also learned about starting a project without being asked and doing this is one of the high points of my week,” stated a Milton Library volunteer.

“Thank you to the entire Library System and especially the East Point Library staff. I hope everyone in today's world still realizes how essential public libraries are. Shine on beacons,” stated an East Point Library volunteer.

“Volunteering with the Friends keeps me out of trouble. I have read a lot of books and I am the biggest customer too,” stated a Fairburn Library volunteer.

“One teen volunteer comes in at least twice a week; and another one is here faithfully every Wednesday to assist with getting books shelved after storytime,” stated a Kirkwood Library Volunteer Liaison.

## **Other**

Two Tech Mobiles were recently acquired. They were introduced at the Metropolitan Library and were a part of the grand re-opening of the Roswell Library. Service delivery from the two vehicles will be determined and implemented in early 2020.

## **Adult Outreach**

- **Total Transactions:** 2,801 (1,105 OverDrive and 1,696 Print). In 2018 we circulated 1,483 print items.
- **Total Adult Outreach Library Cards Issued:** 114 cards issued compared to 61 cards issued in 2018.

## **Outreach Program Attendance**

- **Adult Outreach Events:** 45 In 2018 Adult Outreach held 7 events.
- **Patrons Reached:** 4,363. In 2018 Adult Outreach reached 200 patrons



## **Youth Outreach**

### **CLASS PASS @APS**

- 1,640 physical transactions (732 checkouts and 908 renewals) performed with CLASS PASS accounts.
- **Axis 360**  
9 total Axis 360 checkouts (4 eBooks: elementary school users; 2 eBook: middle school users, & 3 eBooks: high school users.
- **Overdrive**  
76 people accessed Overdrive using their CLASS PASS account, totaling 263 checkouts.

Youth Outreach's totals were: **December** 21 events, 738 patrons

### **Central Library (Closed to the public for renovations) Outreach**

December, 2019 GED Testing (offered at the Southeast Atlanta Library)

- Total number of unduplicated served was 18
- Total number of test administered was 20
- Total number of testing sessions was 14
- Total number of graduates was 5

Also,

- Staff presented a GarageBand workshop at the East Roswell Library to teens.
- Staff presented "Let's Move" Storytime/Movement programs at the Kirkwood, Milton, Cascade and Wolf Creek libraries; and at senior centers.

### **Adams Park Library**

Staff participated in the inaugural celebration of Camp Truitt's GROWL garden at Herschel Road on December 18<sup>th</sup>. Staff entertained over twenty seniors and five children with a story and craft activity.

### **Milton Library**

- Board Games were checked out 33 times in December.

- Staff held the 2<sup>nd</sup> annual holiday music recital with a local music instructor: 95 persons were in attendance
- Outreach to Summit Hill Elementary School's STEM night program: 20 students visited
- Staff held the last ESL class on Dec 10<sup>th</sup> : ESL classes on Tuesdays will be returning to Roswell Library starting Jan 7, 2020.
- Holiday crafts (Saturday afternoon and Wednesday night) saw 23 total patrons
- Holiday music program sponsored by the Friends of the Ocee Library had 41 in attendance

### **Peachtree Library**

Adult programming and meeting attendance is up more than 50% as compared to last year. The number of programs and meetings is at 96%. The biggest factor is that the library hosted several programs for Census 2020 recruitment.

### **Southeast Atlanta Library**

The Atlanta Volunteer Lawyers Foundation is now onsite each Wednesday sharing information about their programs: Safe and Stable Homes Office; Safe Family Office for individuals experiencing Intimate Partner Abuse; TPOs, Custody, Divorce, and Wage Dispute Landlord Tenant Issues, Poor Living Conditions, unreturned security deposits, and illegal evictions.

The Atlanta Land Trust (ALT) provided a program for future homebuyers and community members. Attendees were invited to join for a free information session on how the ALT is creating permanently affordable homes in Atlanta using the Community Land Trust (CLT) model.

### **South Fulton Library**

Children's Literary Arts Program with the Alpha Kappa Alpha Sorority, Inc., Phi Tau Omega Chapter Inc. is offered once a month. Children attending the program enjoy a story written by an African-American author; or, a story on the subject of the Harlem Renaissance. Youth will also participate in an art activity. This month's book was *Trombone Shorty* by Troy Andrews.

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF DECEMBER 31, 2019

Doc. #20-03

SERVICE	2019 BUDGET	2019 DECEMBER	2019 YTD	2019 YTD	2019 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,387,663	1,060,374	14,204,350	14,204,350	99%	183,313
PART TIME SALARY	491,920	27,742	432,220	432,220	88%	59,700
BENEFITS	7,375,189	1,042,170	7,232,027	7,232,027	98%	143,162
BOOKS	2,697,434	319,813	2,441,137	2,441,137	90%	256,297
OFFICE EQUIP. REPAIR	10,260	2,061	5,796	5,796	56%	4,464
EQUIPMENT	30,791	2,059	25,066	25,066	81%	5,725
OFFICE FURNITURE	3,082	-	1,237	1,237	40%	1,845
PROFESSIONAL SERV	73,658	2,198	47,471	47,471	64%	26,187
COPIER MACHINE LEASE	168,224	69,086	154,684	154,684	92%	13,540
COPIER PAPER	18,000	-	16,803	16,803	93%	1,197
SUPPLIES	167,540	11,280	134,044	134,044	80%	33,496
SOFTWARE MAINTENANCE	582,592	-	549,820	549,820	94%	32,772
BUILDING RENT	229,779	15,709	183,892	183,892	80%	45,887
LYRASIS CHARGES	200	-	-	-	0%	200
OTHER SERVICES	203,851	12,248	151,739	151,739	74%	52,112
SECURITY SERVICES	619,000	53,900	572,172	572,172	92%	46,828
TRAVEL	22,500	3,041	17,520	17,520	78%	4,980
VEHICLE MAINTENANCE	13,850	-	7,177	7,177	52%	6,673
GENERAL INSURANCE	580,361	43,780	580,361	580,361	100%	-
CONTINGENCY	520	-	-	-	0%	520
<b>TOTAL</b>	<b>27,676,414</b>	<b>2,665,461</b>	<b>26,757,516</b>	<b>26,757,516</b>	<b>97%</b>	<b>918,898</b>

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT - BY ORG. TYPE

AS OF DECEMBER 31, 2019

ORGANIZATION	SERVICE	2019 BUDGET	2019 DECEMBER	2019 YTD	2019 YTD	2019 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,212,565	905,325	12,114,496	12,114,496	99%	98,069
	PART TIME SALARY	491,920	27,742	432,220	432,220	88%	59,700
	BENEFITS	6,197,554	816,917	6,101,502	6,101,502	98%	96,052
	BOOKS	2,697,434	319,813	2,441,137	2,441,137	90%	256,297
	OFFICE EQUIP. REPAIR	1,000	250	250	250	25%	750
	EQUIPMENT	27,500	2,059	24,123	24,123	88%	3,377
	OFFICE FURNITURE	2,785	-	1,237	1,237	44%	1,548
	PROFESSIONAL SERV	38,766	150	31,603	31,603	82%	7,163
	COPIER MACHINE LEASE	149,924	69,086	149,853	149,853	100%	71
	SUPPLIES	91,445	4,660	76,605	76,605	84%	14,840
	BUILDING RENT	229,779	15,709	183,892	183,892	80%	45,887
	OTHER SERVICES	32,388	412	12,917	12,917	40%	19,471
	SECURITY SERVICES	619,000	53,900	572,172	572,172	92%	46,828
	VEHICLE MAINTENANCE	2,000	-	862	862	43%	1,138
	GENERAL INSURANCE	395,866	28,406	395,866	395,866	100%	-
	CONTINGENCY	20	-	-	-	0%	20
<b>Total</b>		<b>23,189,946</b>	<b>2,244,429</b>	<b>22,538,736</b>	<b>22,538,736</b>	<b>97%</b>	<b>651,210</b>

FULTON COUNTY LIBRARY SYSTEM  
MONTHLY FINANCIAL REPORT - BY ORG. TYPE

AS OF DECEMBER 31, 2019

ORGANIZATION	SERVICE	2019 BUDGET	2019 DECEMBER	2019 YTD	2019 YTD	2019 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICE OPERATIONS	REG SALARY	2,175,098	155,049	2,089,854	2,089,854	96%	85,244
	BENEFITS	1,177,635	225,252	1,130,525	1,130,525	96%	47,110
	OFFICE EQUIP. REPAIR	9,260	1,811	5,546	5,546	60%	3,714
	EQUIPMENT	3,291	-	943	943	29%	2,348
	OFFICE FURNITURE	297	-	-	-	0%	297
	PROFESSIONAL SERV	34,892	2,048	15,868	15,868	45%	19,024
	COPIER MACHINE LEASE	18,300	-	4,831	4,831	26%	13,469
	COPIER PAPER	18,000	-	16,803	16,803	93%	1,197
	SUPPLIES	76,095	6,620	57,439	57,439	75%	18,656
	SOFTWARE MAINTENANCE	582,592	-	549,820	549,820	94%	32,772
	LYRASIS CHARGES	200	-	-	-	0%	200
	OTHER SERVICES	171,463	11,836	138,821	138,821	81%	32,642
	TRAVEL	22,500	3,041	17,520	17,520	78%	4,980
	VEHICLE MAINTENANCE	11,850	-	6,315	6,315	53%	5,535
	GENERAL INSURANCE	184,495	15,375	184,495	184,495	100%	-
	CONTINGENCY	500	-	-	-	0%	500
<b>Total</b>		<b>4,486,468</b>	<b>421,032</b>	<b>4,218,780</b>	<b>4,218,780</b>	<b>94%</b>	<b>267,688</b>

## Fulton County Library System December 2019

Activity and Description	2019		2018		YTD
	December	YTD	December	YTD	
<b>Circulation</b>					
Total number of items checked out of the library	183,034	2,820,468	229,109	3,214,853	-12%
<b>Holds</b>					
Number of requests by patrons	34,852	521,139	38,416	531,827	-2%
<b>Inter-Library Loans</b>					
Number of items lent to or borrowed from another library system	354	4,980	329	4,636	7%
<b>Visits</b>					
Number of people entering a library for any reason	192,679	2,812,670	202,068	3,863,526	-27%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	40,080	488,418	32,508	707,288	-31%
Number of hours of computer use	19,808	567,578	17,821	411,827	38%
<b>Web hits</b>					
Number of times people have visited the library's website	557,708	7,720,262	634,235	8,179,353	-5.6%
<b>Online Resources</b>					
Number of times a resource is logged into or a searched performed	151,191	2,093,209	106,796	1,784,441	17%
<b>Computer Classes</b>					
Number of classes	7	99	106	129	-23%
Number of attendees	23	775	21	1,042	-26%
<b>Virtual Circulation</b>					
Number of e-books and e-audiobooks checked out	60,676	744,553	52,621	567,910	31%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	217	3,771	241	4,147	-9%
Number of people attending programs	5,743	120,882	7,310	137,927	-12%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	43	818	55	896	-9%
Number of people attending programs	532	17,079	1,099	25,214	-32%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	320	5,441	311	5,136	6%
Number of people attending programs	8,355	121,622	4,826	87,095	40%
<b>Programs - Total</b>					
Library sponsored programs offered - total of all programs	580	9,384	607	10,792	-13%
Number of people attending programs	14,630	243,888	13,325	258,537	-6%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	253	3,956	289	4,680	-15%
Number of people attending meetings or activities	4,933	71,687	7,981	90,377	-21%

FULTON COUNTY LIBRARY SYSTEM  
CIRCULATION REPORT  
DECEMBER 2019

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OTHER	DEC 2019 DATA	DEC 2018 DATA	INCREASE/DECREASE	PERCENT CHANGE	YTD 2019 CIRC	YTD 2018 CIRC	INCREASE/DECREASE	PERCENT CHANGE
ADAMS PARK	184	125	14	0	323	2,622	(2,299)	-88%	14,606	30,041	(15,435)	-51%
ADAMSVILLE/COLLIER HEIGHTS	90	6	1	0	97	2,730	(2,633)	-96%	14,347	51,846	(37,499)	-72%
ALPHARETTA	12,338	22,927	1,172	59	36,496	29,181	7,315	25%	457,157	307,728	149,429	49%
BUCKHEAD	470	375	16	2	863	13,127	(12,264)	-93%	87,943	175,807	(87,864)	-50%
CLEVELAND AVENUE	19	1		0	20	2,395	(2,375)	-99%	10,097	38,197	(28,100)	-74%
COLLEGE PARK	397	311	17	3	728	3,609	(2,881)	-80%	15,066	35,015	(19,949)	-57%
DOGWOOD	1,168	471	72	1	1,712	31	1,681	5423%	8,314	15,642	(7,328)	-47%
EAST ATLANTA	240	326	19	0	585	6,937	(6,352)	-92%	70,786	78,546	(7,760)	-10%
EAST POINT	2,269	1,550	106	8	3,933	162	3,771	2328%	33,091	20,746	12,345	60%
EAST ROSWELL	8,701	10,313	432	22	19,468	21,905	(2,437)	-11%	300,844	214,070	86,774	41%
FAIRBURN	800	779	31	4	1,614	134	1,480	1104%	16,523	11,428	5,095	45%
HAPEVILLE	13	5	1	0	19	1,348	(1,329)	-99%	9,727	17,218	(7,491)	-44%
KIRKWOOD	2,323	3,664	182	6	6,175	164	6,011	3665%	32,766	21,922	10,844	49%
MARTIN LUTHER KING, JR	1,471	998	130	4	2,603	1,832	771	42%	24,252	14,851	9,401	63%
MECHANICSVILLE	32	6	5	0	43	1,859	(1,816)	-98%	7,530	28,929	(21,399)	-74%
METROPOLITAN	2,908	4,216	153	16	7,293	8,131	(838)	-10%	107,049	88,566	18,483	21%
MILTON	6,834	12,164	577	24	19,599	21,896	(2,297)	-10%	320,099	250,072	70,027	28%
NORTHEAST/SPRUILL OAKS	705	1,406	80	0	2,191	14,806	(12,615)	-85%	106,384	238,813	(132,429)	-55%
NORTHSIDE	346	447	28	4	825	11,875	(11,050)	-93%	77,203	152,352	(75,149)	-49%
NORTHWEST	2,629	3,821	191	9	6,650	6,614	36	1%	102,057	71,872	30,185	42%
OCEE	838	1,513	113	2	2,466	22,619	(20,153)	-89%	162,898	317,628	(154,730)	-49%
PALMETTO	627	955	32	1	1,615	2,260	(645)	-29%	27,714	24,776	2,938	12%
PEACHTREE	5,493	5,042	229	72	10,836	9,052	1,784	20%	126,872	93,058	33,814	36%
PONCE DE LEON	799	1,005	61	2	1,867	13,327	(11,460)	-86%	120,247	154,271	(34,024)	-22%
ROSWELL	1,220	810	244	0	2,274	1,854	420	23%	22,065	170,329	(148,264)	-87%
SANDY SPRINGS	10,049	11,774	671	33	22,527	3,464	19,063	550%	161,781	167,173	(5,392)	-3%
SOUTHEAST	1,257	2,231	157	4	3,649	3,743	(94)	-3%	52,033	42,011	10,022	24%
SOUTH FULTON	1,971	2,579	168	2	4,720	7,481	(2,761)	-37%	84,247	89,034	(4,787)	-5%
SOUTHWEST	2,077	1,671	156	4	3,908	335	3,573	1067%	26,266	29,124	(2,858)	-10%
WASHINGTON PARK	635	838	80	5	1,558	56	1,502	2682%	8,301	13,769	(5,468)	-40%
WEST END	998	639	94	3	1,734	80	1,654	2068%	14,311	13,428	883	7%
WOLFCREEK	3,718	4,517	583	26	8,844	10,263	(1,419)	-14%	137,333	120,346	16,987	14%
<b>BRANCHES TOTAL</b>	<b>73,619</b>	<b>97,485</b>	<b>5,815</b>	<b>316</b>	<b>177,235</b>	<b>225,892</b>	<b>(48,657)</b>	<b>-22%</b>	<b>2,759,909</b>	<b>3,098,608</b>	<b>(338,699)</b>	<b>-11%</b>
CENTRAL	548	272	19	8	847	1,234	(387)	-31%	10,428	72,000	(61,572)	-86%
OUTREACH SERVICES	167	242	80	0	489	81	408	504%	3,302	2,567	735	29%
AUBURN AVENUE	4,100	343	17	3	4,463	1,902	2,561	135%	46,829	41,678	5,151	12%
<b>SYSTEM TOTAL</b>	<b>78,434</b>	<b>98,342</b>	<b>5,931</b>	<b>327</b>	<b>183,034</b>	<b>229,109</b>	<b>-46,075</b>	<b>-20%</b>	<b>2,820,468</b>	<b>3,214,853</b>	<b>-399,536</b>	<b>-12%</b>

FULTON COUNTY LIBRARY SYSTEM  
SYSTEM STATS AT A GLANCE  
DECEMBER 2019

AGENCY NAME	DECEMBER CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	323	51	0	0	0	0	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	97	35	0	0	0	0	0	0	0
ALPHARETTA	36,496	502	1,727	16,619	43	764	44	1,183	22
BUCKHEAD	863	142	0	0	0	0	0	0	0
CLEVELAND AVE	20	21	0	0	3	56	0	0	0
COLLEGE PARK	728	88	1,076	172	3	31	1	34	
DOGWOOD	1,712	53	1,502	2,167	12	213	7	33	12
EAST ATLANTA	585	84	0	0	0	0	0	0	0
EAST POINT	3,933	245	7,025	1,753	6	81	0	0	6
EAST ROSWELL	19,468	209	1,334	9,638	38	640	16	140	6
FAIRBURN	1,614	109	0	0	0	0	0	0	0
HAPEVILLE	19	6	0	0	0	0	0	0	0
KIRKWOOD	6,175	153	1,657	5,163	6	152	8	95	9
MARTIN LUTHER KING, JR	2,603	86	1,937	8,005	6	82	0	0	0
MECHANICSVILLE	43	11	0	0	0	0	0	0	0
METROPOLITAN	7,293	152	3,256	9,942	16	300	46	1,043	0
MILTON	19,599	204	684	7,870	48	576	16	244	9
NORTHEAST/SPRUILL OAKS	2,191	92	0	0	37	1,004	0	0	0
NORTHSIDE	825	63	0	0	7	162	0	0	0
NORTHWEST	6,650	114	2,513	7,805	18	289	11	445	7
OCEE	2,466	153	0	0	33	400	0	0	0
PALMETTO	1,615	36	504	2,725	20	442	2	77	3
PEACHTREE	10,836	274	1,666	11,920	26	676	11	171	4
PONCE DE LEON	1,867	117	0	0	5	71	0	0	0
ROSWELL	2,274	175			10	73	0	0	0
SANDY SPRINGS	22,527	568	2,474	70,757	16	295	16	295	6
SOUTHEAST	3,649	47	1,919	11,233	24	806	4	38	0
SOUTH FULTON	4,720	254	2,991	6,780	18	306	0	0	4
SOUTH WEST	3,908	210	0	0	12	218	36	339	0
WASHINGTON PARK	1,558	70	1,863	3,966	14	253	3	38	7
WEST END	1,734	94	4,350	3,016	15	135	2	38	0
WOLFCREEK	8,844	158	1,316	11,018	27	500	18	670	12
<b>BRANCHES TOTAL</b>	<b>177,235</b>	<b>4,576</b>	<b>39,794</b>	<b>190,549</b>	<b>463</b>	<b>8,525</b>	<b>241</b>	<b>4,883</b>	<b>107</b>
CENTRAL	847	106	0	0	8	177	0	0	0
OUTREACH SERVICES	489	540	0	0	68	5,110	0	0	0
AUBURN AVENUE RESEARCH	4,463	7	286	2,130	20	778	12	50	0
<b>SYSTEM TOTAL</b>	<b>183,034</b>	<b>5,229</b>	<b>40,080</b>	<b>192,679</b>	<b>559</b>	<b>14,590</b>	<b>253</b>	<b>4,933</b>	<b>107</b>



FULTON COUNTY LIBRARY SYSTEM  
SYSTEM STATS AT A GLANCE  
2019 4TH QUARTER

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	521	112	-	0	8	602	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	245	150	-	0	18	510	0	0	0
ALPHARETTA	118,482	1,818	5,924	63,843	167	3,564	111	2,838	62
BUCKHEAD	2,724	457	-	0	0	0	0	0	0
CLEVELAND AVE	111	67	-	0	14	238	0	0	0
COLLEGE PARK	1,117	204	2,051	1,923	26	412	4	49	0
DOGWOOD	5,660	192	4,466	8,441	41	655	13	115	28
EAST ATLANTA	2,791	520	-	0	0	0	0	0	0
EAST POINT	13,509	814	27,384	9,254	16	238	19	775	19
EAST ROSWELL	64,468	580	4,118	33,506	134	2,240	46	416	42
FAIRBURN	5,790	581	2,087	5,845	43	1,371	15	114	15
HAPEVILLE	473	35	-	0	0	0	0	0	0
KIRKWOOD	19,884	518	2,990	38,263	40	908	39	617	21
MARTIN LUTHER KING, JR	7,754	255	5,930	26,254	42	706	2	22	0
MECHANICSVILLE	117	54	-	0	0	0	0	0	0
METROPOLITAN	24,730	561	10,391	32,797	55	929	172	3,841	0
MILTON	66,510	831	2,107	27,002	197	3,359	32	747	42
NORTHEAST/SPRUILL OAKS	6,729	414	-	0	91	1,829	0	0	0
NORTHSIDE	2,546	178	-	0	20	398	0	0	0
NORTHWEST	23,508	420	8,575	38,204	69	1,495	33	1,325	33
OCEE	7,608	469	-	0	123	1,651	0	0	0
PALMETTO	6,029	180	2,068	10,284	52	1,282	10	385	14
PEACHTREE	34,493	949	5,246	37,942	105	2,360	44	629	11
PONCE DE LEON	16,177	574	1,819	18,240	34	496	0	0	3
ROSWELL	6,022	627	-	0	48	446	0	0	0
SANDY SPRINGS	75,089	2,026	8,083	122,603	202	2,752	78	1,149	18
SOUTHEAST	12,135	245	6,876	29,929	100	2,169	38	392	0
SOUTH FULTON	17,837	926	9,476	45,973	67	1,177	53	668	4
SOUTH WEST	13,040	795	1,964	11,455	73	1,510	59	644	0
WASHINGTON PARK	4,770	261	6,316	6,475	47	965	9	79	45
WEST END	5,995	283	4,350	18,438	60	680	9	90	5
WOLFCREEK	31,608	761	4,602	38,809	114	1,944	32	1,202	47
<b>BRANCHES TOTAL</b>	<b>598,472</b>	<b>16,857</b>	<b>126,823</b>	<b>625,480</b>	<b>2,006</b>	<b>36,886</b>	<b>818</b>	<b>16,097</b>	<b>409</b>
CENTRAL	2,582	434	-	0	25	702	0	0	0
OUTREACH SERVICES	1,696	723	-	0	213	14,617	0	0	0
AUBURN AVENUE RESEARCH	12,522	13	318	4,613	87	4,322	30	172	0
<b>SYSTEM TOTAL</b>	<b>615,272</b>	<b>18,027</b>	<b>127,141</b>	<b>630,093</b>	<b>2,331</b>	<b>56,527</b>	<b>848</b>	<b>16,269</b>	<b>409</b>

**FULTON PUBLIC LIBRARY SYSTEM**  
**Customer Service Comments**  
**Quarterly Report**  
**October, November, December 2019**

	October	November	December	4th Quarter Total	2018 Year to date (Jan- Dec)	2019 Year to date (Jan- Dec)
• <b>Total Customer Comments Received:</b>	90	38	48	176	2690	921
• <b>Types of Comments:</b>						
▪ Compliment	13	5	7	25	112	153
▪ Suggestion	8	2	1	11	166	74
▪ Complaint	13	4	11	28	87	189
▪ Inquiry	43	22	28	93	1024	476
• <b>Format of Comments:</b>						
▪ Emails	77	33	47	157	1298	790
▪ Postcards	13	5	1	19	83	124
▪ Direct Contact					4	
▪ Libanswers					1390	3536

# FULTON COUNTY LIBRARY SYSTEM

## *Customer Service Snapshot*

*October, November, December 2019*

- **176 comments were received during the quarter.** The majority of comments were positive customer service experiences by patrons. The remainder were directly related to a variety of comments concerning the newly renovated branches and reopening's.
- A sampling of complimentary quotes received include:
  1. Kirkwood - "Staff were very kind, patient and professional".
  2. Washington Park – "Librarians showed lots of care and concern for Children in the Library".
  3. Metropolitan – "Service provided is always very helpful and knowledgeable".
  4. East Point – "Librarian extremely helpful".
  5. Wolf Creek – "Excellent Service".
- **28 disappointments and suggestions for improvement** were received during this quarter indicating patrons felt the service they received that time was worse than what they had experienced in the recent past.
- A sampling of suggestions received appears below:
  1. Sunday hours at smaller branches
  2. Mondo Boards in study room
  3. Improved Security
  4. Need for more board books