



# **BOARD OF TRUSTEES**

## MEETING INFORMATION PACKET

JANUARY 27, 2021



## TABLE OF CONTENTS

<b>TOPIC</b>	<b>PAGE #</b>
BOT MEETING AGENDA	3
BOT MEETING MINUTES – DECEMBER 16, 2020	4-28
DIRECTOR'S REPORT	29-31
MONTHLY FINANCIAL REPORT – TOTAL LIBRARY	32
MONTHLY FINANCIAL REPORT – BY ORG TYPE	33-34
MONTHLY USAGE SUMMARY	35
MONTHLY CIRCULATION REPORT	36
MONTHLY SYSTEM STATS-AT-A-GLANCE	37
QUARTERLY SYSTEM STATS-AT-A-GLANCE – 4 <sup>TH</sup> QUARTER	38
CUSTOMER SERVICE COMMENTS – 4 <sup>TH</sup> QUARTER	39
CUSTOMER SERVICE SNAPSHOTS – 4 <sup>TH</sup> QUARTER	40



**VIRTUAL MEETING**  
**DUE TO GOVERNMENTAL GUIDELINES REGARDING COVID-19**

**FULTON COUNTY LIBRARY SYSTEM**  
**BOARD OF TRUSTEES VIRTUAL MEETING**  
**JANUARY 27, 2021 – 4:00 P.M.**  
**AGENDA**

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda\* Doc. #21-02
- IV. Approval of Minutes – December 16, 2020\* Doc. #21-01
- V. Chairman’s Report
- VI. Construction/Renovation Report – Paul Kaplan
  - Contractor
  - Albion Scaccia** Hapeville
  - Winter Johnson** Central
- VII. Director’s Reports Doc. #21-06
  - Monthly Financial Report Doc. #21-03
  - Monthly Usage Summary Doc. #21-04
  - Quarterly Customer Service Report Doc. #21-05
  - Quarterly Library Closure Report
- VIII. Unfinished Business
  - A. Curbside Service – Update
  - B. Naming of Best Buy Teen Tech Center\*
- IX. New Business
  - A. Committee Reports/Roles
  - B. Board of Trustees Meeting Agenda - Discussion
  - C. Proposed Library Celebrations
- X. Adjournment

\*Action is anticipated on this item

**Doc. #21-01**



**FULTON COUNTY LIBRARY SYSTEM**  
**VIRTUAL BOARD OF TRUSTEES MEETING**  
**DECEMBER 16, 2020 – 4:00 P.M.**

**Cormier Court Reporting, LLC**

Snellville, Georgia 30039

Tel: 404.695.1923 Fax: 855.4141.CCR

[cormiercourtereporting.com](http://cormiercourtereporting.com)

**Competitive, Committed, Reliable**



**Members Present**

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

**Also In Attendance**

Holloman, Gayle H. – Executive Director  
Claxton, Zenobia –Assistant to Director’s Office  
Lamikanra, Adebola – County Attorney

**Visitors:**

(3 Virtual Participants)

---

**Chairman Phyllis D. Bailey called the meeting to order at 4:03 p.m.**

**Transcript Legend**

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

**TABLE OF CONTENTS**

CALL TO ORDER..... 5

MEDITATION MOMENT..... 5

PUBLIC COMMENTS..... 5

20-61 ADOPTION OF AGENDA.....8

        MOTION.....8

20-60 APPROVAL OF MINUTES FROM REGULAR MEETING OF NOVEMBER 18, 2020.....8

        MOTION.....8

CHAIRMAN’S REPORT.....9

CONSTRUCTION/RENOVATION REPORT – PAUL KAPLAN.....9

20-64 DIRECTOR’S REPORTS.....11

20-62 MONTHLY FINANCIAL REPORT.....11

20-63 MONTHLY USAGE SUMMARY.....11

COMMITTEE REPORTS.....17

        A. LIBRARY VISITATION – D. CHIP JOYNER, VICE CHAIRMAN.....17

        B. BYLAWS AND RULES – PRISCILLA BORDERS AND NINA RADAKOVICH.....17

        C. NATIONAL AND STATE DEVELOPMENTS – LINDA JORDAN AND JOE PIONTEK.....17

UNFINISHED BUSINESS.....17

        CURBSIDE SERVICE.....17

NEW BUSINESS.....19

        NAMING OF BEST BUY TEEN TECH CENTER.....19

INSTALLATION OF NEW BOARD CHAIRMAN.....24

        RESOLUTION.....24

        MOTION.....25

ADJOURNMENT.....26

        MOTION.....26

(VIRTUAL MEETING BEGAN AT 4:03 P.M.)

**CALL TO ORDER**

**CHAIRMAN PHYLLIS D. BAILEY:** Good evening to all of you and welcome to the December meeting for the Atlanta Fulton County Library Board. It is 4 -- my computer says 4:03. So we'll call the meeting together and call it to order at this point.

**MEDITATION MOMENT**

**CHAIRMAN PHYLLIS D. BAILEY:** My Moment of Meditation is one that I want to leave with you. It's been quite a year, hasn't it? The lingering effects of COVID-19, another mind-numbing campaign season, denial of the outcome of the campaign, ongoing concern about an economic decline, and locked up with your loved ones until a specter of running away from home floated thorough your domestic mind.

Well, okay. There's no safe place to run, so you must muddle through as best you can. Looking back on the year, and sometimes feels as if reason for gratitude have fallen off the edge of the earth. 'Give thanks in all circumstances' can be a hard reach for people that are hurting so much. COVID-19 has presented too many images of beautiful people who had to die alone.

Meditating on the radical idea of giving thanks in all circumstances, I began to realize the difference between giving thanks for and giving thanks during personal, communal, or global catastrophe. I can't always be thankful for my circumstances, but I can always give thanks during adverse and challenging times.

Thinking back to the spring, I remember how people found creative ways to thank healthcare workers and first responders. The phenomenal started in China, where residents cheered through apartment windows. Other communities from Italy to India also started daily salus. One of the better known celebrations was daily 7 p.m. applause in New York City. Other people showed their appreciation by sewing face masks at home, or giving frontline workers take-out meals.

Seeing such selfless acts of service reminded me of the words of a children's television icon, Mr. Rogers. Look for the helpers. You always find people who are helping. The act of giving thanks generates a feeling of gratitude in every heart. And I offer this as a thought, because this will be my last meeting. Thank you.

**PUBLIC COMMENTS**

**CHAIRMAN PHYLLIS D. BAILEY:** And we will move to Public Comments. I think you said you had one.

**MRS. ZENOBIA CLAXTON:** Yes. I have one.



Good afternoon, everyone. This -- I only have one. It comes from Donna Renfro-Lawson. It actually went to the Fulton County comments line. And it states: There is a need for clarity on a number of issues in library services. Money is involved. One: People make decisions from what library staff tell them, and sometimes those decisions are life-changing. Commissioner Marvin Arrington said that the Library Board of Trustees is allocating funds. Who determines the distribution of that funding?

Two: Dr. Pamela Roshell administered the trivial assignment of providing a link to the archived board meeting minutes. I find that task a bit demeaning. Furthermore, it appears to remain a glitch in the new website setup. What is the purpose of Claudia Strange?

Number three: Gayle Hunter Holloman is often too vague in responses, despite the many accolades verbalized by the Library Board of Trustees Chair. She cannot undo her many years of errors, however, she should be more specific with details of the pains and pleasures of staff being assigned to the elections. Why work with the library staff when a massive amount of temporary people could have been employed?

Number Four: Mrs. Bailey announced that Joe Carn was no longer a commissioner. Not one board member corrected her, per the notes. I agree. That is not a supportive team effort. I believe that you can do better as a Board.

I know that access to accurate information is the key to citizen's success. Anyone not wanting to properly address questions, inquiries, or to work with the public should depart. How unfair of a long but cold-hearted body to be in a hot spot. Feel free to ask me why. You all need to advocate for fulfilling the mission and purpose of public librarianship more proactively. I am, because God is. Donna Renfro-Lawson.

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

**MRS. ZENOBIA CLAXTON:** You're welcome.

**CHAIRMAN PHYLLIS D. BAILEY:** There are a couple of things I'd like to address. First of all, Mr. Carn is no longer the commissioner. The new commissioner, her name is Khadijah Abdur-Rahman. And she will be taking office in January. So knowledge of the facts is important for everyone. And as far as Mrs. Holloman is concerned, yes, I give her lots of compliments, because she deserves them. And she is doing a fantastic job. In fact, a double job that has required of her much more of her time than her job as described.

The one other thing that I think she mentioned that I wanted to address -- I can't remember what it was -- I know it was two things I wanted to particularly address.

Did anyone, members of the Board, have an answer or a comment concerning Mrs. Lawson's request?

If no one else has one, I think that some of what she asked has to be addressed has to be addressed to Dr. Roshell. And a number of things, as far as the assignment of people to voting precincts, that was not something that Mrs. Holloman had control over. That was done, if I think I'm correct, Mrs. Holloman, that was done from the County Commissioner? Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Yes, Madam Chair, that is something that was mandated by county leadership, with the main leader being our County Manager. I would like to say a few things once you all finish your statement.

**CHAIRMAN PHYLLIS D. BAILEY:** Go right ahead. I've completed what I need to say.

**MRS. GAYLE H. HOLLOMAN:** Okay. It is very important, I think, that people understand how things work. I consistently talk to my son about how things work, understanding that there's always a right and a wrong, and there's always a reason. Whether anyone agrees with that reason or not, someone thought it up. And as an employee of the County and as an employee of the Library System and as an executive leader in this county, I am mandated to follow those directions that I am given. Also, I am also mandated to follow the directions by the Board that hired me. And that is this Board, the Board of Trustees. So all that having been said, I do not refuse to respond to anything. I do not try to demean anyone by not responding in a complete fashion. Sometimes questions are given to me that are not quite understandable. And that being the case, I might come off as not referring back to that question in a manner that might be considered a better way.

As far as the elections go, I do want to pinpoint again what we've just said, and that is, that we are mandated to work elections. That is not something we could get out off. We are all County employees. And the way that it works in the county, is that there are people who are above me who dictate what we do. And our department was by far not the only department that was asked; however, this department has the greatest number of staff behind the courts. And with the court being mandated as it is by the legislature and by federal regulations, they can't always suspend what they do and allow staff to do other things. However, the library is not necessarily what you would you would call an essential service. So with that being in mind, we were asked and we responded. And our staff has done quite well in its response. So that's all I have to say.

Thank you.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you, Mrs. Holloman. Does any other Board member have a comment or a concern?

Thank you, Zenobia, for the Public Comment. There are no others, I take it? Were there any other comments?

**MRS. ZENOBIA CLAXTON:** No

**MS. LINDA JORDAN:** Madam Chair, I am on. Linda Jordan. Sorry about the delay.

**CHAIRMAN PHYLLIS D. BAILEY:** Hi, Linda. How are you?

**20-61 ADOPTION OF AGENDA**

**CHAIRMAN PHYLLIS D. BAILEY:** With that -- with there being no further Public Comments, will you look at your agenda so that we can adopt the agenda, please?

**MOTION**

**MR. PAUL KAPLAN:** I move that we adopt the agenda as presented.

**CHAIRMAN PHYLLIS D. BAILEY:** Can I have a motion for Adoption of the Agenda?

**MS. LINDA JORDAN:** Paul made the motion, and I second it.

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. I didn't hear it.

Okay. Motion by Mr. Kaplan, seconded by Ms. Jordan, that the agenda be adopted as presented. All in favor?

*(Whereupon, all said aye.)*

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

Thank you.

**20-60 APPROVAL OF MINUTES OF THE REGULAR MEETING OF NOVEMBER 18, 2020**

**CHAIRMAN PHYLLIS D. BAILEY:** Approval of the minutes. Now, the minutes were sent to you by -- electronically -- and so you may have had a chance to go through them.

**MRS. PRISCILLA BORDERS:** Yes, Madam Chair. I have a correction.

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

**MRS. PRISCILLA BORDERS:** On page 24, regarding the motion, the missing term is funding. It should be -- yes, on page 24, the missing term is funding. It should read: I would like to make a motion to accept the Resolution brought forth by the Foundation seeking the Board's support for the funding of a strategic plan.

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

Are there any other corrections? If there are no other corrections, may I have a motion for the approval of the minutes?

**MOTION**

**MRS. PRISCILLA BORDERS:** So moved.

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

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

**CHAIRMAN PHYLLIS D. BAILEY:** Seconded by Mr. Joyner that the minutes from the November 18th, 2020 meeting be accepted as presented. All in favor?

*(Whereupon, all said aye.)*

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

**CHAIRMAN'S REPORT**

**CHAIRMAN PHYLLIS D. BAILEY:** My report is a very personal one, for the simple reason that this is my last meeting. I will be leaving the area at the end of the month. I'll be returning to my home. Commissioner Khadijah Abdur-Rahman has spoken with me and asked me about recommending someone, and I have recommended someone. Now, it's up to her as to whether she accepts that or whether she brings in someone who she would prefer. But, in any event, she's going to try to have that person ready for January 18th. So with that as a background, I want to say to all of you that it has been a real pleasure to work with you. And I will miss you. And I will wish you the very, very best in all that you do.

I will keep in contact, hopefully, with most of you, so that we will know just what the other is doing. But northern Virginia will now be my home. So I will return to my home area. Thank you all for the wonderful years. And God bless you. Thank you.

**CONSTRUCTION/RENOVATION REPORT - PAUL KAPLAN**

**CHAIRMAN PHYLLIS D. BAILEY:** Could we have Construction and Renovation Report. Mr. Kaplan?

**MR. PAUL KAPLAN:** Well, there's isn't much to tell you. I believe that most of you, and I encourage that most of you would go to the walk-through on Friday at Central Library. You'll be very pleasantly surprised on what they have done there. And you'll see how far they've gotten along. Right now, it's still looking towards being completed in February. And I believe that Hapeville is on the path to being completed by the end of this year -- or the end of this month. So we're moving along. Everything else, as far as the other libraries are concerned, there's punch lists that's ongoing. And I would imagine once the libraries open, there'll be things they will probably overlook that will probably be taken care of. Right now, it's a nice feeling. I know it's nice for Gayle at this point. We're down to two libraries. And Central is really going to be the focal point. And I remember that everyone wanted the, wow, look. You'll see it in Central. That's all I have.

**MS. LINDA JORDAN:** So, Paul, just for -- Madam Chair, I have a question on Central Library. Being that we --

**CHAIRMAN PHYLLIS D. BAILEY:** Go ahead.

**MS. LINDA JORDAN:** -- being that we're not sure about COVID and thing are going to be open --- excuse me -- I have to use my iPhone -- do we have a plan for if we can do a virtual opening so people can see what we've done with the library? Because

COVID, it appears, those issues will still be involved in 2021, maybe until the end of the year. We don't know about the vaccinations. So how can we make sure once we're done with Central Library to make sure the constituents know that it's available, you can use it. Maybe do some virtual tour, just my question

**CHAIRMAN PHYLLIS D. BAILEY:** Mrs. Holloman, would you address that and then I will speak after you?

**MRS. GAYLE H. HOLLOMAN:** Yes. Thank you. What we're planning on doing, Ms. Jordan, is that we're going to be working with you all, as well as with County leadership, and maybe, perhaps, some input from the Commissioners with regards to a virtual approach to a program event or some sort of virtual way of presenting. We actually have thirteen libraries that will be a part of that. There's been a lot of thought kicked around, a lot of ideas about how to do it. Do we want to do those branches? Do we want to do something with Central and Hapeville and all the rest of the branches? So it's been in discussion now for a good six months, but we've just got to figure out a good way to do it. So we're on it. But we just don't know which way to head with it. We've been hoping against hope that it would -- these things would clear up and it would allow us to do something great that we would rather do. But, as you mentioned, it looks like that's not going to happen.

So I'll keep you posted. We'll be in touch with you as to -- with all of you to find out what you think about the ideas that are being presented. There's just a lot of thought out there right now, so that's why nothing's been settled on.

**MS. LINDA JORDAN:** So, Gayle, with that, I would say my recommendation, and I know we're going to talk about it later, would be to do a main thing for Central. But if we do the virtual piece, to make sure we incorporate all the libraries so the constituents of Fulton County can see what all we have to offer. So that would just be my recommendation. We can talk about it more later. Thank you.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Ms. Jordan, the -- your idea was the same one that I had as well. I thought, in terms of the virtual presentation, that would show the best of all of the libraries. However, we had looked at December, which would have been the end of the year, which would have been a Christmas-type program. But, of course, building and monetary kinds of things were thrown off and we couldn't have it at that point. So after the New Year, perhaps this kind of thing will come into being. There is a young lady who has a facility to present this kind of thing, who is available. But then again, that depends on what would happen as soon as we finish with the library. Anybody else have a concern or a question?

You have nothing more, Paul?

**MR. PAUL KAPLAN:** No. That's it.

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

**20-64 DIRECTOR'S REPORTS**

**20-62 MONTHLY FINANCIAL REPORT**

**20-63 MONTHLY USAGE SUMMARY**

**CHAIRMAN PHYLLIS D. BAILEY:** Director's Report.

**MRS. GAYLE H. HOLLOMAN:** Thank you. Good afternoon, again, everybody. I just want to just sort of highlight some of the things. The staff has been very much engaged in a lot of activities. And I'll speak about that a little bit later. But I wanted to know if you have any questions or comments about the different reports that you see in your packet.

We are right now at 2.8 million dollar budget balance overall for the year. So we have done, I think, quite well in making sure that we spend or encumbered the funds that have been allocated to us for 2020.

We are still very much appreciative of the fact that our public has really responded very well to our Virtual Programming, our programs online, Streaming Storytimes, all the programs that they get through. Facebook Live has really been a tremendous effort. And the staff has done an exceptional job of just grabbing the reins and taking it to so many heights that we never even imagined. So I'm very appreciative of that, appreciative of the fact that our marketing department, led by Claudia Strange, has been able to do all of these things on our website, that are making a difference.

Our new website is being well used. We also now have remote printing, if you did not know about that. People can be at home, they can send their print jobs to the library of their choice and have them pick them up during curbside pickup. They can also receive ten free copies if they desire. So that's one thing that we're able to do that I think is very nice, and a lot of other Systems are also doing that. So it brings us to another level of commitment to the public and of an ability to serve the public. So that has been very well received.

I want to also let you know that we do have some COVID-19 considerations. I think maybe the last time we met we were up to about seven. Now we're up to eleven. We had one this morning. A few days back we had a situation at the Auburn Avenue Research Library.

As you may remember, the staff -- the backup house staff, those person who do not do face-to-face library service, were housed at -- were at Central. They are housed now at the Auburn Avenue Research Library, as well as Auburn's staff.

That staff is a good twenty-five to thirty people. And then the people that were brought over from Central may consist of about

forty to fifty people. Well, we had a COVID-19 confirmation a few days ago. We -- all of the people felt that they had been in close proximity, per the protocols, to the individual. So all of those people are on quarantine. Because of the fact that they do not service the public directly, those persons that are teleworking and they will return to work in fourteen days. This morning we found out that the Alpharetta Library has a confirmed case. And with that situation we've had to have all that stuff quarantined for fourteen days. In each of these cases, we had to sanitize the libraries before we can do anything further. And so with this one, with Alpharetta Library, it was being sanitized as of 4 o'clock this afternoon, was what I was told. And staff should be able to report back in the morning. It won't be the regular staff because they're quarantined for fourteen days. It would be a staff from other places that we had to move over to assist. So we will be able to do that and reopen tomorrow morning for curbside service. So that's the way that it works. It's kind of interesting, per the protocol toward it, is that it's identified, we receive paperwork from the individual to H.R. saying that they have a confirmed case. They present the paperwork from the medical provider that this is the case so that we know it is a fact. And then staff are asked or they're made aware that there's a situation. They're made aware of where they may have been in proximity to this person, and then they will decide for themselves if in fact they feel that they were in close proximity to those areas where that person may have frequented. At that point, they fill out forms that go to H.R. stating just that. And then we have to make a decision, and I have to get with the County leadership to decide where we go from there. And so in all the cases thus far, the decision has been made, of course, you have to sanitize. So we do that. And then after we do all of that, we decide that the staff -- whatever staff has to be quarantined. It may not be that every staff member has to be, because perhaps they weren't in close proximity. The protocol says that if you were within fifteen minutes of contact with a person or less than six feet away from the person, then you may have been exposed. So that's how we go about it. And then fourteen days of quarantine. So with the one with Alpharetta, there was one employee who had been sent someplace else to work due to a need. That is the only person in Alpharetta who will return tomorrow, because that person does not feel that there was an exposure. So that person, along with staff who don't normally work at Alpharetta, will be able to come there and staff the branch tomorrow. And that's where we are.

So the staff there, as far as we know, are okay, other than the individual that had a problem. And that situation was an asymptomatic case. It's one where the person did not know that anything was going on until they went for another appointment with the doctor for another reason and had to take the COVID-19 test and was found to have the case.

So that is the first one that we know of that we can say was asymptomatic and others feel that they had exposure. So that's really how the process works. The protocols are in place to try and make some sense of all of this. And so right now we are at eleven employees who have so far, in the Library System, been affected by this virus. Any questions on any of that?

**MR. D. CHIP JOYNER:** Yes. The employees that quarantined, do they have to use their own personal sick days or are these days off with pay?

**MRS. GAYLE H. HOLLOMAN:** What we have, we have a two-fold situation. We do what's called an emergency paid sick leave form. They fill that out. They can get up to eighty hours of that. Once they have exhausted the eighty hours, though, and that they -- as I said, they have to -- they will get tested on the tenth day is what they're told to do. But after that, they would have to use Family Medical Leave, which comes out of their sick leave. And most of our employees return back before they've used eighty hours. So you don't always use the entire eighty-hours, unless, of course, they come down with it or something like that.

But in most cases they return to work before those eighty hours are actually used. And then that means they don't have to use any of their personal use.

**MR. JOE PIONTEK:** So they're not tested until ten days after they feel like they've been exposed?

**MRS. GAYLE H. HOLLOMAN:** Yes. That's what they've been told, to test ten days after that. There's some rule about that that the Board of Health has put in place.

**MR. JOE PIONTEK:** I actually reported myself to the Board of Health so that I could find out what the procedure was. And I had myself tested four days after being with my brother. He told me was positive. They called me back two days ago and said that I should leave quarantine. And that was after seven days. I'm just going through the criteria over here, not to dispute you, Gayle, at all, because I know you're running a huge System here.

They called me up and said, hey, you're out; you can go now, because they're saying after seven days. I'd hate to see somebody use their sick time in a way that they don't have to. I would hate for somebody to burn up sick time. I'm still staying inside. I kind of enjoy not being bothered. I don't



have to be. So it just is not -- I'd hate -- again, I don't want to see them use up valuable.

**MRS. GAYLE H. HOLLOMAN:** As I said, in most cases, that has not been the case. In, I would say ninety-five to ninety-seven percent of the cases, they have not even exhausted the eighty hours of emergency paid sick leave. So they take that and they're not -- they're paid; they're quarantined. And on that tenth day is when they're supposed to go. But most people end up going and testing sooner. And everyone I've heard about, they go get tested and then they say they're whatever. And only a few, maybe one or two, I think, found out they had it. But in most cases, they test negative. And then they go back on that tenth day, they take it. And some people actually would want to come back before the fourteen days.

But that's what the recommendation is is that that they stay out for fourteen. Today at the Board of Commissioner's meeting, there was a discussion about the fourteen days. And they have actually brought it down to ten days. However, the County has decided to leave it at fourteen days.

**MR. JOE PIONTEK:** Well, that would be the final arbitrator, wouldn't it? Thanks, Gayle.

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

**MR. DAMIAN J. DENSON:** Yes. I have a question, Mrs. Holloman. What are the protocols in place for staff that are working to mitigate the spread? I know we're talking about cases that have been confirmed. But during the day-to-day, is there mask wearing, social distancing with office space, et cetera, what are the protocols for that?

**MRS. GAYLE H. HOLLOMAN:** Great question, Mr. Denson. What we've asked from the beginning and what we continue to repeat is that staff -- first of all, they're supposed to have their temperature taken each day when they come in. So the manager or other designee will do that.

The other thing is that we're asking them to wear their PPE for everything that they do. Even as they quarantine books and take them in and out of quarantine, they're to be fully in PPE. The masks are provided by the County. The gloves are provided as well. Hand sanitizer is provided. The temperature monitors, or temperature thermometers rather, were given to us by the County. So all of that is in place. And we ask people to social distance so that you're not all in the room together at the same time. They social distance their breaks and lunches and things like that so that everybody's not in the breakroom at the same time. The managers are asked to actually schedule it on their desk scheduling forms that they use every week -- or every day. So all of those things have been provided and talked about and talked up and down all this time about it. We've even had a few

cases where people didn't want to wear the mask, and we've had to provide them with the County policy and rules and regulations that state that this is a mandate. And if they do have a health reason for not doing so, they will need to provide that to H.R. So we've got a lot of things in place. And we're continually making staff more and more aware of it and just repeating is. It's just a matter of repeating it.

And I think that in most cases, except in one or two cases where people didn't want to wear the mask, people have been actually adhering to it.

We did provide for the rain, when they go out to do curbside service, we have some poncho-type things that we're giving to them so they can go out to deliver things to cars when it's raining.

So that's what we're doing. We're trying our level best to make people understand that we're on everybody's side and that we're trying to hold down this virus as much as humanly possible.

**MR. DAMIAN J. DENSON:** Yes. And these cases should be a great example to reinforce that, I would think.

**MRS. GAYLE H. HOLLOMAN:** I should hope -- and the handwashing. The handwashing is definitely talked up too.

**MS. LINDA JORDAN:** So, Gayle, I have a question. I'm not in the government space to understand all the numbers and the budget, but my question is: How does this pandemic affect the budget that you presented before the Commissioner, and knowing that you're having to do all of these extra things, how is it going to affect the budget? And what do we as a committee or body need to do to make sure we get the money or ask for the money that we need to move forward?

**MRS. GAYLE H. HOLLOMAN:** Well, the County received funding through the Cares Act. And that's how we've been able to be provided with PPE and all of that is through the Cares Act. They put funding into our budget. The Commission made sure of that. The County Manager let it, very forcefully, and the Commission was very much a part of all of that, making sure -- I mean, they were in sync, very much so -- I was very impressed by that -- so that they knew what direction they wanted to take and they really, I think, steered it in the right direction. So we didn't have to really -- we have our own budget for materials and for supplies. And so early on, we did purchase some things on our own but not nearly enough that -- or what was needed to make sure to cover everybody.

What the County ended up doing was every thirty, sixty, and ninety days they provide a certain amount of PPE that they've already decided on the distribution process, and it's sent to our Materials Distribution Office, which is right now at the Auburn Avenue Library. And then it will move back to Central

once we reopen Central. But that's where those items are housed. And then they are distributed from there through our courier service. So it's a process that really has worked quite well. And I think that we have not experienced a lot of problems in not being able to get what we need.

I think at one point, large gloves became a concern, the gloves for larger hands, extra-large, rather. And now we've ended up a few times where people were saying I've got too many of the extra-large, do you need them? So it's been working quite well overall.

**CHAIRMAN PHYLLIS D. BAILEY:** Any other comments? concerns? or questions? If not, thank you, Mrs. Holloman for your extraordinary --

**MRS. GAYLE H. HOLLOMAN:** I did --

**CHAIRMAN PHYLLIS D. BAILEY:** Oh, you have one more item.

**MRS. GAYLE H. HOLLOMAN:** -- I did just want to say one more thing to you, Madam Chair. I want to thank you so much, as well as, of course, all of the Board of Trustees members. But, you, for your support, your encouragement, your mentorship of me since I've been in this position. And all the time, and even before that time, as I served as the second person in charge of the Library System. It has been phenomenal working with you. We wish you all the best, and I know that you're going to just go forward and blossom with whatever it is you want to do next. So I want to be just like you. So, you know, anyway, we thank you so much. And I think that the Library System staff feels the same way. And we still want you to do that tape for the Library Staff Appreciation. So I'm going to get with Claudia Strange on that. But thank you for it.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you very, very much. It's been my pleasure, really. It has been you who have given me the gift. So I will always treasure this time. Thank you.

#### **COMMITTEE REPORTS**

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

**CHAIRMAN PHYLLIS D. BAILEY:** Okay. Committee Reports. Library Visitation. Mr. Joyner?

**MR. D. CHIP JOYNER:** Nothing to report at this time.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Bylaws and Rules, Mrs. Borders and Judge Nina?

**MS. NINA RADAKOVICH:** We have nothing to report.

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

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

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

#### **UNFINISHED BUSINESS**

##### **CURBSIDE SERVICE - UPDATE**

**CHAIRMAN PHYLLIS D. BAILEY:** Unfinished Business. Curbside Service - Update. Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Thank you. We're still working on Curbside Service. It's going along well. We -- I mean, people have just really gravitated toward it. The staff has gotten it down to where it's not a big problem for them. They're able to handle it. Now, I'm getting questions about are we -- if we do open in some traditional fashion, will we still maintain Curbside Service or will Curbside Service just become Curbside Service inside. I think that's more of the way to go. But we will be talking to the staff about that and talking to you all about that before the final decision is made, once we can find a way to do more traditional service. And that, of course, depends on the levels going down in Fulton County, as far as where we are with COVID-19 cases.

So that's very much a part of the decision-making. So we are in the midst of continuing to work with the administrative team, as well as getting feedback from all of the staff with regard to where we are, how they feel, and how the service is working. So just want you to know that it has really worked very well for us. And we are also among about sixty percent of the libraries in the nation who are also doing Curbside Service only. And I know that because we are a part of the Urban Libraries Council, and every couple of weeks they send out a document that we've all done a survey beforehand. The document represents where we all are as a nation with regard to library service at this time.

**CHAIRMAN PHYLLIS D. BAILEY:** Glad to know that we are a part of the national movement.

**MRS. GAYLE H. HOLLOMAN:** We are.

**CHAIRMAN PHYLLIS D. BAILEY:** Any other Unfinished Business that has not come up on the agenda?

**MR. D. CHIP JOYNER:** Madam Chairman?

**CHAIRMAN PHYLLIS D. BAILEY:** I'm sorry. County attorney?

**MR. D. CHIP JOYNER:** One question, please. Mrs. Holloman, has there been any communication with Fulton County employees about the vaccine rollout? Should there be an expectation of a timeline for County employees? Are they handled distinctively from the rest of the public or following healthcare administration workers?

**MRS. GAYLE H. HOLLOMAN:** I have not heard of anything with regards to a directive yet or any -- we have not yet received any correspondence to submit or to send out to our staff. The Commission, I think, I briefly heard it. They may not have really talked about it, but I was listening and doing a lot of other things today during that meeting, but they did talk a little bit with the Board of Health doctor about -- Dr. Paxton - - about the vaccine. So I think they're still working toward

that. I think it's all in process right now -- in progress. I -- from what I've been reading over the last few weeks, I'm not so sure that it can be mandated, but there will be a tiered type of approach from what I've been hearing, who gets it first. You know, first line workers, first responders, people in nursing homes, things like that. The critical care need, and then I guess it will trickle down to all the others.

I read something that said, just yesterday, a smaller amount. We're going to get some here in Georgia, but, you know, it's not nearly enough for the number of residents that we have at this state and in the County. So I'm looking forward to any directives and information that may be forthcoming. But so far, I think it's just been too short a time period right now since the weekend or so when we first heard about the Moderna vaccines going out and the ones for Pfizer.

So I think we just have to wait probably a few more days to get some direction. But as I hear about it, I will let you all know.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Anyone else? Thank you.

#### **NEW BUSINESS**

##### **NAMING OF BEST BUY TEEN TECH CENTER**

**CHAIRMAN PHYLLIS D. BAILEY:** At this time, with New Business, I'd like to talk about the Naming of the Best Buy Teen Tech Center first, because I think it's important that we complete this meeting with the installation and welcoming of our new Chairperson. So I want to get all of the business out of the way first.

So if you will permit, I would like to talk about the Naming of Best Buy Teen Tech Center.

**MRS. GAYLE H. HOLLOMAN:** Yes. The Committee has stated that, of course, Best Buy Teen Tech Center will be written, I think it's going to be on the door as you enter that area of the fourth floor of the Central Library. However, we want to know how we would like the Central Library's name to appear. And so it's been recommended that it would say: Central Library, A Part of the Fulton County Library System. And we've used that type of terminology in the past. I think we've used it in reference to the Auburn Avenue Research Library, A Part of the Fulton County Library System. I think, at that time, A Part of the Atlanta-Fulton Public Library System. So we just wanted to know and get your thoughts on that and get your approval of that being used in that vein, because it will be housed at the Central Library only. And we're only one of a very few libraries in the country that will be offering this to teens.

And as you recall, it's going to allow teens to learn animation; learn some robotics and things of that nature using all sorts of

up-to-date equipment and state of the art equipment that will really prepare our kids for future jobs and for future study.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. I'm glad you brought that information. As Chairperson, I would have only one concern. When you name this library, Fulton County Library, you take away the recognition that the library would get nationally, because no one in this nation is fully aware of Fulton County, Georgia. Let's face it. It's Atlanta that makes the difference. Atlanta is the ideal and the name. And I know why it's there, because it was done surreptitiously to remove the City of Atlanta. But Atlanta is the one place that garnish recognition across this country.

And I do hope that someone will be able to restore that.

Because Atlanta Fulton County Library System is what should be on that library. It's in the City of Atlanta. So -- and that's my opinion, so. Anyone else have a comment or concern about that? No one else has anything to say about it.

So what do we need to do, Mrs. Holloman, as far as that name is concerned or as far as the facility is concerned?

**MRS. GAYLE H. HOLLOMAN:** Well, you would just need to say if you are -- I guess, take it to a vote to approve that name. You know, I was also a little confused about the name. I thought that the House Bill stated that it could be used interchangeably in some ways. I don't know that you have to have direction as to in what ways.

So that was a little bit confusing to me. I don't know.

Perhaps, our legal minds here can further instruct us or maybe look into it. But right now we are calling it the Fulton County Library System. And at times, we still do use Atlanta Fulton County Library System. But very rarely now. People have gotten kind of -- getting kind of used to it changing. So I don't know that we, at this point, unless we do something later to change the name back, that we would be able to use Atlanta. But I do think that Central Library is part of the Fulton County Library System would be the -- what I'm putting before you today to consider.

**CHAIRMAN PHYLLIS D. BAILEY:** Madam Attorney, is there any legal recourse for this or how could it be handled legally?

**MS. ADEBOLA LAMINKRA:** Legal recourse for changing the name?

**CHAIRMAN PHYLLIS D. BAILEY:** The thing is, the name was changed. And the reason for the change is nebulous, to say the least. And the thing about it is they are Fulton Counties all over this country. And the library is going to be a signature piece for the Atlanta Fulton County area. I would think that the name, Atlanta, should be in it.

And it was under this particular movement or bill, whatever you want to call it, that the vote for the City of Atlanta was taken away.

When you do your research, look to see if you can find a viable reason as to why that was done. And I emphasize viable, because I have a feeling it's not there.

But I think that we -- well, my thought is that we should hold this, before we approve of it, until we find out if the City of Atlanta can be included, because that's how this area is recognized.

When you talk about Georgia, it's Atlanta, not Fulton County. So if you could find that out, I'm sure that when the next chair comes in, this kind of thing could be presented at resolved at that point.

**MS. ADEBOLA LAMINKRA:** Yes. I would agree with you. I will look into that, in terms of voting today. I would agree with the recommendation to wait until the next meeting so that I can look into that.

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

**MR. DAMIAN J. DENSON:** And Madam Chair?

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

**MR. DAMIAN J. DENSON:** Madam Chair, if I may add, you know, I appreciate that support. And as I am the representative from the City of Atlanta, I have inquired internally about what even my role is as a non-voting member. And it's just as nebulous and unknown, but I remain committed to showing up in service. But I have those same questions, and I hope that this inquiry can provide some knowledge on my behalf as well.

**CHAIRMAN PHYLLIS D. BAILEY:** Mr. Denson, I want to commend and thank you for the service that you have given, because it was something that is done on your commitment, not because you have any viable kind of voting or any kind of representation. And I think that is a disgrace, first of all.

It was done maliciously, I'm sure. But I hope that we can find a resolution to this, because there's nothing that should stand in the way of a person's participation and the naming of a building simply for personal vendetta.

Any other comment?

**MRS. GAYLE H. HOLLOMAN:** Madam Chair, I would like to point out, though, that it's sort of a time -- sort of a time frame in this. I don't if there's any way to -- I don't know what you do in a case like this. I don't know if Madam Attorney will be able to say something about this, but there is a bit of a time necessity here, where Best Buy needs to be able to know that we are going with something.

So I don't know if there's a way to vote to use this since this is where we are right now, and then somewhere in the next month,

it could be revised, then we revise it. I guess it doesn't matter either way because it would have to wait.

But it came before -- it came to my attention that we needed to make some determination in a fairly quick manner, I guess is what I'm trying to say.

But I guess, thinking out loud, it won't make much difference whether you -- whether you did it on a possibility basis or not. At this point, we're going to wait. So I'll just have to inform them that it's being taken under advisement.

**CHAIRMAN PHYLLIS D. BAILEY:** We have no -- I'm sure there's no reason to reject the naming. But my objection is the taking of the name of Atlanta away from it.

**MRS. GAYLE H. HOLLOMAN:** Right.

**CHAIRMAN PHYLLIS D. BAILEY:** And I think that if the -- the attorney can look into that and find out if there was a reason. And we'll deal with that. Mr. Piontek, do you have a question? I saw your hand.

**MR. JOE PIONTEK:** More of a comment along the lines of what the Director just said. The renaming of the library was done by the Georgia Legislature. And to get Atlanta put back into the name would be a long, very long process of taking a bill back to the state legislature and getting that done.

If time is of the essence with naming this Best Buy Center, I don't think that we have the luxury of time to wait to see whether we can get the name of the library changed back before we name that center.

So maybe there's a possibility of naming it now as we would name it after the Fulton Library System and then possibly renaming it in the future were the name of the library to change where a movement like that be successful. That's my comment.

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

**MR. PAUL KAPLAN:** You know, Phyllis -- Phyllis and I have been talking about that for several years now. And how it happened and all of a sudden we find out it went from Atlanta-Fulton County Public Library to Fulton County Library. We've been going round-and-round about this. Yes. You are right, Joe, it does have to go in front of the state legislature. And it will take time to do, because all the signage, all the signage has been changed on the streets calling it Fulton County Library this way and so on. And it would be a long-term thing. We -- if the attorney can come up with something, probably going -- Phyllis, it's probably going to end up saying Fulton County Library. And then maybe in the future, we can change it. But it's going to be something -- it would be a large push to get it done, because even the letterheads were changed.



And I'll tell you that it's really not right, because there's two libraries in the system that basically are not represented. And I can't think of the two libraries right now.

**CHAIRMAN PHYLLIS D. BAILEY:** Now, this --

**MRS. GAYLE H. HOLLOMAN:** Kirkwood and East Atlanta are Atlanta-DeKalb libraries.

**MR. PAUL KAPLAN:** Right.

**MRS. GAYLE H. HOLLOMAN:** They give us a million dollars a year, though, for that from DeKalb County.

**MR. PAUL KAPLAN:** DeKalb County.

**MR. D. CHIP JOYNER:** Can we add to the name?

**CHAIRMAN PHYLLIS D. BAILEY:** And the legislature --

**MR. D. CHIP JOYNER:** Can we add to the name, at Atlanta Central, where Central Library of Atlanta for this -- this center.

**CHAIRMAN PHYLLIS D. BAILEY:** I don't know what the legal ramifications are, but it was -- it did not take a long time to get the name changed, because it was added as a midnight rider to a bill to get the name, Atlanta, taken off and the vote for the Atlanta representative rescinded. So if was done that quickly to get it done, it seems to me it could be done just as quickly to get it back.

**MR. D. CHIP JOYNER:** But if we're naming the Teen Tech Center, there should be a way where we have some freedom to add Atlanta to the name.

**CHAIRMAN PHYLLIS D. BAILEY:** I would hope so. And we need to work on the fact that the Central Library needs to be Atlanta-Fulton County Library as well.

**MR. D. CHIP JOYNER:** So if - Madam Attorney, if you can make the suggestion where -- or find out if we could -- like, you see University of California System at Los Angeles at Irvine. If we could do something, perhaps similar, add Atlanta for the Teen Center or for a certain facility.

**CHAIRMAN PHYLLIS D. BAILEY:** Certainly, that would be something that the County attorney can find out. And, of course, that will be in your lap, Mr. Joyner.

**MR. PAUL KAPLAN:** I like the way you dropped that, Phyllis.

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

**MR. PAUL KAPLAN:** Where do we stand now? Are we going to make any motion at all or are we going to hold on for the next meeting?

**CHAIRMAN PHYLLIS D. BAILEY:** Well, what do you -- what would you like to do?

**MR. PAUL KAPLAN:** Gayle, how fast do they have to have that name?

**MRS. GAYLE H. HOLLOMAN:** Well, the way I see it, we're not opening anytime soon. But, you know, they have to close out

their books and they have to get things ordered and all that. So that's what they're trying to do.

I would just have to -- I wasn't given any firm deadline to tell you. But we can -- we can -- I guess holding off or -- until next month should be doable. We'll just have to let them know. It's not that difficult. It's just a peeling -- you know, you print it and you peel it off and stick it up there, so. I mean -- but I do know there's a cost factor for most things involved, so that would be the only concern that I have about it, you know, while they're asking now.

**MR. D. CHIP JOYNER:** If you, perhaps, share that it's under review and we're just waiting on legal. You can always blame legal. But --

**MRS. GAYLE H. HOLLOMAN:** We'll always -- we'll blame legal. I'm sorry, Adebola. You are the ones that keep the wheels in motion, you know. So we have to go by the law. I mean, it just is what it is. It is what it is.

**MR. D. CHIP JOYNER:** But, Mrs. Holloman, if you can just buy us time. But say we're ready to move, but we just need to finalize vote at the next meeting. If that's okay.

**MRS. GAYLE H. HOLLOMAN:** I think that's fair enough.

**CHAIRMAN PHYLLIS D. BAILEY:** I think that's quite fair. You know, the proposition wasn't submitted to the Board for changing. So they're just going to have to wait on it now. Any other comments or concerns regarding that issue? If that's the case, then we'll just put it on hold until the County Attorney comes back with a legal ruling so that we can move forward. Anything else? Thank you.

#### **INSTALLATION OF BOARD CHAIRMAN**

**CHAIRMAN PHYLLIS D. BAILEY:** And at this time, we will be installing our new Chairman and Vice Chair.

Last month, we voted to install as our new Chair, Mr. D. Chip Joyner, and our Vice Chair, Mrs. Priscilla Borders.

And it is with the greatest pleasure and honor that I present them to you as your new leadership team. And I'm sure that they will do a fantastic job.

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

**CHAIRMAN PHYLLIS D. BAILEY:** Welcome aboard. Would you care to have some wise words to give to us?

**MR. D. CHIP JOYNER:** Well, if the Board will allow, the first order of business, I think the Board of Trustees would like to present a Resolution.

**MS. LINDA JORDAN:** Yes.

#### **RESOLUTION**

**MR. D. CHIP JOYNER:** Okay. So if I can speak on behalf of the Board of Trustees: The Resolution of the Fulton County Library

System Board of Trustees to commend the service of its member and Chair, Phyllis Bailey.

**WHEREAS**, Phyllis Bailey has served as a member of the Fulton County Library System Board of Trustees for over five years; and **WHEREAS**, she has served as a Chair of the Board of Trustees for two and one half years;

**WHEREAS**, in those capacities, she has served tirelessly of behalf of the Board of Trustees by presiding over its meetings, working with the Library Director, the County Manager, the County Commissioners, and other County officials to improve system operations while serving as an advocate for the Library System and its users; and

**WHEREAS**, her contributions as an intelligent, thoughtful, hard-working, kind, detail-oriented, dedicated, and generous person are unparalleled; and

**WHEREAS**, her contributions as Chair for the Board of Trustees will be greatly missed by the Board, as well as the Library System and County officials; now

**THEREFORE**, be it resolved that the Board of Trustees of Fulton County Library System expresses its deepest appreciation for the outstanding contributions made by Phyllis Bailey during her service as Board member and Board Chair of the Fulton County Library System Board of Trustees want to extend its best wishes as she steps down from her role as Chair.

**CHAIRMAN PHYLLIS D. BAILEY:** Thank you. I can't believe that you -- thank you. Thank you. This has been a labor of love. And so I can't tell you how much I appreciate what you've done. Thank you. You've been a fantastic group to work with. Each of you have been so special. You bring so much to this Board. So much in the way of talent and strength and integrity. And that integrity and that character -- thank you so very much.

**MR. D. CHIP JOYNER:** Okay. May we have a motion that we adopt the Resolution?

**MOTION**

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

**MRS. PRISCILLA BORDERS:** I second.

**MR. D. CHIP JOYNER:** Okay. The Chairman --

**MS. LINDA JORDAN:** So who made the motion and who seconded it?

**MR. PAUL KAPLAN:** I made a motion, Paul.

**MS. LINDA JORDAN:** Paul. Who -- who -- somebody else seconded it?

**MRS. PRISCILLA BORDERS:** I did, Priscilla.

**MS. LINDA JORDAN:** Okay. So Paul made a motion; Priscilla seconded it.

**MR. D. CHIP JOYNER:** All those in favor say aye?  
(*WHEREUPON, all said aye.*)

**MR. D. CHIP JOYNER:** Any nays? The motion is granted and approved.

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

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

**CHAIRMAN PHYLLIS D. BAILEY:** That was a surprise, Chip. Thank you again. You all have just been fantastic. I will miss you.

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

**MR. PAUL KAPLAN:** Phyllis, we've got to tell you about your extension. Even though you're moving down to another state, move on, we don't let you just walk out of here. So, you know, we expect you to be at the next meeting, which is in January sometime, Chip, I think. So you're going to be extended for another month.

**CHAIRMAN PHYLLIS D. BAILEY:** Yes, Paul. I hear you. We will discuss that matter at a later point. Thank you, sir.

**ADJOURNMENT**

**MOTION**

**CHAIRMAN PHYLLIS D. BAILEY:** With that as a final action, may I have a motion for adjournment?

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

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

**CHAIRMAN PHYLLIS D. BAILEY:** Moved and aptly seconded by Mr. Joyner, Mr. Chairman Joyner, that the meeting be adjourned. All in favor?

*(Whereupon, all said aye.)*

**CHAIRMAN PHYLLIS D. BAILEY:** Opposition? Motion carries. Meeting adjourned. Thank you again.

*(Whereupon, the Regular Board of Trustees Meeting concluded at 5:01 p.m.)*

## **Director's Report**

Gayle H. Holloman, Executive Director

### **December 2020**

#### **Curbside Service**

Library staff continued to offer curbside service at 31 libraries. Patrons can remotely send requests for copies to be printed for them to pick up at curbside. They can also receive up to ten free copies.

During the first few weeks of December, one of the librarians, who provides systemwide outreach, coordinated with Fulton County's 4-H/UGA Cooperative Extension Service to get 1,550 Healthy Living kits (containing a jump rope, a fit dice game with dice; two healthy recipes; a crossword puzzle with a pencil; a coloring sheet; 4-H information; and a library resources flyer) delivered to the 31 branches as handouts for those using the libraries via curbside service.

#### **Highlights of Library Service**

A few patrons of the **Alpharetta Library** expressed their own appreciation of the service they received in the following statements:

- Ann: "You guys bring us our materials in all kinds of weather! Thank you so much for doing that!"
- Lali: "Thank you for helping me with my account. It was a relief not to have to worry about 'lost' DVDs."

In addition to checking out many other materials, 83 snowman crafts were given to families visiting the **East Atlanta Library**.

Patrons at the **Dr. M. L. King, Jr. Library** submitted questions to Ask-a-Librarian (LibAnswers) that are a sample of the types of concerns received throughout the Library System. They are:

- "How do I renew my library card since the branches are closed to the public?"
- "When will the libraries open back to the public?"
- "I lost my library card and how do I obtain another one?"

- “My temporary library card is no longer working, and do I need to apply for another one.”

Staff at the **Metropolitan Library** discovered that the Curbside Kids’ Browsing Book Collection was a hit. Children’s books were placed in the windows, kids indicated the ones they wanted to check out, and were able to do so. Books highlighting the holidays and winter were also on window display for checkout.

The **Milton Library** staff delighted 52 kids with give-a-ways of snowman crafts.

## **Renovation Projects**

The final projects of the Library System’s Capital Improvement Program are almost completed. The Hapeville Library is moving along quickly toward the finish line. The Central Library is now at the point where furniture is being delivered, and assigned employees are working hard to get the collections on the shelves. Special attention is being given, as always, to social distancing and mask wearing during these projects.

## **Staff Engagement**

In early December, as well as in preparation for the runoff elections in January, many Library System employees continued to assist the County’s voting commitments.. Many of them served on long-term re-assignments, and multiple assignments, in Elections, throughout 2020.

Overall, Library employees provided numerous virtual programs for all ages; streaming storytime programs; holiday programs; reading lists; and informed users of online resources for educational and recreational purposes.

The seven couriers of the Library System make the wheels of the entire operation turn. Each day, the “Magnificent Seven” go all around the 73 miles of the County to deliver books and other materials to each library for checkout by patrons. Loading, unloading trucks and delivering them to each branch is not easy work. They do it all the time, and every day. They are real heroes.

The members of the Staff Development Day (SDD) Committee worked with numerous staff, County leadership, and members of the Library Board of Trustees and Library Foundation, along with the staff of the Library’s PR and Marketing Department, to create the Staff Appreciation video. The plans for the annual SDD program were halted when it became obvious not all staff would be available to attend the virtual program due to work assignments in Elections. Therefore, it was decided to change it to focus on staff appreciation. It was a wonderful opportunity to highlight the hard work of all Library staff. The 2020 theme was: “SWAG: Service with a Goal.”

Confirmed COVID-19 cases resulted in some employees going on personal quarantine per the County’s protocols. Also, many staff had to go on quarantine per the protocols due to exposures.

Those situations required the temporary staffing of libraries with “guest” staff so the branches could remain open, after sanitizing of the affected facility, until the return of the regular staff.

All of the above are examples of how the staff of the FCLS met the many daily and unexpected challenges of their various jobs; along with re-assignments to assist by performing numerous duties throughout Fulton County.

The staff is commended for excelling throughout one of the most challenging years in recent history.

**FULTON COUNTY LIBRARY SYSTEM**  
**MONTHLY FINANCIAL REPORT - TOTAL LIBRARY**

AS OF DECEMBER 31, 2020

Doc. #21-03

SERVICE	2020 BUDGET	DECEMBER	2020 YTD	2020 YTD	2020 YTD	2020 YTD %	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
REG SALARY	14,564,106	1,474,506	14,411,784	-	14,411,784	99%	152,322
PART TIME SALARY	463,041	43,030	414,207	-	414,207	89%	48,834
BENEFITS	7,461,438	1,069,799	7,390,655	-	7,390,655	99%	70,783
BOOKS	3,283,816	398,985	3,143,072	-	3,143,072	96%	140,744
OFFICE EQUIP. REPAIR	9,146	219	7,892	-	7,892	86%	1,254
EQUIPMENT	11,341	1,337	11,259	-	11,259	99%	82
OFFICE FURNITURE	3,929	1,544	1,928	-	1,928	49%	2,001
PROFESSIONAL SERV	20,135	75	18,398	-	18,398	91%	1,737
COPIER MACHINE LEASE	170,514	16,006	169,572	-	169,572	99%	942
COPIER PAPER	-	-	-	-	-	0%	-
SUPPLIES	64,022	9,636	51,303	-	51,303	80%	12,719
SOFTWARE MAINTENANCE	559,789	-	558,214	-	558,214	100%	1,575
BUILDING RENT	208,268	12,972	187,659	-	187,659	90%	20,609
OTHER SERVICES	490,029	88,569	468,680	-	468,680	96%	21,349
TRAVEL	8,150	-	2,275	-	2,275	28%	5,875
HOSPITALITY	38	-	35	-	35	92%	3
VEHICLE MAINTENANCE	25,150	1,453	24,252	-	24,252	96%	898
GENERAL INSURANCE	622,596	51,883	622,596	-	622,596	100%	-
CONTINGENCY	-	-	-	-	-	0%	-
<b>TOTAL</b>	<b>27,965,508</b>	<b>3,170,014</b>	<b>27,483,781</b>	<b>-</b>	<b>27,483,781</b>	<b>98%</b>	<b>481,727</b>



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

AS DECEMBER 31, 2020

ORGANIZATION TYPE	SERVICE DESCRIPTION	2020 BUDGET ALLOCATION	DECEMBER EXPENDITURES	2020 YTD EXPENDITURES	2020 YTD ENCUMBRANCES	2020 YTD COMMITTED	2020 YTD % COMMITTED	BUDGET BALANCE
PUBLIC SERVICE OPERATION	REG SALARY	12,568,332	1,264,006	12,416,937	-	12,416,937	99%	151,395
	PART TIME SALARY	463,041	43,030	414,206	-	414,206	89%	48,835
	BENEFITS	6,364,176	862,892	6,300,621	-	6,300,621	99%	63,555
	BOOKS	3,283,816	398,985	3,143,071	-	3,143,071	96%	140,745
	OFFICE EQUIP. REPAIR	3,367	219	3,366	-	3,366	100%	1
	EQUIPMENT	1,500	-	1,420	-	1,420	95%	80
	OFFICE FURNITURE	385	-	385	-	385	100%	0
	PROFESSIONAL SERV	18,325	-	16,920	-	16,920	92%	1,405
	COPIER MACHINE LEASE	170,514	16,006	169,572	-	169,572	99%	942
	SUPPLIES	7,827	2,363	5,167	-	5,167	66%	2,660
	BUILDING RENT	208,268	12,972	187,659	-	187,659	90%	20,609
	OTHER SERVICES	309,678	67,002	297,268	-	297,268	96%	12,411
	VEHICLE MAINTENANCE	4,000	1,453	2,480	-	2,480	62%	1,520
	GENERAL INSURANCE	404,826	33,736	404,826	-	404,826	100%	-
	CONTINGENCY	-	-	-	-	-	0%	-
<b>Total</b>		<b>23,808,055</b>	<b>2,702,663</b>	<b>23,363,898</b>	<b>-</b>	<b>23,363,898</b>	<b>98%</b>	<b>444,158</b>

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

AS DECEMBER 31, 2020

ORGANIZATION TYPE	SERVICE DESCRIPTION	2020 BUDGET ALLOCATION	DECEMBER EXPENDITURES	2020 YTD EXPENDITURES	2020 YTD ENCUMBRANCES	2020 YTD COMMITTED	2020 YTD % COMMITTED	BUDGET BALANCE
SUPPORT SERVICES	REG SALARY	1,995,774	210,500	1,994,847	-	1,994,847	100%	927
	BENEFITS	1,097,262	206,907	1,090,033	-	1,090,033	99%	7,229
	OFFICE EQUIP. REPAIR	5,779	-	4,526	-	4,526	78%	1,253
	EQUIPMENT	9,841	1,337	9,839	-	9,839	100%	2
	OFFICE FURNITURE	3,544	1,544	1,544	-	1,544	0%	2,001
	PROFESSIONAL SERV	1,810	75	1,477	-	1,477	82%	333
	COPIER MACHINE LEASE	-	-	-	-	-	0%	-
	COPIER PAPER	-	-	-	-	-	0%	-
	SUPPLIES	56,195	7,273	46,136	-	46,136	82%	10,059
	SOFTWARE MAINTENANCE	559,789	-	558,214	-	558,214	100%	1,575
	OTHER SERVICES	180,351	21,567	172,049	-	172,049	95%	8,302
	TRAVEL	8,150	-	2,275	-	2,275	28%	5,875
	HOSPITALITY	38	-	35	-	35	93%	3
	VEHICLE MAINTENANCE	21,150	-	21,127	-	21,127	100%	23
	GENERAL INSURANCE	217,770	18,148	217,770	-	217,770	100%	-
	CONTINGENCY	-	-	-	-	-	0%	-
<b>Total</b>		<b>4,157,453</b>	<b>467,350</b>	<b>4,119,873</b>	<b>-</b>	<b>4,119,873</b>	<b>99%</b>	<b>37,579</b>

## Monthly Usage Summary - December 2020

Doc. #21-04

Activity and Description	2020		2019		YTD % +/-
	December	YTD	December	YTD	
<b>Circulation</b>					
Total number of items checked out of the library	74,670	973,423	183,004	2,820,438	-65%
<b>Holds</b>					
Number of requests by patrons	51,718	443,117	34,852	519,169	-15%
<b>Inter-Library Loans</b>					
Number of items lent to or borrowed from another library system	0	967	354	4980	-81%
<b>Visits</b>					
Number of people entering a library for any reason	0	539,692	192,679	2,812,670	-81%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	0	145,866	40,080	488,401	-70%
Number of hours of computer use	0	47,621	19,808	567,578	-92%
<b>Web hits</b>					
Number of times people have visited the library's website	671,332	6,372,136	557,708	7,720,262	-17%
<b>Online Resources</b>					
Number of times a resource is logged into or a patron action is committed	200,519	2,226,795	151,191	2,278,507	-2%
<b>Computer Classes</b>					
Number of classes	0	23	7	105	-78%
Number of attendees	0	199	23	775	-74%
<b>Virtual Circulation</b>					
Number of e-books and e-audiobooks checked out	88,752	1,023,449	60,676	744,550	37%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	156	1194	217	3771	-68%
Number of people attending programs	2570	49827	5743	119411	-58%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	13	230	43	754	-69%
Number of people attending programs	315	7024	532	14968	-53%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	30	1366	320	5438	-75%
Number of people attending programs	718	132,355	8355	121622	9%
<b>Programs - Total</b>					
Library sponsored programs offered (includes all-ages not counted above)	275	2942	559	9940	-70%
Number of people attending programs	6,107	196,933	14,590	258478	-24%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	0	781	253	3932	-80%
Number of people attending meetings or activities	0	15,503	4,933	71687	-78%

## Fulton County Library System Circulation Stats - December 2020

AGENCY NAME	ADULT	JUVENILE	Y/A	OTHER	Month-2020 TOTAL	Month-2019 TOTAL	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2020 CIRC	YTD 2019 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	164	114	12	0	290	323	-33	-10.22%	5,105	11,892	-6,787	-57.07%
ADAMSVILLE/COLLIER HEIGHTS	422	124	23	0	569	97	472	486.60%	3,407	17,061	-13,654	-80.03%
ALPHARETTA	3,129	4,428	364	0	7,921	36,496	-28,575	-78.30%	146,826	457,157	-310,331	-67.88%
BUCKHEAD	1,903	1,281	96	0	3,280	863	2,417	280.07%	16,075	87,943	-71,868	-81.72%
CLEVELAND AVE	183	162	17	0	362	20	342	1710.00%	2,057	10,097	-8,040	-79.63%
COLLEGE PARK	227	191	15		433	728	-295	-40.52%	8,027	15,066	-7,039	-46.72%
DOGWOOD	183	131	18	0	332	1,712	-1,380	-80.61%	7,835	8,314	-479	-5.76%
EAST ATLANTA	827	1,075	61	0	1,963	585	1,378	235.56%	11,318	70,786	-59,468	-84.01%
EAST POINT	562	207	29	0	798	3,933	-3,135	-79.71%	12,739	33,091	-20,352	-61.50%
EAST ROSWELL	2,191	3,611	131	0	5,933	19,468	-13,535	-69.52%	85,616	300,844	-215,228	-71.54%
EVELYN G. LOWERY @ CASCADE	440	230	19	0	689	3,908	-3,219	-82.37%	16,100	26,266	-10,166	-38.70%
FAIRBURN	308	117	30	0	455	1,614	-1,159	-71.81%	7,598	16,523	-8,925	-54.02%
GLADYS S. DENNARD @ SOUTH FULTON	430	441	28	0	899	4,720	-3,821	-80.95%	22,368	84,247	-61,879	-73.45%
HAPEVILLE	2	0	0	0	2	19	-17	-89.47%	153	9,727	-9,574	-98.43%
JOAN P. GARNER @ PONCE DE LEON	2,071	2,411	186	0	4,668	1,867	2,801	150.03%	19,875	120,247	-100,372	-83.47%
KIRKWOOD	726	1,065	50	0	1,841	6,175	-4,334	-70.19%	32,868	32,766	102	0.31%
LOUISE WATLEY @ SOUTHEAST	271	732	16	0	1,019	3,649	-2,630	-72.07%	17,006	52,033	-35,027	-67.32%
MARTIN LUTHER KING, JR	465	303	31		799	2,603	-1,804	-69.30%	12,871	24,252	-11,381	-46.93%
MECHANICSVILLE	63	150	5	0	218	43	175	406.98%	1,599	7,530	-5,931	-78.76%
METROPOLITAN	594	920	23	0	1,537	7,293	-5,756	-78.92%	29,699	107,049	-77,350	-72.26%
MILTON	2,467	3,667	271	0	6,405	19,599	-13,194	-67.32%	89,510	320,099	-230,589	-72.04%
NORTHEAST/SPRUILL OAKS	1,257	2,191	188	1	3,637	2,191	1,446	66.00%	19,068	106,384	-87,316	-82.08%
NORTHSIDE	1,275	1,319	90	0	2,684	825	1,859	225.33%	13,868	77,203	-63,335	-82.04%
NORTHWEST @ SCOTTS CROSSING	722	537	62	1	1,322	6,650	-5,328	-80.12%	32,776	102,057	-69,281	-67.88%
OCEE	2,224	3,350	481	0	6,055	2,466	3,589	145.54%	36,572	162,898	-126,326	-77.55%
PALMETTO	162	178	6	0	346	1,615	-1,269	-78.58%	6,997	27,714	-20,717	-74.75%
PEACHTREE	2,012	1,604	128	0	3,744	10,836	-7,092	-65.45%	62,861	126,872	-64,011	-50.45%
ROSWELL	3,227	2,709	221	1	6,158	2,274	3,884	170.80%	78,495	22,065	56,430	255.74%
SANDY SPRINGS	3,230	3,627	238		7,095	22,497	-15,402	-68.46%	105,460	161,751	-56,291	-34.80%
WASHINGTON PARK	161	258	27	0	446	1,558	-1,112	-71.37%	10,117	8,301	1,816	21.88%
WEST END	439	382	45	0	866	1,734	-868	-50.06%	9,883	14,311	-4,428	-30.94%
WOLFCREEK	888	670	113	0	1,671	8,844	-7,173	-81.11%	32,494	137,333	-104,839	-76.34%
<b>BRANCHES TOTAL</b>	<b>33,225</b>	<b>38,185</b>	<b>3,024</b>	<b>3</b>	<b>74,437</b>	<b>177,205</b>	<b>-102,768</b>	<b>-57.99%</b>	<b>957,243</b>	<b>2,759,879</b>	<b>-1,802,636</b>	<b>-65.32%</b>
CENTRAL	193	31	7		231	847	-616	-72.73%	6,765	10,428	-3,663	-35.13%
OUTREACH SERVICES	0	2	0	0	2	489	-487	-99.59%	742	3,302	-2,560	-77.53%
AUBURN AVENUE RESEARCH					0	4,463	-4,463	-100.00%	8,673	46,829	-38,156	-81.48%
<b>SYSTEM TOTAL</b>	<b>33,418</b>	<b>38,218</b>	<b>3,031</b>	<b>3</b>	<b>74,670</b>	<b>183,004</b>	<b>-108,334</b>	<b>-59.20%</b>	<b>973,423</b>	<b>2,820,438</b>	<b>-1,847,015</b>	<b>-65.49%</b>

## FULTON COUNTY SYSTEM STATS AT A GLANCE - December 2020

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	290	33	0	0	17	5	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	569	39	0	0	7	22	0	0	1
ALPHARETTA	7,921	294	0	0	3	70	0	0	0
BUCKHEAD	3,280	514	0	0	12	65	0	0	0
CLEVELAND AVE	362	31	0	0	1	0	0	0	0
COLLEGE PARK	433	44	0	0	1	0	0	0	0
DOGWOOD	332	12	0	0	10	25	0	0	0
EAST ATLANTA	1,963	160	0	0	7	83	0	0	0
EAST POINT	798	75	0	0	1	0	0	0	0
EAST ROSWELL	5,933	161	0	0	1	0	0	0	0
EVELYN G. LOWERY @ CASCADE	689	80	0	0	1	0	0	0	0
FAIRBURN	455	38	0	0	7	5	0	0	0
GLADYS S. DENNARD @ SOUTH FULTON	899	39	0	0	2	16	0	0	0
HAPEVILLE	2	21	0	0	2	0	0	0	0
JOAN P. GARNER @ PONCE DE LEON	4,668	373	0	0	5	30	0	0	0
KIRKWOOD	1,841	74	0	0	2	0	0	0	0
LOUISE WATLEY @ SOUTHEAST	1,019	17	0	0	1	0	0	0	0
MARTIN LUTHER KING, JR	799	73	0	0	3	21	0	0	0
MECHANICSVILLE	218	21	0	0	17	52	0	0	0
METROPOLITAN	1,537	65	0	0	3	173	0	0	0
MILTON	6,405	98	0	0	6	111	0	0	1
NORTHEAST/SPRUILL OAKS	3,637	127	0	0	21	154	0	0	0
NORTHSIDE	2,684	182	0	0	6	40	0	0	0
NORTHWEST	1,322	73	0	0	9	183	0	0	0
OCEE	6,055	169	0	0	1	0	0	0	0
PALMETTO	346	15	0	0	0	0	0	0	0
PEACHTREE	3,744	225	0	0	1	27	0	0	0
ROSWELL	6,158	239	0	0	15	155	0	0	0
SANDY SPRINGS	7,095	285	0	0	0	0	0	0	0
WASHINGTON PARK	446	24	0	0	8	96	0	0	0
WEST END	866	45	0	0	0	0	0	0	0
WOLFCREEK	1,671	82	0	0	17	132	0	0	5
<b>BRANCHES TOTAL</b>	<b>74,437</b>	<b>3,728</b>	<b>0</b>	<b>0</b>	<b>187</b>	<b>1,465</b>	<b>0</b>	<b>0</b>	<b>7</b>
CENTRAL	231	69	0	0	0	0	0	0	0
VIRTUAL PROGRAMS		0	0	0	83	1,827	0	0	0
OUTREACH VIRTUAL PROGRAMS	2	0	0	0	5	2,815	0	0	0
AUBURN AVENUE RESEARCH	0	1	0	0	0	0	0	0	0
<b>SYSTEM TOTAL</b>	<b>74,670</b>	<b>3,798</b>	<b>0</b>	<b>0</b>	<b>275</b>	<b>6,107</b>	<b>0</b>	<b>0</b>	<b>7</b>

## FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE - Q4 2020

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATION
ADAMS PARK	1,109	82	0	0	28	19	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	1,870	88	0	0	8	66	0	0	8
ALPHARETTA	26,665	910	0	0	8	100	0	0	0
BUCKHEAD	10,067	1,295	0	0	17	80	0	0	6
CLEVELAND AVE	1,154	68	0	0	1	0	0	0	0
COLLEGE PARK	1,622	128	0	0	1	0	0	0	0
DOGWOOD	1,058	49	0	0	17	37	0	0	0
EAST ATLANTA	6,240	436	0	0	8	143	0	0	0
EAST POINT	2,642	206	0	0	1	0	0	0	0
EAST ROSWELL	19,253	412	0	0	2	40	0	0	13
EVELYN G. LOWERY @ CASCADE	2,470	182	0	0	1	0	0	0	0
FAIRBURN	1,445	112	0	0	7	5	0	0	0
GLADYS S. DENNARD @ SOUTH FULTON	3,728	133	0	0	7	27	0	0	0
HAPEVILLE	10	48	0	0	4	0	0	0	0
JOAN P. GARNER @ PONCE DE LEON	12,857	1,065	0	0	6	31	0	0	2
KIRKWOOD	6,513	209	0	0	3	12	0	0	0
LOUISE WATLEY @ SOUTHEAST	3,797	88	0	0	8	178	0	0	0
MARTIN LUTHER KING, JR	2,609	194	0	0	4	27	0	0	0
MECHANICSVILLE	869	65	0	0	22	89	0	0	0
METROPOLITAN	5,393	202	0	0	5	289	0	0	0
MILTON	20,751	298	0	0	8	170	0	0	1
NORTHEAST/SPRUILL OAKS	10,362	392	0	0	32	362	0	0	0
NORTHSIDE	8,321	503	0	0	19	94	0	0	1
NORTHWEST @ SCOTTS CROSSING	5,092	177	0	0	18	228	0	0	0
OCEE	18,349	656	0	0	10	31	0	0	0
PALMETTO	1,291	56	0	0	1	0	0	0	4
PEACHTREE	12,762	614	0	0	2	47	0	0	0
ROSWELL	19,237	726	0	0	41	394	0	0	0
SANDY SPRINGS	22,930	900	0	0	0	0	0	0	0
WASHINGTON PARK	1,582	57	0	0	13	121	0	0	0
WEST END	2,608	152	0	0	0	0	0	0	0
WOLFCREEK	6,035	239	0	0	45	223	0	0	19
<b>BRANCHES TOTAL</b>	<b>240,691</b>	<b>10,742</b>	<b>0</b>	<b>0</b>	<b>347</b>	<b>2,813</b>	<b>0</b>	<b>0</b>	<b>54</b>
CENTRAL	886	259	0	0	0	0	0	0	0
VIRTUAL PROGRAMS	0	0	0	0	254	4,692	0	0	0
OUTREACH VIRTUAL PROGRAMS	162	0	0	0	11	3,896	0	0	0
AUBURN AVENUE RESEARCH	5	1	0	0	1	63	0	0	0
<b>SYSTEM TOTAL</b>	<b>241,744</b>	<b>11,002</b>	<b>0</b>	<b>0</b>	<b>613</b>	<b>11,464</b>	<b>0</b>	<b>0</b>	<b>54</b>

**FULTON PUBLIC LIBRARY SYSTEM**  
**Customer Service Comments**  
**Quarterly Report**  
**October, November, December 2020**

	October	November	December	4th Quarter Total 2020	2019 Year to date (Jan- Dec)	2020 Year to date (Jan- Dec)
• <b>Total Customer Comments Received:</b>	954	728	485	2,167	745	8797
• <b>Types of Comments:</b>						
▪ Compliment	225	157	123	505	128	1609
▪ Suggestion	45	36	26	107	63	200
▪ Complaint	40	43	39	122	161	386
▪ Inquiry	644	492	297	1433	383	6602
• <b>Format of Comments:</b>						
▪ Emails					633	
▪ Postcards					105	
▪ Direct Contact						

## **FULTON COUNTY LIBRARY SYSTEM**

### *Customer Service Snapshot*

*October, November, December 2020*

**2,167 comments were received during the quarter.** The majority of comments this quarter were positive with patrons who continue to express their appreciation for services offered. Many of the comments are directly related to Circulation services, the wealth of resources on the Digital Library, programs, printing, and election location questions. The sample below express the importance of services offered and the community's response.

- 1) Libanswers - Thanks for the help with the printing instructions.
- 2) Libanswers – Assistance appreciated with digital library.
- 3) Libanswers – Thanks for curbside service!

**Suggestions for improvement** were received as a result of COVID -19 closure such as book returns, new books, and printing.