



# **BOARD OF TRUSTEES**

## MEETING INFORMATION PACKET

APRIL 28, 2021



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

**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES VIRTUAL MEETING  
APRIL 28, 2021 – 4:00 P.M.**

**AGENDA**

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda\* Doc. #21-18
- IV. Approval of Minutes – March 24, 2021\* Doc. #21-19
- V. Chairman’s Report
- VI. Construction/Renovation Report – Paul Kaplan
  - Contractor
  - Winter Johnson** Central
- VII. Director’s Reports Doc. #21-23
  - Monthly Financial Report Doc. #21-20
  - Monthly Usage Summary Doc. #21-21
  - Quarterly Customer Service Report Doc. #21-22
  - Quarterly Library Closure Report
- VIII. Unfinished Business
  - A. Staff Training – Update
  - B. Library Targeted/Limited Re-opening Plans
  - C. Library Leased Spaces – Peachtree Library/Martin Luther King, Jr. Library
  - D. Central Library Renaming - Update
- IX. New Business
- X. Adjournment

\*Action is anticipated on this item

**Doc. #21-19**



**FULTON COUNTY LIBRARY SYSTEM  
VIRTUAL BOARD OF TRUSTEES MEETING  
MARCH 24, 2021 – 4:00 P.M.**

**Cormier Court Reporting, LLC**

Snellville, Georgia 30039

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**Members Present**

Borders, Priscilla  
Denson, Damian J.  
Jordan, Linda  
Joyner, D. Chip, Chairman  
Kaplan, Paul  
Kimbrough, Marjorie L.  
Pointek, Joe  
Radakovich, Nina

**Also In Attendance**

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

**Visitors:**

7 Virtual Participants

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**Chairman D. Chip Joyner called the meeting to order at 4:00 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

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

**CALL TO ORDER**

**CHAIRMAN D. CHIP JOYNER:** All right. I'd like to call to order the Board of Trustees Virtual Meeting for the Library of Fulton County. Today's date is March 24th. It is now 4:00 p.m.

**CHAIRMAN D. CHIP JOYNER:** And we'll first move to Public Comments. Are there any Public Comments?

**MRS. ZENOBIA CLAXTON:** I don't have any.

**21-13 ADOPTION OF AGENDA**

**CHAIRMAN D. CHIP JOYNER:** All right. We'll move to the agenda. Can we have a motion to Adopt the Agenda?

**MOTION**

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

**MRS. MARJORIE KIMBROUGH:** Second.

**CHAIRMAN D. CHIP JOYNER:** Moved to Adopt the Agenda by Mr. Paul Kaplan. Seconded by Mrs. Marjorie Kimbrough. All approved?  
(*WHEREUPON, all said aye.*)

**CHAIRMAN D. CHIP JOYNER:** Nays? The agenda is adopted.

**21-14 APPROVAL OF MINUTES OF THE REGULAR MEETING OF FEBRUARY 24, 2021**

**CHAIRMAN D. CHIP JOYNER:** Moving fairly quickly today. Let's move to Approval of the Minutes. Everyone had a chance to approve the minutes and read through it. Are there any comments or changes to the minutes?

**MRS. PRISCILLA BORDERS:** Yes. I have a correction. On page 21 --

**CHAIRMAN D. CHIP JOYNER:** Mrs. Borders, page 21.

**MRS. PRISCILLA BORDERS:** On page 21, under my name, the second paragraph, it says: According to our Bylaws, the Board of Trustees has one standing committee. The word, not, needs to be removed.

**CHAIRMAN D. CHIP JOYNER:** One standing committee, the Constitution and Bylaws Committee.

**MRS. PRISCILLA BORDERS:** Yes. The word, N-O-T (spelling), not needs to be removed. That's the one standing committee that we have.

**CHAIRMAN D. CHIP JOYNER:** Okay. So noted. Are there any further changes to the minutes?

**MS. NINA RADAKOVICH:** I have. Page 20 --

**CHAIRMAN D. CHIP JOYNER:** Page 20.

**MS. NINA RADAKOVICH:** -- under Joe's second remark, it's just a typo. It's got Divaldi instead of Vivaldi. That 'D' should be a 'V'.

**THE COURT REPORTER:** Would you say that one more time, Ms. Radakovich, please?



**MS. NINA RADAKOVICH:** Yes. It's Joe Piontek's comment near the bottom of the page. It's the third line, and it says: over on Chattahoochee on Howell Mill, this... It should read, Vivaldi instead of Divaldi concert. And that's just a typo. And there's one more little one on page 16, the middle of my comment: And over the last year we embarked on a growth project. We did research. We impaneled a group called instead of O-R, it's O-U-R (spelling). Just one little letter left out.

**CHAIRMAN D. CHIP JOYNER:** Okay. So noted. Thank you, Ms. Radakovich. Are there any further comments or corrections or changes to the Approval of the Minutes? Is there a motion to approve the final minutes?

**MOTION**

**MR. PAUL KAPLAN:** So moved with the corrections.

**MR. JOE PIONTEK:** Second.

**CHAIRMAN D. CHIP JOYNER:** So moved by Mr. Kaplan and seconded by Mr. Piontek. Without objection, the minutes are approved.

**CHAIRMAN'S REPORT**

**CHAIRMAN D. CHIP JOYNER:** The Chairman's Report. No further comments on the Chairman's Report. There are some things that I may add to this section. This is, of course, a carryover from the previous Chairman. But one of the goals I'd like to share in is our mission to show measurable metrics that are proven are of service to our constituents and to the public. So as we go through our reports, and as we look at data.

If we can do something or acknowledge something that moves the needle forward just a little bit, any way possible, as a team, as a Board in service to others, that would be great. As we communicate, and as we look at these reports, that we're making those improvements. Of course, this year is hard to measure versus last year, because this year is kind of, you know, we know it's not a normal year.

But this is one area where I think as a team we could be helpful to the Commissioners and to the public. And I hope those of us -- I hope everyone shares in those sentiments.

**CONSTRUCTION/RENOVATION REPORT - PAUL KAPLAN**

**CHAIRMAN D. CHIP JOYNER:** All right. Moving forward, Mr. Kaplan who has agreed to keep us up-to-date on Library Construction and Renovation and schedules, and perhaps even some updates on how maintenance moving forward gets done. So we really appreciate you, Mr. Kaplan.

**MR. PAUL KAPLAN:** No problem. Okay. So we had our -- we had a construction meeting today. We went over all the libraries, where we were. Not going to bore you with all the details; you know, a wire's not here. Something's not here. This is not finished. And so on and so forth. And it's getting along.

I, personally, Gayle can disagree, I think it's - they should be a little bit further along after all the time that we've been off and the place has been closed trying to get this stuff done. And I'm concerned about the security cameras. And some of the equipment all in operation when we do eventually open the libraries. But they addressed each one of these things, and then some of these things happen and it drops off for one month. The next month we're talking about the same thing we talked about the month before. But we're getting to a point that we need to get it all done. And they're trying to do it -- trying to get the contractors back, because, don't forget, a lot of these things already had their initial walk-thru. They already done the punch list. And then, of course, not all punch lists are done. But they might have continuance because it's still under warranty. So it's going to be, not a struggle, but it gets frustrating. But we're working at it. They're -- slowly, but surely, we go through every single library in the whole System and we're getting there.

Central Library, I can talk about it. I went through Central Library, walked through the place. It looks fantastic. It's really going to be something else. But there's a lot to be done. There's a lot of -- I see things that need to be corrected, need to be put -- installed. We've still got some furniture that needs to be put in place. We still got other things to do. Because the building is so big, you don't really notice everything that has to be done. It seems like, you know, a little bit here, a little bit there. But if you add it up, there's a lot to be done at this point. And I know they are asking for an extension on their contract because of COVID-19. There's some delays as time went on. So they're addressing that, but --

**CHAIRMAN D. CHIP JOYNER:** Who's they? You said they are asking for an extension. Who's they?

**MR. PAUL KAPLAN:** That's the general contractor; that's the G.C. And I think they're working that out. I'm not getting involved in that at all. But that's what they're asking for, a certain amount of days. I'm not sure exactly how many. I think it's fifty-something days. But, it's going to be a real WOW place when you walk in and see it. It's really very nice the way it is. I watched it as it was going up in different places. I haven't been there for about three months, four months, because of COVID. But they've gone really far. So it's moving along. As far as -- let's see -- the only other one here, we had some issue with some signage that -- they're working on that. OCEE, we have a -- a little problem with the cameras that are out there. That's the kind of stuff that we run across each

time. And it's getting done a little at a time, but they always find something else. But I'm looking forward to it. It'll be nice when this is done.

I do worry about the maintenance. I really haven't brought it up to a -- classify it at the Board meeting. I'm willing to have, after everything is open, we got to keep these places going. And we really do need, we need a custodian. We need our own maintenance people who are really assigned to the Library System only. I know that's not the way it works. I know they do shared services. That's the way they operate. But I'll tell you something, it's going to take time to get all this stuff done. And there's always going to be something.

We have thirty-four libraries; thirty-four buildings. Something every day, there's something going wrong. And Central, especially, could almost have their own person in there that can stay there all day long and just try to keep up with things. So it's a concern of mine. I don't want everything to get slacked off and we're right back again where we started when I first came into the System almost six years ago.

But it's moving. It's getting there. I really, honestly, I think that Gayle, if I might set up something so that some of the Trustees or the rest of the Trustees can see Central, at least walk through it, and see what you're up to.

I know you were there, Chip. Who else was with you? Somebody else was with you. Just you?

**MS. NINA RADAKOVICH:** I went.

**MR. PAUL KAPLAN:** That's right. So you know what it looks like. So it's probably a little bit further along than when you walked through it. The furniture is in place. But other than that, it's moving. Not as fast as I'd like it, but it's getting there. And I can feel that eventually the opening will happen; hopefully soon. So that's the -- anybody got questions, give me -- let me know.

**CHAIRMAN D. CHIP JOYNER:** Paul, thank you. One question: Having done this for a couple of years and now with these new libraries online, how -- what do you suggest we do as a Board to be supportive to make sure we don't fall back in the history of disrepair that we had before. What can we do starting today where we can all pull together and provide the support that the libraries need to make sure we don't fall back on maintenance? Is it --

**MR. PAUL KAPLAN:** You know, you, yourself can talk to the people -- actually, be in communication with your Commissioner. That's the big thing. The Commissioner really owns it. I mean, tell -- when you talk to your Commissioners, you know, tell them, the place looks great. But, you know, I'm concerned that we keep

this up, keep the maintenance up. And I know that the DREAM team does this. This is their job. That's what they're called, the DREAM team. And they do a good job. But there's going to be a lot of buildings when this all opens up. There's a lot of things to look at.

But what we can do is stay in touch with our Commissioner. I talk to my Commissioner probably once every three or four weeks, just to say, hello; tell them what's going on and what's happening at the library. That's the only thing that we can do. I, on my end, probably will go to other people who are in maintenance, who oversee the maintenance and talk to them directly. But as a Board, right now, until everything opens up, just stay in touch with our Commissioner.

**CHAIRMAN D. CHIP JOYNER:** Okay. And the maintenance items, do you see a list? Do they provide it to you or you go by and ask to see?

**MR. PAUL KAPLAN:** No. What they do now -- what they're going to do is fill out a form. And, Gayle, can correct me on this. They fill out a form. They send it in by the computer to the DREAM team area, whoever -- I don't know if it's the group manager it goes to first and from the group manager up to the DREAM team. Gayle, are you on right now?

**MRS. GAYLE H. HOLLOMAN:** Yes, I'm on.

**MR. PAUL KAPLAN:** Gayle, so when they have a maintenance issue, don't they fill out something on the computer and they send it through and it goes to --

**MRS. GAYLE H. HOLLOMAN:** Yes, that's correct. There's a work request format. The manager or assistant manager or some other person can be assigned that duty. They submit it and then they track it as it goes. We ask them to not let it go more than three to five days, especially if it has to do with certain things like water, animals that are dead, other pest control type things, that they don't let it go that long, that they go ahead and make the administrator aware that there's a problem. And then most of the time they end up coming to me and then I will get with the leadership team at DREAM and make sure that they have the attention brought to it, that at least several of them are aware from my standpoint, that this is a concern. And so that's how we've utilized it in the past. The problem becomes -- when people don't report things. They go for days, as I mentioned to you before, how I may not find out about something that's really a problem until we get the monthly report that all the library managers are supposed to submit. And so we really need to stay on top of that. I've been expressing a lot of concern about that over the last several weeks, because we're finding that water is leaking,

other things are happening. And we need to make sure that we know about it in time so that we can make DREAM aware. They can't do anything if they don't know it. And so that's what I'm always trying to impress upon the staff, to make sure that they let us know as quickly as some of those things start happening, particularly in those areas.

**MR. PAUL KAPLAN:** Okay. That's some of the things that we run across. And, you know, Chip, I mean, in order for me to really see what's happening as far as maintenance and things are concerned, I don't want to step on anybody's toes. I mean, I don't want to be in a position that I need to see what all the maintenance requests are and then keep track of what's happening. When I first started off -- and, Gayle, you can correct me -- I was working with Dennis King. Gee, I remembered the name already still. And I had all the reports on all the work orders we had. We had about, at that time, probably we had about two hundred, two hundred and fifty work requests that were not completed. And I was able to look at them and try to work out with Dennis and try to help out as much as I can. But I don't want to step on DREAM's group. I mean, it is being run. That's the way it's supposed to be. But, Gayle, will probably agree with me. We really need two people assigned to us only that we can kind of control. Now, I might be wrong, and I might get screamed at. Later, I might get a nasty email. But, really, I'm really concerned that once things are up and going that we don't complete some of the work that needs to be done.

**MRS. GAYLE H. HOLLOMAN:** You're correct. The maintenance is a big concern. The cost of maintenance, the increased cost of maintenance for all sorts of things, not just the cleaning but systems maintenance and all that, it has increased a lot. So we are working very close with DREAM. I have a very good working relationship with the people there, as far as Mike Ross and Joe Davis. They're always very responsive. So that's why I'm always telling the managers to make sure that they make me aware of things that are especially egregious, or as they get toward being that way so that we can try and head it off. And it's getting a little bit better but not as much as I'd like for it to be. So that's what we're talking about all the time. I'm going to be having a big meeting with all of our managers coming up soon and probably do some cluster Zoom meetings, or if we can't put together a Zoom meeting for all the staff at once. But we really got to hone in all of those things. When they see something, you have to say something. And that's the main thing that we keep trying to push. And once we get those work requests, then we can say, look, we've got your three work

requests. It's been so many days. We need this to be taken care of. And usually when we do that, or when we're made aware of something, right away, I make them aware. They can send someone out sometime that very same day.

So it's not a lack of response oftentimes on the part of DREAM, it's a lack of us getting the information to them so that they can react.

**CHAIRMAN D. CHIP JOYNER:** Gayle, is the list put on a spreadsheet or is it in a software program?

**MRS. GAYLE H. HOLLOMAN:** It's a -- we send in a form that we are required to submit online. And then, I think, they go into different spreadsheets once it's over there. There are people who work different components of problems, and so they're assigned to take care of whatever the need may be. But the roofers -- they're also some different trade areas that people are assigned to work on.

If it's a sewer problem, plumbing problem, whatever, they assign it to those persons. Sometimes they have to get someone from outside, depending upon what's happening. Oftentimes plumbing issue that's really causing a problem of having to snake a line and that type of thing. So they're very good about it; like I said, when we make them aware, we do our part, and when we stay on top of things.

And so that's my biggest challenge is getting people to stay on top of things.

**CHAIRMAN D. CHIP JOYNER:** Can the Board be notified if anything is outstanding more than thirty days? Can you let us know?

**MRS. GAYLE H. HOLLOMAN:** Certainly.

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

**MR. PAUL KAPLAN:** So you asked -- so to go back to your question, what can you do as Board members. Well, you've heard what Gayle talked about and what I'm concerned about. What you can do personally, just keep in touch with your Commissioner that you're working with in getting things done. But I don't want to be in a position to cause any disruption. Let's put it this way: We're starting off new. We're getting -- all the places have been remodeled. We're going to open up, and, hopefully, everything works fine.

There's going to be glitches. And like Gayle says, if they don't say anything and they don't do anything. And then they say, oh, yeah, well, that's been leaking for the last five or six days. Well, hello. You didn't say anything to anybody. Now, we have damage done to the ceiling; damage done to the flooring. And that's some of the problems we had.

And Gayle's right. When you get some heavy rain, some comes through the roof, well, look what happened. And it's an ongoing

thing, Chip. It's -- but we'll watch it, you know. Once we start opening everything up, we'll keep the Board abreast. I make phone calls to people that are really in charge of it, also, in the DREAM. And I have a great working relationship, especially, with Joe Davis. He's a terrific guy. He's the one that's in charge. And it's -- you know, we have thirty-four. They take care of about two hundred and thirty-five buildings in Fulton County. So it's a big project to keep the maintenance going.

**CHAIRMAN D. CHIP JOYNER:** Yes. If perhaps we saw a list or had a better idea as a group, the needs or demands of these repaired maintenance items, then perhaps we can really be better equipped to propose requests for fulltime staff. Repair and maintenance just do not come across my desk or my email, so I can't speak very specifically or with any kind of knowledge or authority on those demands that are really hurting the staff and are hurting the facilities.

**MR. PAUL KAPLAN:** I hear you.

**CHAIRMAN D. CHIP JOYNER:** Normally, something that's so huge that, you know, it's in the AJC perhaps. I don't know.

**MRS. GAYLE H. HOLLOMAN:** Well, cannot get it into the AJC. That's the one thing that we're trying to keep from having issues that get to that extreme, that that rarely happens. But I'm always reminding them that I'm an Allstate -- I'm an old Allstate insurance agent. And that whole seepage of water thing is really a big problem in my mind because I know the problems you get with water. And so that's what I'm always cautioning them about. And just like Mr. Kaplan just said, when you've got water seeping through the roofs and all that, or coming up from the floor, you've got plumbing issues. Those things will cause you a lot of problems in a few days' times. And so that's what we are always talking to the staff about.

But I will see and try to come up with some ways that we can make you more aware of those things that linger, because maybe you can add some fire to it and try and get it taken care of. But, usually, once it comes to me and I send it to Joe Davis and others, they really do jump on it. It's not like they don't respond.

**CHAIRMAN D. CHIP JOYNER:** Okay.

**MRS. GAYLE H. HOLLOMAN:** I mean, sometimes we're at 8 o'clock at night and Joe Davis and I are writing emails back and forth about something that happened at a library. So, yeah, they stay on top of it. Our biggest concern, as I said, has to do with staff making us aware. Because with thirty-four libraries, it's hard to know everything unless someone tells you. And so that's where we are.

**CHAIRMAN D. CHIP JOYNER:** All right. Thank you.

**MR. PAUL KAPLAN:** So I think, Chip, so we'll wait for when we start opening and we'll see how it's going and how it starts, and then Gayle said she'll work on something for that, and we'll keep abreast of it. Long as everybody's aware that that's one of the problems that was in the past, but we're starting fresh now. So we'll see what happens.

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

**MR. PAUL KAPLAN:** I'm an optimist. I always think, as far as this, it sounds great; everything's terrific. But I know, being in construction as many years as I've been in, there's glitches there, always is. And, really, it's people who don't say anything to anybody, and you find out someplace is flooding. And we've had some terrible -- and it cost a lot of money to fix some of these things.

**MRS. GAYLE H. HOLLOMAN:** And they're working on a punch list right now for the closure of Hapeville and the work that they're doing at Central. They've stopped -- the construction and all that is finished. The items are in the building, furniture, fixtures, and equipment. What they're doing now is just finalizing those punch lists. All the things that need to be repainted; all the things that need to be touched-up; all the things that might need to be replaced. For an example, in my office, they had to replace an entire filing cabinet because something happened in the interior of it broke loose and so I received it yesterday. It had been on order for about two weeks; some keys that are missing; some cords that they have not been able to get the -- get straight. And so those are types of things that they're working on right now. And that's actually happening in some of the other libraries as well. But they're staying on top of it. They're doing walk-thrus. I have to go to Northeast Spruill Oaks in the morning because we're doing a walk-thru there. On the back end of the building, there's a problem with the shading of the windows that are there. They put new windows in, but it turns out that once we started really looking at it, there are about four or five panes that don't match. And so now they want me to come and look at it. What they're proposing as a replacement to try to correct it. They really don't want to have to spend the money to replace the entire section of about twelve panes, but it may come down to that. So those are the types of things that you don't know what happens until someone notices it and says, that doesn't look right; it doesn't match. And so that's what they've noticed. So it's things like that that comes up, and we've got to figure out just what will we do about it. And so I'm always available to do things like that when we have



to. And we've got the art being hung at Central and all those types of things. So things are really getting in place and in shape. But it's just that every now and then you've got these little things to attend to.

**CHAIRMAN D. CHIP JOYNER:** Well, thank you. Thank you, Paul. Thank you, Mrs. Holloman. Thank you, Mr. Kaplan. Thank you, Mrs. Holloman. Just, again, we want to be supportive, so anything you can share with us where we can all put our efforts to help just let us know.

**MR. PAUL KAPLAN:** Okay. Will do.

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

**21-17 DIRECTOR'S REPORTS**

**CHAIRMAN D. CHIP JOYNER:** All right. Moving on to the Director's Report?

**MRS. GAYLE H. HOLLOMAN:** Okay. Thank you. Good afternoon, everybody, again. Hope that you got a chance to read some of the highlights of the Director's Report that was in the packet - that's in the packet. I thought it was really cute about the little dogs that were running loose at the Northside Library. That was -- the branch manager had to grab hold to them and was able to find that they were nice, little, sweet little puppies, and she was able to get them back to their owner. So that was kind of cute. That was our big highlight of Curbside Service that day. They wanted to get in on the action. So that was kind of fun. I wanted to make mention to you of the things that we've been trying to do is point out just how popular some things are. And I want you to know that the e-book via Overdrive and Hoopla are still big hits. Our Virtual Resources are still being used very much so, even more so than before we closed back last March. And now it's been a little bit over a year since that took place and Virtual Resources have greatly improved as far as the usage and as far as our offering. And that's due to the additional funding at the tune of over a million dollars that the Board of Commissioners gave us in the mid -- almost mid-year last year in order to make that happen. We're doing a lot of projects now with other outside entities, such as Science Atlanta. We've had our Outreach Services staff who have been very much involved with Science Atlanta. And that's working with several Library Systems around our area. And that's going to be a positive, we think, for all of them. LivAnswers, questions have been continually being used by our patrons for a Readers Advisory and for reference questions to be answered. And I'm going to fill you in on another aspect of what's going to happen with LivAnswers. We do have our staff still online. We have a person that's

assigned to Fulton County Police Department for fingerprinting. We have a person who -- we have many persons -- who are assigned to do vaccination intake. And I'm going to tell you -- give you the update on the whole vaccination situation right now. Our training of staff continues. There's a group -- there's a list, rather, of classes that the staff can take that the County gives them every single year. And some of them are highlight in your packet, things that people have been interested in, such as Appropriate Retirement, Email Etiquette, Twenty-One Things to Do for Yourself in 2021, because we really want people to think more about their own well-being. So those are the classes that were very much on the minds of our staff, that they signed up for them in February.

And, also, we have four staff members, as I told you before, who are part of the Certified Public Manager classes through the County's partnership with the Carl Vinson Institute of Government at UGA. And that's a program we've had -- I think the County's had it now for a good three to four, maybe even five years. And every year we're asked to submit names. This year we've submitted four. And all four of them were accepted. I think last year we had four people; the year before that, two people. So we don't ever know how many will be accepted, but we've got all of our submissions. Everybody was accepted this go-round. So that was real -- that was really a good thing for us and we felt wonderful about that.

Let's see what else I wanted to tell you. We are moving forward with the RFP -- and Ms. Radakovich, you may want to say something about that -- but with the RFP through the Foundation for the Strategic Plan. We met this week with County leadership, and they're onboard with the idea and very excited about it. And so we're excited to go ahead and give them the okay, that's the Strategic Planning Committee for the Foundation, to move forward with the RFP to get that in place. I want to make mention that we do have a few more COVID-19 cases within the Library System. We had three additional ones this week. We had some staff at one library that we had to quarantine the entire staff. The other two happened offsite. They were not around any of the staff, so we didn't have to quarantine staff in that case.

#### **21-15 MONTHLY FINANCIAL REPORT**

**MRS. GAYLE H. HOLLOMAN:** Looking at our different reports, financially, I'm not certain if you have any questions or not, but if you do, please let me know.

I do want to point out that twelve percent of our -- let me see -- I'm trying to get my notes together here -- twelve percent of

the 2021 Budget has already been expended. And, I think, that's coming along nicely. We are trying to make sure that we're good stewards of the money and that we're not overspending before we're in the process of actually opening up these libraries in a much more judicial fashion so that we'll be able to meet the needs of the public. So you'll see us trying to make sure that we are looking closely at what we're expending.

**21-16 MONTHLY USAGE SUMMARY**

**MRS. GAYLE H. HOLLOMAN:** Our -- I've already mentioned about the Virtual Resources. Does anyone have any questions about the Monthly Report as you saw them, any of the graphs or anything?

**CHAIRMAN D. CHIP JOYNER:** One question on the Library Report - I mean, on the Financial Report. And, Mr. Kaplan, you might understand this or know this having been Chair before, during construction, are there any dollars that are included in construction for preopening that's not taken from our existing Operational Budget?

**MR. PAUL KAPLAN:** No. I don't believe there is. I think -- I think -- well, we're using up all the funds we have. And Gayle can correct me on that. As far as the money concerned for these Grand Openings? Is that what you're talking about, Chip?

**CHAIRMAN D. CHIP JOYNER:** Grand Openings, any extra labor needed to restock shelves, does any of that come from the construction budget?

**MR. PAUL KAPLAN:** No. I do not believe it does. No.

**MRS. GAYLE H. HOLLOMAN:** It does not. The money for the CIP came from the Bond Referendum that took place in 2008, two hundred and seventy-five million dollars. But that was -- none of that is operational. So we have to do all those other things separately. And that's just the way it's set up. As far as regards to the different programs for reopenings or reopening celebrations, those dollars come from the library. They can come from anything that the Commission may want to offer, as well as the Foundation, has supported us -- a lot of those projects. So we have got -- we have received funding that way. And the Foundation has already -- has a committee that has looked out how we -- how they may offer a way for us to have in-person celebrations as soon as we can get back to it. Right now, we're trying to think about those thirteen libraries that need to have something virtual - celebration. But the bond money does not allow for any of that.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Any questions on the Director's Reports from anyone?

Mrs. Holloman, is that your conclusion?

**MRS. GAYLE H. HOLLOMAN:** Let me see. I think I had a couple of other things I wanted to make you aware of, but some of it comes

down under New Business. So I will wait. Oh, I know -- I did say I wanted to tell you something else about the vaccination process. As you know, we have had -- I think I just mentioned that we've had people that are assigned outside of the library to work with different things -- initiatives that are going on with the County.

Well, now, just a day or so ago we were advised that -- and it got a little muddy -- but we've now straightened it out. We're going to -- we've been asked to use our LivAnswers, which is our reference line. We have about twenty-five to thirty employees who work that every single day. And so what we're going to do is when a person calls in with a question, a reference question, or what should I read next? I just read this one book. What should I read next? Or what's on WSB-TV tonight at 9, once they finish their questions, then we will say, have you been vaccinated? And then if they say they have not, we're going to ask them, well, would you like to set up an appointment? And staff will be trained to actually at that point schedule the vaccination appointment. We don't know how that's going to go. Because as of tomorrow, all ages will be able -- sixteen and above will be able to go ahead and sign up, based on the governor's announcement on yesterday, will be able to sign up for vaccination.

The big concern within the County is that we have a lot of zip codes in which there are a lot of vulnerable people who have, for whatever reason, not signed up for the vaccination. And so we're wanting to increase that ability to offer it to them at least. And so we're going to have what they're calling, street teams, that's going to be some people that the County hires aside from the regular staff who will have tablets and they will be assigned to come to our libraries during Curbside Service. We're going to have scheduled set up so that they will come and they will do physical in-person assignment or appointment. And then they will also -- we will also have our two Bookmobiles, our two tech mobiles, will go out to, on a scheduled basis, out to grocery stores, and we will have those street teams assigned to each one of the Bookmobiles, and they will also be onsite to be able to offer scheduled appointments.

So we're thinking that this is going to increase the interest and increase the ability of people to sign up. We found that a lot of people either don't do it by phone or they don't have the computers, primarily, where they've given all these numbers and all these things to call and sign up by computer. So those are some of the reasons behind it. We're working very closely with a team of people that Dr. Roshell has put together so that we can make this happen. So I just wanted you to be aware that

that's one of the key initiatives that we have going right now and the library will be heavily involved in it. It's going to take a lot of things, but when we first heard about it, we thought it was going to be a much more challenging situation for us, because we thought it was going to be all on our staff to do so. But now that we know that they're hiring some outsiders that will come in and help, that's going to make it much more palatable and much more able to be done. And I think it's going to be a good thing.

So our Bookmobiles will be sitting at, for a period of time -- we don't know if they're going to move around the county or they'll just go to the same site every single day and just sit in the parking lot -- but that's what we've got to work through, as well as who drops it off, who picks it up. And then we'll have a street team assigned to have the tablets there to go ahead and help anybody that wants to sign up.

So I just want you to know that. Any questions about any of that?

**MR. PAUL KAPLAN:** Gayle, has -- is all our employees vaccinated? Can you ask them if they've taken either Moderna or Pfizer? Can you ask that question or you can't ask them? I know you're smiling.

**MRS. GAYLE H. HOLLOMAN:** Not all of them are -- have been vaccinated. I know for a fact that some are saying they aren't. Some are saying they're leery; some have gotten it. But that's not a question we can ask.

**MR. PAUL KAPLAN:** That's what I thought. That's why I mentioned it. I didn't think --

**MRS. GAYLE H. HOLLOMAN:** Yes. It's a health -- personal health thing that staff decides. I was reading an article today, though, the Atlanta Business Chronicle online, where some -- there's some thought that companies, and I guess that would include other organizations at some point, may actually be able to require that people get vaccinated. I read the whole entire article, I started reading it, and that's kind of interesting to me. I don't know how that would work in the sector that we're in. But I think that private enterprise will do those things, so it's kind of interesting that that's being talked about. But right now, it's not mandated and we really cannot inquire any more than I can ask anybody, you know, are you ready to retire? You know, you can't ask those kinds of personal questions. You just can't.

**MS. LINDA JORDAN:** And Mr. Chairman, I think on the -- regarding the vaccine, it's a matter of HIPAA laws, a privacy matter. So you can't really --

**MRS. GAYLE H. HOLLOMAN:** It's the HIPAA laws, too. You're right.

**CHAIRMAN D. CHIP JOYNER:** Mrs. Holloman --

**MRS. GAYLE H. HOLLOMAN:** Now, if they tell me -- if they tell me, that's fine. But then I can't tell you that this person told me, because that still violated their HIPAA rights.

**CHAIRMAN D. CHIP JOYNER:** Mrs. Holloman, in previous meetings about library personnel being assigned to non-library work, can you share very briefly how the request for staff to be assigned in other Fulton County services, how that comes to you and how the decisions are made, just so we can kind of be responsive to patrons who have asked the questions and are concerned that it's going to affect our ability to service them?

**MRS. GAYLE H. HOLLOMAN:** Yes. That's a great question, Mr. Joyner. The County Manager has the authority to make those decisions. When promises -- when -- not promises, but when he has gone before the Board of Commissioners and made a case that something needs to be done, and that it's going to affect the county, county-wide -- it's going to have an affect county-wide -- and that we're trying to meet the needs of whatever we're trying to do -- the communities or whatever group, he has that ability to do that within his position. And that's what happened. He determines whatever. He gets with H.R., then they make us aware, as department heads, that this is needed. So we're not the only department being asked to do this. It just so happens that we're primarily, behind the courts and behind the sheriff and police department, to have the largest number of staff assigned in one group, and that's the library. We have close to three hundred employees. You may go to Behavioral Health or some other department and they've got just twenty employees. So it looks like the library is being asked a lot. But it's not just us. There are other people all around that have been assigned. And we just have a large number of people, and so they've asked us to do it. I have cautioned them very recently, over the last month or so, that we're getting to a point now where it's having an effect. And so I've been very clear about that, very honest about the fact that, depending on what we're asked to do, some decisions at some point might have to be made. And that means I would have to come to you all and state to you all the concern I have that now we're getting to a point where we either can't keep the doors open or we've got to do something about staffing that the staff may not like. And you may get questions and comments and upset people about it. So those are the challenges that I face as we move along. That's what I'm challenged with is identifying those areas of need and those

things that are becoming affected by those requests. And so they are quite well aware. And I think that may be part of what has led to the idea of the street teams this go-round. Because at first -- I was told about this on Sunday afternoon -- it was brought to our attention that it might be -- that the whole -- that the library itself would be the only ones doing this. And it would be very difficult for us to continue to do Curbside Service and serve in the way that they're now asking for us to actually schedule vaccination appointments. So I think that's become clear, not just for this department but a few others, that we're kind of running thin. So that's the challenge. I have to just stay on top of it and keep everybody aware and then decisions will have to be made from you and from the Board of Commissioners as we present our case.

**CHAIRMAN D. CHIP JOYNER:** Thank you for clearing that up. That's really helpful to understand that. And please know that, although our primary function is to the library, we do -- the Board appreciates everyone's willingness to help out in any way possible with the County. And so I know some people may not enjoy the assignments, but it is appreciated, nonetheless. And thank you.

**MRS. GAYLE H. HOLLOMAN:** And it's true, some people don't. Some people have been called upon quite a lot. I get that from a humanistic standpoint. But I'm trying to get people to understand that this whole COVID-19, whole vaccination situation, it's a situation larger than ourselves. And so that's how I look at it. And that's how I try to put it out to staff. It's larger than ourselves. And so we've got to kind of get out of what we normally would think and how we normally would feel. And the staff has really stepped up, though. I mean, a lot of people, they may have some consternation, but for the most part, they have stepped up and they have really made a difference.

**CHAIRMAN D. CHIP JOYNER:** Very good. Okay. Thank you so much.

**MRS. GAYLE H. HOLLOMAN:** You're welcome.

**CHAIRMAN D. CHIP JOYNER:** Moving on.

**MRS. GAYLE H. HOLLOMAN:** That ends my report for right now.

#### **PUBLIC COMMENTS**

**CHAIRMAN D. CHIP JOYNER:** Okay. We did -- I did get a note that we do have Public Comments. So we're going to take Public Comments right now and then resume on the agenda. Mrs. Claxton?

**MRS. ZENOBIA CLAXTON:** Thank you. Good afternoon. I just received this Public Comment. I'm going to read it in. It says: Good afternoon, elected, selected, and rejected library supporters. The Open records requests made for documents regarding the personnel policy as referenced by the Georgia

Public Library System could not be honored.

If read correctly, not having this policy could negatively impact a funding aspect and/or the proper management of services. Is this an accurate accounting?

Next: Kimberly Snoddy-George, a library administrator, and Alex Lamback, an alleged security manager, are not responding to job specific concerns. Are they active staff?

Next: How are privacy and confidentiality issues related to Curbside Services being handled? Where is the COVID-19 constructed and amended version of privacy and confidentiality information posted?

Next: Kay Burwell, B-U-R-W-E-L-L (spelling), the last known Interim County Attorney has been asked to review correspondence regarding an interpretation made by ACA, Adebola Lamikanra, in regards to my file and unsubstantiated and unjustified actions taken against me as a patron, which results in deprivation of access to public services.

Next: Mr. Joyner, your failure to contact me weakens the serious efforts expected of a Board leadership and district representation. I suggest that you reconsider your position and agenda.

Next: Patron behavior is a huge part of library management. The dangers in working with the public are ever present. Hence, the Code of Conduct and the immediate need for a better written and modernized focus on language. Who identifies patrons that have not presented identification and bans them from the library? And how is the patron notified of dismissal?

Next: Furthermore, the acceptance of violating betrayal of the Executive Director, coupled with the lack of proactive engagement and advocacy of the appointed Board members, is a strike against Fulton County's standard of conduct, which is expected to be followed. Our Library System is suffering because of alleged intimidating factors that are now transparent. And thanks to the pandemic, people have been given more time to study systems and operations. Remember, foul play is evident and exposed. An acceptance of the Library Board of Trustees resignations is long overdue. The Board of Trustees needs heroes and heroines on the team. Open our libraries. I am because God is, Donna Renfro-Lawson.

Thank you.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Are there any further Public Comments?

**MRS. ZENOBIA CLAXTON:** That's it. That's all I have.

**CHAIRMAN D. CHIP JOYNER:** Well, those were quite a few items. So I'm not prepared, unless someone else is, to address all of those at this time. I am familiar with this -- with this guest.



And I did reach out, but the phone number is blocked. So if she would have sent an email -- if you can make that available, Mrs. Claxton? -- I will respond to her email and try to get any answer for her that I can answer. But it's quite a bit of information she requested.

**MRS. ZENOBIA CLAXTON:** Thank you. I will.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Yes. I have a few comments on some of that, if you don't mind. Our personnel policy follows Fulton County's personnel policy. And that has been stressed in a recent Open Records Request that we received. We do not have separate personnel policies that -- this Board does make policies. But our personnel policies are with Fulton County because we are hired and we are paid by the Fulton County Board of Commissioners. It doesn't even say Library System. It says, Fulton County Board of Commissioners. That's how we're all paid. So our personnel policies -- our personnel policies follow the guidelines of Fulton County. Those follow the laws of the state of Georgia and the laws, the federal laws that are in place for the United States of America.

The staff that she mentioned are still employed with the Library System. One of them is employed with the Library System; the other one is employed with security at Fulton County, and that's Mr. Lambeck.

Privacy at Curbside: There should be nothing else going on at Curbside except the back of someone's car is open, the back door is open, for us to put the books on the floor, on the seat, or for us to put it in the trunk of the car. There should not be any privacy issues at that point. The items are kept inside the building until people pick them up. Or in most libraries -- most of the libraries have packages or have bags in which we are putting in the books. If there are too many of them, of course, they're not bagged. But we bring them out and we deliver them. The person's privacy is not being affected by that.

As far as COVID-19 personnel information, that information is the same as any other health information. We have to go by the federal laws to deal with HIPAA. And so we're not at all under the idea or do we practice any kind of way of giving out personal information with regard to COVID-19 cases. And I'm not -- so I'm not quite understanding what the question is there. But it's like any other medical situation. We cannot ask a person about their medical situation, nor can we speculate about it, discuss it with them, unless they bring it up themselves. And even there -- even within that, we have to be careful of what we say about someone's health issue.

You will need to talk to the legal department about any legal

matters from anything in the past. As far as patron's behavior and Code of Conduct, this Board already has updated our Code of Conduct a few years back. If we need to review it in some manner, we will take a look at that and bring it before the Board of Trustees for their review and approval.

And, finally, letters are sent by legal with regard to any suspension or any withdrawal of the ability for anybody to come to our library. That is done by recommendation. And then the legal department is advised of the situation. And then they will move forward with any type of suspension or deletion of the opportunity to come to and visit our library.

And, as far as opening our libraries goes, we are working on a plan that was already announced to the Board of Commissioners -- the Board of Commissioners' meeting a few weeks ago. That was the meeting before last in which I made a presentation that we would look at targeted date of May 1 to have our libraries open for the public to come in and browse and use computers on two days of the week. That would be Tuesday and on Saturday. That is still in play. We're very much looking at that. It may not be May 1st, but around May 1st. That is the suggested date that we're going toward. That is the targeted date.

I made a presentation of about four pages of a PowerPoint that the Chief Operating Officer was presenting. And our portion of that presentation was regarding our possible reopening. So that's where we are with the things that I jotted down as it was being read to us with regard to the Public Comment.

I hope that suffices. That is what we have. If anything else is needed, we suggest that you go through the process of using Open Records Request procedure.

**CHAIRMAN D. CHIP JOYNER:** Mrs. Holloman, thank you. That was really helpful. Are there any other questions?

**MRS. GAYLE H. HOLLOMAN:** You're welcome.

**CHAIRMAN D. CHIP JOYNER:** Any other questions or comments from any other Board member? Okay. Thank you, Zenobia -- or Mrs. Claxton.

#### **UNFINISHED BUSINESS**

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

**CHAIRMAN D. CHIP JOYNER:** Unfinished Business.

**MRS. GAYLE H. HOLLOMAN:** Curbside Service, I think we've talked about already, the fact that it's still going on. We've got now thirty-two libraries. Hapeville opened up with Curbside Service on March 8. It's going quite well there. As we've noted Central, we've got to look at how Central's going to reopen. But, hopefully, that will be decided very soon. The thing about Central is it's going to take a lot. It's going to take a lot to activate Central. It's going to take a lot to get it up and

running. But everything's going forward. Now, the furniture features and equipment's in place, the staff is in place. They're working very hard with all the materials that are needing to be shelved. That is an ongoing, every day group of - - set of work that's being done. The staff is exhausted. It takes a lot because we have huge Collections there. And they have worked mightily over the last three or four weeks in trying to make that happen.

There were books that had some concerns and things that had to be done and decisions that had to be made regarding them, and that slowed the process. So the staff is really working very hard. They are just -- tremendous, a tremendous undertaking to make that happen at the Central Library. And we knew that would be the case. That we were never under any illusion that Central wouldn't have that as a concern.

And then the next is Committee Reports, so I'll wait until you get to the -- I think I've already talked about training.

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

**COMMITTEE REPORTS/ROLES**

**CHAIRMAN D. CHIP JOYNER:** And we can move to Mrs. Borders on Committee Reports and Roles.

**MRS. PRISCILLA BORDERS:** At this time, nothing to report today.

**CHAIRMAN D. CHIP JOYNER:** Thank you, Mrs. Borders.

**STAFF TRAINING/NUMBER OF HOURS - UPDATE**

**CHAIRMAN D. CHIP JOYNER:** Staff Training/Number of Hours. Any updates, Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** As I mentioned last month, we do not calculate it by hours. But I did mention some of the classes that people have been taking. And we're always open to take classes, especially in this environment now with COVID-19 where our duties are not as much as they had been for some of the positions so that we are encouraging the staff to sign up for all of these classes that the County offers.

There are over two hundred classes offered every single year. And it's phenomenal. And there's actually a training department in the County. And then their webinar is free, free webinars that the staff can be assigned, particularly our librarians, because we are required to keep our certificates up. All of us are with the -- have to be licensed by the state of Georgia. And that requirement is that we have at least ten hours of training every two years. The licenses go, they expire every -- after two years, so every two years we're required to make sure that we keep up the license by making sure we have at least ten hours of training. At any point, we could be asked to produce the fact that we've had training. So that is very much a requirement of what we do.

So I'm very, very happy that a lot of the staff have participated so much in the training that's been offered. And they've had the time to do so than in the past. And it has -- I've seen that that is really making a difference in how people see their jobs and how they gravitate to new ideas and how they offer and present new ideas. So I think all that is speaking very well for us.

**CHAIRMAN D. CHIP JOYNER:** Very good. Thank you.

**NEW BUSINESS**

**LIBRARY LEASED SPACES - PEACHTREE LIBRARY/MARTIN LUTHER KING, JR., LIBRARY**

**CHAIRMAN D. CHIP JOYNER:** Okay. New Business.

**MRS. GAYLE H. HOLLOMAN:** The New Business concerns, first of all, we wanted to start talking now about our Library Leased Spaces. As you know, as you may remember, when we started the Capital Improvement Program, we knew that we would have thirty-two libraries -- well, we'd have thirty -- thirty-two libraries, yes, to renovate. We have two additional libraries that make the thirty-four that are not part of that group. And that's because they are our leased facilities. Those are M.L.K.

Library and the Peachtree Library.

Those libraries have been leased for a number of years, and we need to start thinking about just how we're going to renovate them, if it's possible to renovate them. So the whole concern is that the Peachtree Library and M.L. King will come after all the other work has been done on the other libraries. And they knew that. Everyone has known that. About maybe a year ago, a group of us went there and started to look at the interior spaces and how we'd like to improve upon them.

We know that they're going to need furniture, fixtures, and equipment to be replaced. So just about a week and a half or so ago, an assessment was made at Peachtree Library as to the self-checkout machines that could be replaced and how many would be needed, or that could be added that didn't have any, and computer issues and other things. So I see it very much now informed and working with us to make that happen before the targeted date of May 1 for us to have the public coming back into the inside spaces.

The M.L. King Library is a little bit different. It -- first of all, to go back to Peachtree. There's funding within the Peachtree lease to allow us to use to renovate the interior space. And that money will be used to do that.

There's not that type of funding for M.L. King. So with that in mind, we've been trying to figure out just how would we make that happen. It's not a part of the Capital Improvement Program, so we can't take dollars from that. And it's come

down to a fact that the M.L. King Library needs a lot of work. There's a lot of issues with it. The staff doesn't even have its own restroom. So patrons and staff are forced to use the same one. And we considered several things there. Figuring out a way to actually renovate the space or the interior and/or trying to look at relocating to another space. And that has been under consideration now for several years. The lessor would not have a problem with us relocating because they do have some others who are of interest -- who have an interest in that space. But the problem becomes where do you move? And the spaces that have been looked at by our real estate component of DREAM, have identified spaces that are astronomically priced. And so it's kind of like cost prohibitive for us to move, because we want to stay within the areas of Dr. King's life, work, and purpose. And so -- or within, you know, where he lived and worked and went to school -- those types of considerations. So that's why I'm bringing it to your attention. It is time for us to start making those decisions about it. It isn't that you're being asked to make a decision today, necessarily, but we do want to consider that.

#### **CENTRAL LIBRARY - RENAMING**

The second component to this New Business discussion has to do with the Central Library. The County leadership is very much interested in adding to the name of The Central Library. By virtue of how it has been renovated, the idea now is to call it, The Central Library and Conference Center.

As you know, the fifth floor is a conference center component of The Central Library, and we want to activate those spaces for our use and for use by others on a -- could be on a paid basis; could be on just a basis on having your own -- having your library card and needing the space for training, for workshops, because we've got spaces to break out and do those type discussions now. And it's going to be phenomenal, a phenomenal opportunity in the downtown area to have those spaces utilized. And, plus, we hope to have some leased spaces within Central as well on several floors, on the upper floors, six, seven, and eight; and some spaces on the first floor and second floor as well. So that's why I'm bringing it to your attention right now, that we think about it. That you start to think about what you might want to do.

And if you want to take up The Central Library Renaming today, that will be a real help. As you know, the Naming Policy that you've already put in place requires that we come to you, that we also form a committee for each of those locations. And the committees would be made up of people from the public, as well as staff, as well as the Board of Trustees, and then you make a

determination once all of the discussions have taken place. And then we take it to the Board of Commissioners for their okay and approval. So that's the process, as you know. And we just want to get it started now so that we don't go much further without having done that.

**CHAIRMAN D. CHIP JOYNER:** Okay. Thank you for that, Mrs. Holloman. Are there any questions or comments with regards to New Business? Okay. All right. Mrs. Borders, I'm going to ask you a procedural question. If we need to discuss any of these items, would we do that in Executive Session? And would we break out to Executive Session now to discuss?

**MRS. PRISCILLA BORDERS:** Well, I'm going to have to follow up with Nina as well regarding that process that relates to having a vote on something like that and we're going to discuss it. I believe we do have to.

**CHAIRMAN D. CHIP JOYNER:** Is that correct, Ms. Radakovich?

**MS. NINA RADAKOVICH:** The state law includes several exceptions to the Open Meeting law. And one of the exceptions is the discussion of negotiating, purchase, or sale of real estate. I think the reason behind that is an open discussion might impair the County's ability to get the best price, whether it's selling or purchasing or leasing. So I think that's the meaning for it. So I think Executive Session is appropriate because we're talking about leased facilities.

**CHAIRMAN D. CHIP JOYNER:** And with regards to the naming -- Renaming of Central Library, would that be discussed in Executive Session as well or no?

**MS. NINA RADAKOVICH:** I think only to the extent we would need legal advice. That's another exception, as you know.

**CHAIRMAN D. CHIP JOYNER:** Okay.

**MRS. GAYLE H. HOLLOMAN:** Our County Attorney is on. Is she on?

**MS. ADEBOLA LAMIKANRA:** Yes. I'm here.

**CHAIRMAN D. CHIP JOYNER:** Is the discussion regarding the Renaming of Central Library, should that be discussed in Executive Session or are we free to discuss it openly now?

**MS. ADEBOLA LAMIKANRA:** I would say that if we're -- to play it safe, I would say go to Executive Session. I mean, if there's nothing legal that needs to be discussed, then you can go ahead and move forward with discussing it and voting.

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

**MS. ADEBOLA LAMIKANRA:** I think, Gayle had --

**CHAIRMAN D. CHIP JOYNER:** Mrs. Holloman?

**MRS. GAYLE H. HOLLOMAN:** Yes. I'm sorry. I do have one other thing I failed to bring up. It isn't part of the New Business, because at the time that we published this, I didn't know about

it. There is a need to discuss a request to have a tree added to the Roswell Library's landscape. And so this had to be brought to your attention just so that we can make sure that it's okay. I don't know if we need Executive Session for it or not. But the requirement is that we name -- that we put this tree in honor of Mr. David Lyon. I don't know if it's pronounced the French way, or David Lyon. But he was the -- he has passed away, and he was a dedicated Board member and officer of the Roswell Downtown Development Authority. And so we're being asked to work with DREAM to get a tree in his honor planted.

And so our questions have to do with -- our concerns, rather, have to do with whether a site selection -- whether a site plan is needed. Maybe we'll need a review of the selected type of tree by an arborist, and then whether or not we have to take it to the Board of Commissioners. We don't know yet because the group has not -- they don't know where they want to put the tree yet, and they don't know what tree. They're waiting for us to say if they can get approval. And that's kind of not really the way it works. And so we really need to kind of decide all those things I just mentioned before we can get to the point that approval can be given. So that was the third thing that we need -- you will need to think about under New Business.

**CHAIRMAN D. CHIP JOYNER:** Okay. Okay. How about we move to Executive Session to cover these three items, and then we'll return prior to adjournment? Do I need to make a motion for that?

#### **ADJOURNMENT**

#### **MOTION**

**MS. LINDA JORDAN:** I can, Mr. Chairman.  
I move that we go into Executive Session.

**MR. PAUL KAPLAN:** I'll second it.

**CHAIRMAN D. CHIP JOYNER:** Okay. Thank you, Ms. Jordan, and Mr. Kaplan seconded it.

Mrs. Claxton, we're moving to Executive Session.

*(Whereupon, the Regular Virtual Board of Trustees Meeting concluded at 5:03 p.m. to go into Executive Session)*

*(Whereupon, the Regular Virtual Board of Trustees Meeting resumed at 5:33 p.m.)*

**CHAIRMAN D. CHIP JOYNER:** So it is now 5:33 p.m., and we're resuming our normal Virtual Meeting and we're coming out of Executive Session, and we're going to continue with New Business with the first item being Library Leased Spaces.

The Board has decided we will table that and take action at the next meeting.

The second item, Central Library Renaming. The Board has decided that they will be -- no -- we're going to vote to consider creating a committee to consider the Renaming of Central Library.

For all those who agree to form that committee, or that one is created, please say aye?

*(WHEREUPON, all said aye.)*

**CHAIRMAN D. CHIP JOYNER:** Any nays? No nays. So that passes. We will name those members in the next meeting. And I would ask that through Mrs. Claxton, if we can get volunteers to serve in that meeting and then we'll announce those at the next meeting, if that's okay with the Board?

**MRS. GAYLE H. HOLLOMAN:** I'll be working to get, Mr. Chairman, to get the people to serve on the committee.

**CHAIRMAN D. CHIP JOYNER:** Very good.

**MRS. GAYLE H. HOLLOMAN:** For our side of it.

**CHAIRMAN D. CHIP JOYNER:** Okay. Thank you, Ms. Holloman. And the last item, New Business, is a resolution that we're going to ask Ms. Radakovich to please read with regards to a request by Mr. Piontek.

**MS. NINA RADAKOVICH:** Okay. You ready?

Whereas, The Roswell Downtown Development Authority has generously offered to plant a tree on the grounds of the Roswell Library at no cost to the County to honor Dave Lyon, a renowned community leader and one of the original founders of the Roswell Downtown Development Authority;

Now, therefore be it resolved, that the Board of Trustees of the Fulton County Library System hereby authorizes Director Gayle Holloman to explore the feasibility of this offer and the necessary steps to get such a tree planted to honor Dave Lyon at the Roswell Library with a plaque on or near the tree explaining its significance.

**CHAIRMAN D. CHIP JOYNER:** Thank you, Ms. Radakovich.

**MS. NINA RADAKOVICH:** -- and this 24th day of March 2021.

**CHAIRMAN D. CHIP JOYNER:** Thank you so much. That's the resolution.

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

**CHAIRMAN D. CHIP JOYNER:** Thank you. And then at next week's -- in next month's meeting, we'll formalize the record. But let's first -- let's first vote on it. I'm sorry.

For all those in favor of the resolution, please say aye?

*(WHEREAS, all said aye.)*

**CHAIRMAN D. CHIP JOYNER:** Any nays? The resolution passes. And



Ms. Radakovich, thank you so much. And Mrs. Claxton, Mrs. Holloman, let's all confirm that the language is clear in advance of the minutes going out for the next meeting.

**MS. NINA RADAKOVICH:** Yes. If there are any questions of clarity, call me and we'll fix, you know, a word here and there.

**MR. JOE PIONTEK:** That was really good the way that was written out, Nina.

**CHAIRMAN D. CHIP JOYNER:** Yes.

**MS. NINA RADAKOVICH:** Thank you.

**CHAIRMAN D. CHIP JOYNER:** Okay. Is there any Unfinished Business?

**ADJOURNMENT**

**MOTION**

**CHAIRMAN D. CHIP JOYNER:** Well, is there a Motion to Adjourn?

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

**CHAIRMAN D. CHIP JOYNER:** Mr. Kaplan makes a Motion to Adjourn. Is there a second?

**MR. JOE PIONTEK:** Second.

**CHAIRMAN D. CHIP JOYNER:** Mr. Piontek seconded it. Thank you everyone. Meeting is adjourned.

*(Whereupon, the Regular Virtual Board of Trustees Meeting concluded at 5:38 p.m.)*

## **Director's Report for March 2021**

Gayle H. Holloman, Executive Director

### **Highlights of Library Service in March**

Staff continued to offer curbside service; prepared and presented virtual programs for all ages; provided readers' advisory; book reviews; and the LibAnswers service; prepared the Central Library for re-opening; and worked their re-assignments assisting with vaccinations and fingerprinting. Craft packets were handed out at curbside to coincide with the observance of Women's History Month and other online programs.

The Administrative Team continued to plan for a phased-in reopening of libraries.

### **Announcements**

The following are upcoming service changes that will be implemented prior to the May meeting of the Library Board of Trustees. They are focused on a phased-in approach to re-opening libraries.

- Patrons will have in-person access to limited services at 33 libraries on Tuesdays (10:00 a.m. to 7:00 p.m.); and on Saturdays (10:00 a.m. to 6:00 p.m.) beginning Tuesday, May 4<sup>th</sup>. Curbside service will continue on the remaining weekdays.
- The 32 branches will offer in-person, walk-in service. Patrons needing to do research at the Auburn Avenue Research Library will be able to do so on the same days and during the same time periods, by appointment. The Central Library is still being readied for a fall re-opening.
- During May, patrons will have access to the following services on a limited basis: browsing, computer usage and printing. Each patron's visit will be limited to one hour.
- Conference, meeting and study rooms will not be available during this time.
- Programs within the libraries remain suspended; however, virtual programs will continue on the website.
- Masks must be worn by staff and patrons at all times when onsite at the libraries.
- Social distancing and good hand washing are highly recommended.
- On May 15<sup>th</sup> staff currently on reassignments will return to work at their various library locations. That will greatly help with staffing levels.

It is expected that the libraries will return to pre-COVID operations on June 1<sup>st</sup>. That plan is contingent on a continued decline of the positivity rate of the virus.

The Administrative Team is working on signage and informational handouts to make the public aware of the changes that are coming in May and June. The website will be constantly updated as well.

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

AS OF MARCH 31, 2021

Doc. #21-20

SERVICE	2021 BUDGET	MARCH	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURE	EXPENDITURE	ECNUMBRANCE	COMMITTED	COMMITTED	BALANCE
REG SALARY	14,616,015	957,886	2,901,382	-	2,901,382	20%	11,714,633
PART TIME SALARY	484,240	28,328	84,449	-	84,449	17%	399,791
BENEFITS	7,903,299	514,606	1,476,925	-	1,476,925	19%	6,426,374
BOOKS	3,646,209	27,136	39,188	1,577,031	1,616,219	44%	2,029,990
OFFICE EQUIPMENT REPAIR	25,760	-	1,610	-	1,610	6%	24,150
EQUIPMENT	23,000	-	-	880	880	4%	22,120
OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
PROFESSIONAL SERV	59,000	-	-	-	-	0%	59,000
COPIER MACHINE	205,865	16,236	48,926	-	48,926	24%	156,939
COPIER PAPER	6,000	-	-	-	-	0%	6,000
SUPPLIES	69,500	2,360	4,761	-	4,761	7%	64,739
SOFTWARE MAINTENANCE	625,000	-	-	-	-	0%	625,000
BUILDING RENT	204,840	15,241	48,681	173,479	222,159	108%	(17,319)
OTHER SERVICES	474,180	24,630	67,600	2,237	69,837	15%	404,343
TRAVEL	12,000	298	298	-	298	2%	11,702
HOPITALITY	10,000	-	-	-	-	0%	10,000
VEHICLE MAINTENANCE	23,850	4,891	5,442	-	5,442	23%	18,408
GENERAL INSURANCE	622,596	51,883	155,649	-	155,649	25%	466,947
<b>TOTAL</b>	<b>29,013,354</b>	<b>1,643,497</b>	<b>4,834,910</b>	<b>1,753,627</b>	<b>6,588,537</b>	<b>23%</b>	<b>22,424,817</b>

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

AS OF MARCH 31, 2021

ORGANIZATION	SERVICE	2021 BUDGET	MARCH	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
PUBLIC SERVICE	REG SALARY	11,534,491	757,097	2,389,534	-	2,389,534	21%	9,144,957
	PART TIME SALARY	484,240	28,328	84,449	-	84,449	17%	399,791
	BENEFITS	6,277,726	412,347	1,220,971	-	1,220,971	19%	5,056,755
	BOOKS	3,214,209	27,136	39,188	1,577,031	1,616,219	50%	1,597,990
	OFFICE EQUIP. REPAIR	20,000	-	1,610	-	1,610	8%	18,390
	EQUIPMENT	8,000	-	-	-	-	0%	8,000
	OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
	PROFESSIONAL SERV	26,500	-	-	-	-	0%	26,500
	COPIER MACHINE	204,865	16,236	48,926	-	48,926	24%	155,939
	SUPPLIES	19,000	-	-	-	-	0%	19,000
	BUILDING RENT	204,840	15,241	48,681	173,479	222,159	108%	(17,319)
	OTHER SERVICES	235,120	13,829	41,645	-	41,645	18%	193,475
	VEHICLE MAINTENANCE	4,000	-	-	-	-	0%	4,000
	GENERAL INSURANCE	404,826	33,736	101,207	-	101,207	25%	303,620
<b>Total</b>		<b>22,639,817</b>	<b>1,303,951</b>	<b>3,976,209</b>	<b>1,750,510</b>	<b>5,726,719</b>	<b>25%</b>	<b>16,913,098</b>

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

AS OF MARCH 31, 2021

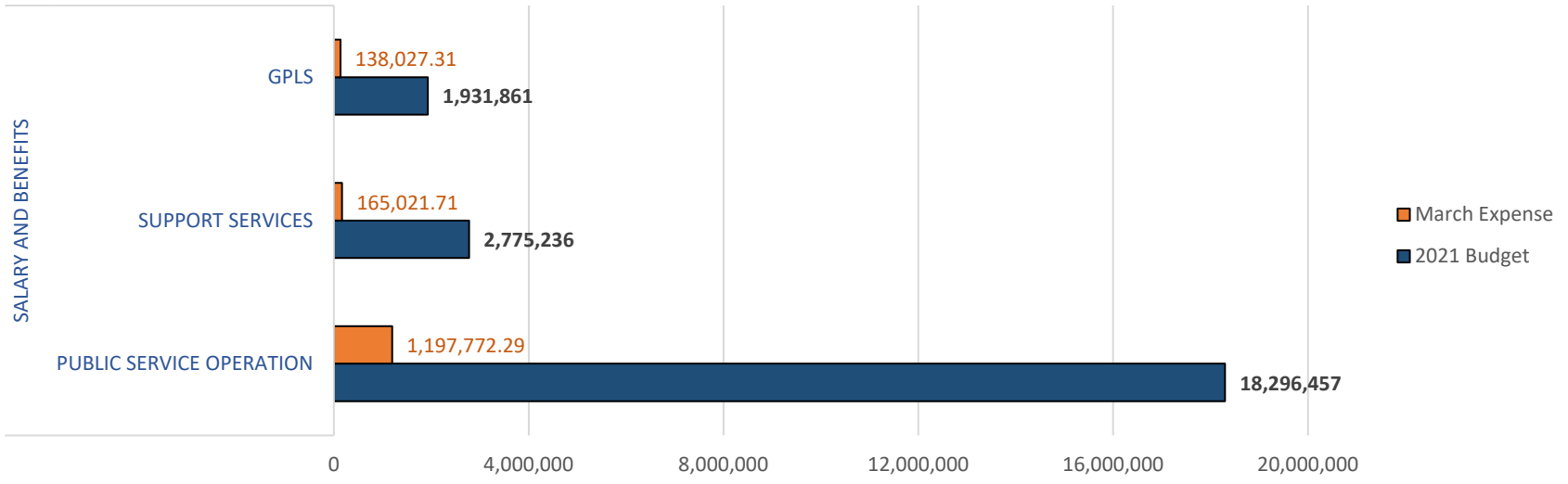
ORGANIZATION	SERVICE	2021 BUDGET	MARCH	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	1,770,026	106,911	371,030	-	371,030	21%	1,398,996
	BENEFITS	1,005,210	58,111	186,202	-	186,202	19%	819,008
	OFFICE EQUIP. REPAIR	5,760	-	-	-	-	0%	5,760
	EQUIPMENT	15,000	-	-	880	880	6%	14,120
	PROFESSIONAL SERV	32,500	-	-	-	-	0%	32,500
	COPIER MACHINE	1,000	-	-	-	-	0%	1,000
	COPIER PAPER	6,000	-	-	-	-	0%	6,000
	SUPPLIES	50,500	2,360	4,761	-	4,761	9%	45,739
	COMPUTER HARDWARE	625,000	-	-	-	-	0%	625,000
	OTHER SERVICES	239,060	10,801	25,955	2,237	28,192	12%	210,868
	TRAVEL	12,000	298	298	-	298	2%	11,702
	HOPITALITY	10,000	-	-	-	-	0%	10,000
	VEHICLE MAINTENANCE	19,850	4,891	5,442	-	5,442	27%	14,408
	GENERAL INSURANCE	217,770	18,148	54,443	-	54,443	25%	163,328
<b>Total</b>		<b>4,009,676</b>	<b>201,519</b>	<b>648,130</b>	<b>3,117</b>	<b>651,247</b>	<b>16%</b>	<b>3,358,429</b>

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

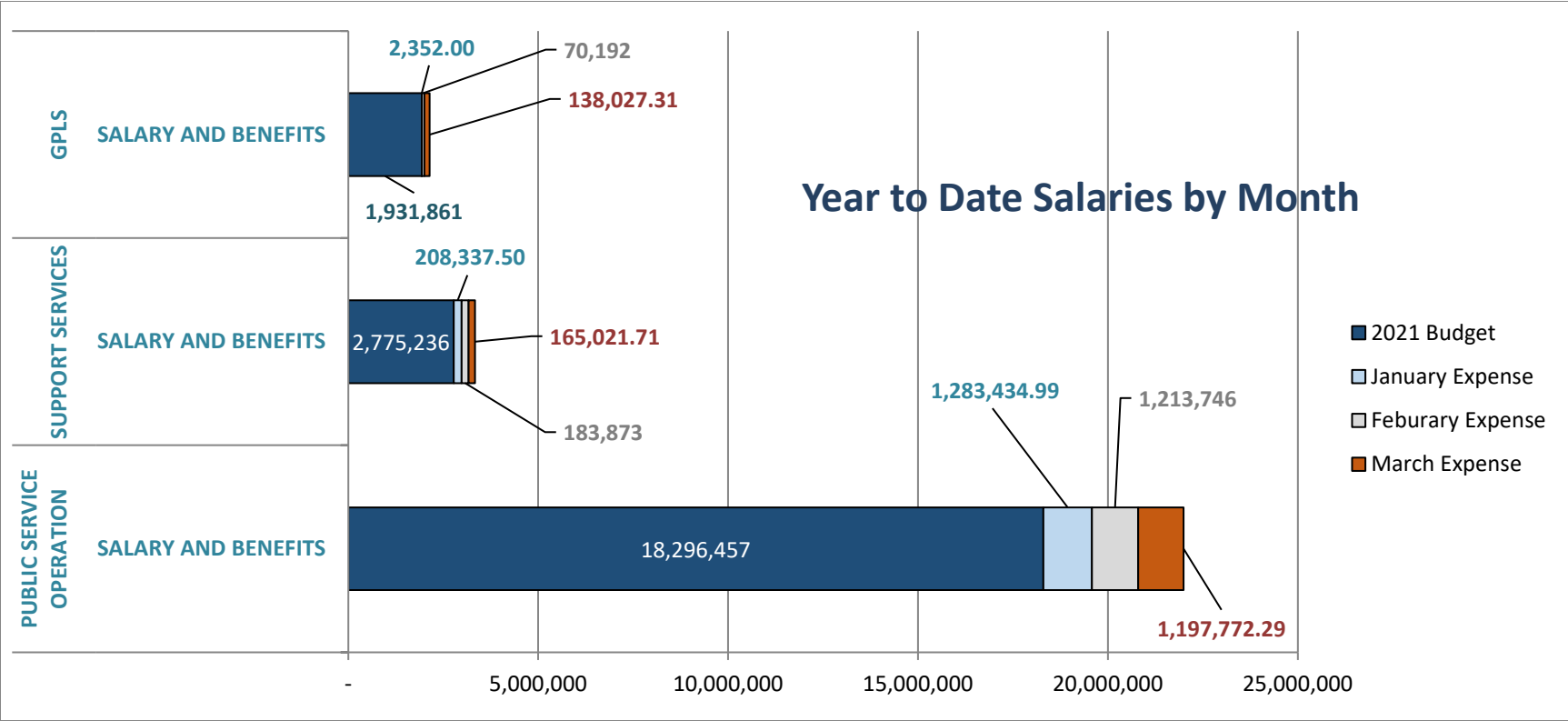
AS OF MARCH 31, 2021

ORGANIZATION	SERVICE	2021 BUDGET	MARCH	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
GPLS-EXPENDITURES	REG SALARY	1,311,498	93,879	140,818	-	140,818	11%	1,170,680
	BENEFITS	620,363	44,148	69,753	-	69,753	11%	550,610
	BOOKS	432,000	-	-	-	-	0%	432,000
<b>Total</b>		<b>2,363,861</b>	<b>138,027</b>	<b>210,571</b>	<b>-</b>	<b>210,571</b>	<b>9%</b>	<b>2,153,290</b>

### March Salary and Benefits by Unit

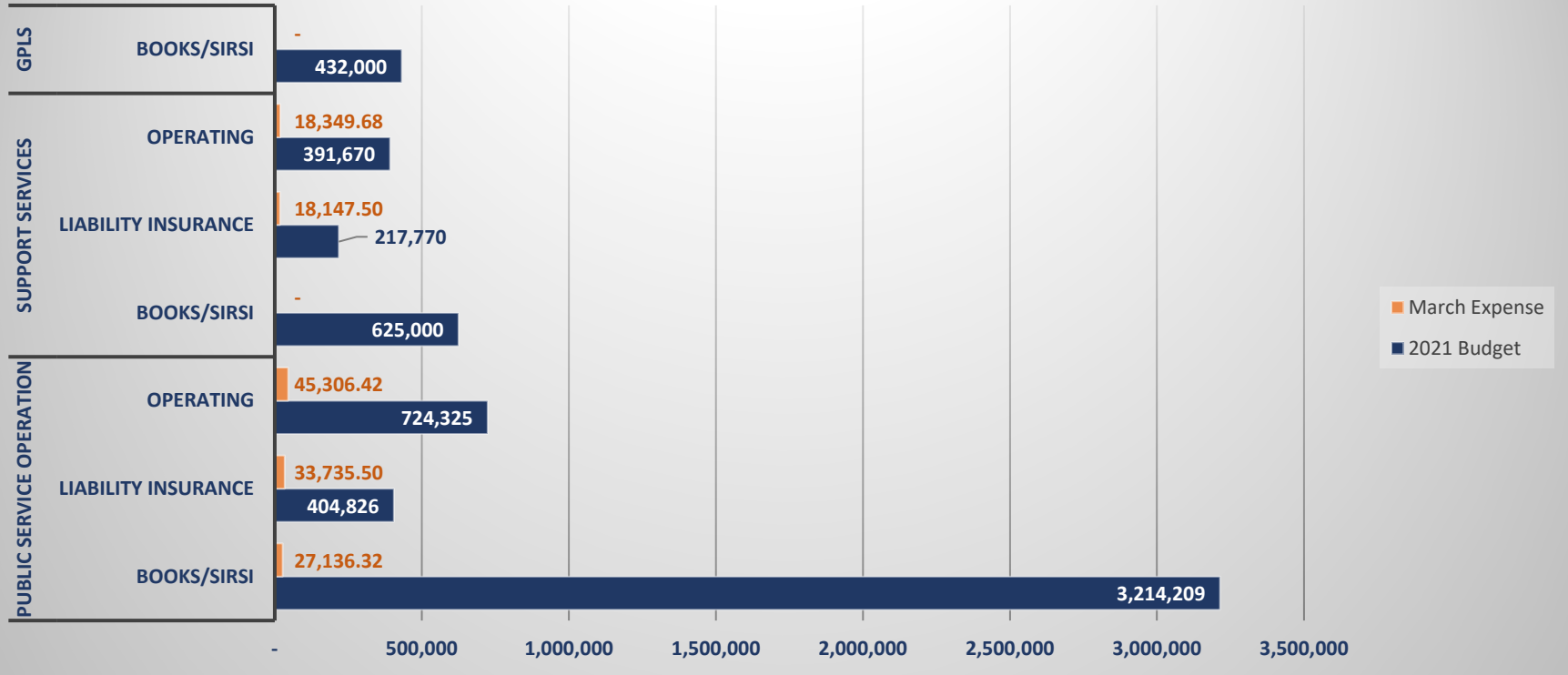


## Year to Date Salaries by Month

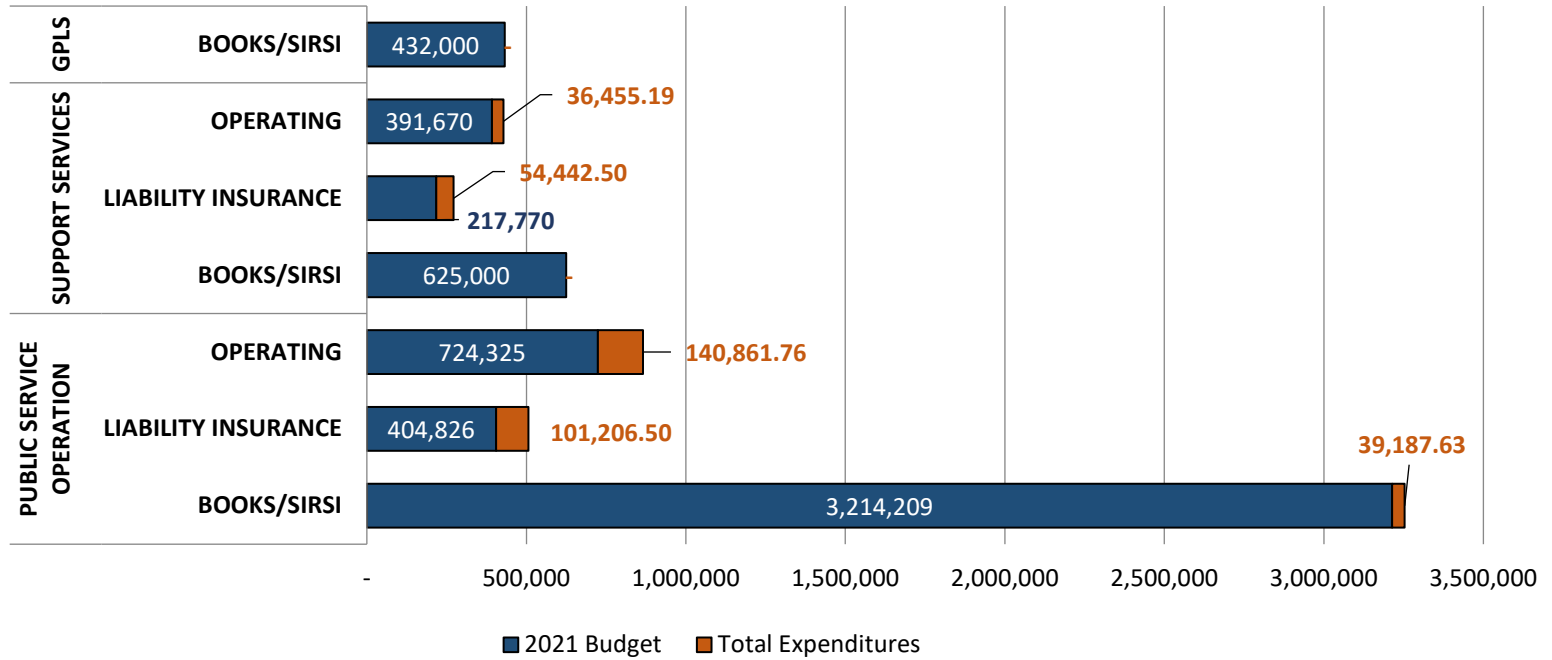




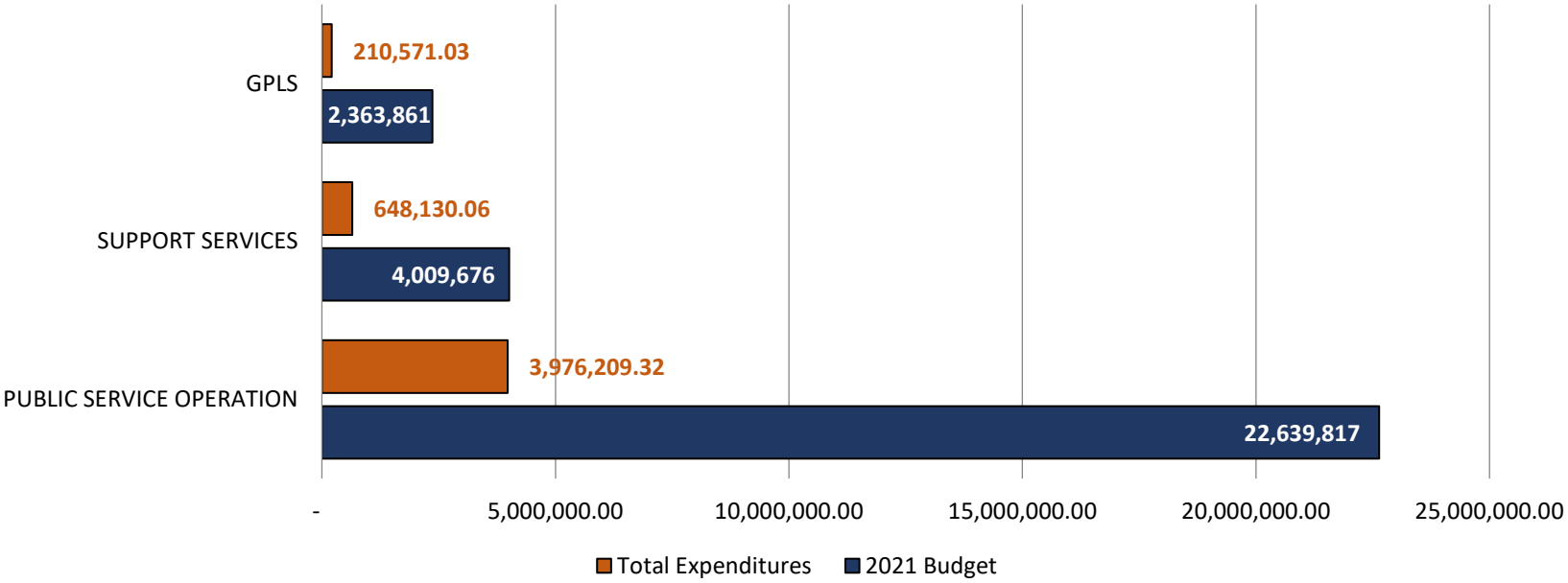
## March Operating Expenditures by Unit



## Operating Year to Date (1st Qtr Expenditures)



### Fulton County Library Total Expense By Unit



Monthly Usage Summary - March 2021					Doc. #21-21
Activity and Description	2021		2020		YTD % +/-
	March	YTD	March	YTD	
<b>Circulation</b>					
Total number of items checked out of the library	90,392	258,087	99,036	514,385	-50%
<b>Holds</b>					
Number of requests by patrons	61,209	183,635	20,588	107,859	70%
<b>Visits</b>					
Number of people entering a library for any reason	0	0	38,290	539,692	-100%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	0	0	8,233	145,866	-100%
Number of hours of computer use	0	0	3,584	47,621	-100%
<b>Web Page Visits</b>					
Number of times people have visited the library's websites	724,533	2,224,648	456,554	1,794,425	24%
<b>Web Visitors</b>					
Number of people who visited the library's websites	102,603	312,256	107,968	391,534	-20%
<b>Virtual Circulation</b>					
Number of materials downloaded or streamed	114,605	337,526	102,528	287,650	17%
<b>Virtual Circulation Users</b>					
Number of people who downloaded or streamed	24,335	72,839	21,891	62,689	16%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	154	687	73	654	5%
Number of people attending programs	3018	9415	3696	19016	-50%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	39	88	6	129	-32%
Number of people attending programs	395	1251	55	2081	-40%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	83	185	77	1093	-83%
Number of people attending programs	1,852	4,304	12477	32432	-87%
<b>Programs - Total</b>					
Library sponsored programs offered (includes all-ages not counted above)	351	1098	156	1876	-41%
Number of people attending programs	5,623	15,763	16,228	53529	-71%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	0	0	58	781	-100%
Number of people attending meetings or activities	0	0	1,452	15503	-100%
*Resources included changed in 2021, 2020 numbers are from same data; Interlibrary Loan and Computer Class on hold until in-person resumes.					

## Fulton County Library System Circulation Stats - March 2021

AGENCY NAME	ADULT	JUVENILE	Y/A	OTHER	Month-2021 TOTAL	Month-2020 TOTAL	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2021 CIRC	YTD 2020 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	164	232	12		408	656	-248	-37.80%	1,472	2,985	-1,513	-50.69%
ADAMSVILLE/COLLIER HGHTS	301	188	40		529	89	440	494.38%	1,172	222	950	427.93%
ALPHARETTA	3,507	5,591	350		9,448	17,239	-7,791	-45.19%	26,838	93,529	-66,691	-71.31%
BUCKHEAD	2,437	1,700	155		4,292	449	3,843	855.90%	11,843	2,180	9,663	443.26%
CLEVELAND AVE	206	141	17		364	8	356	4450.00%	1,153	114	1,039	911.40%
COLLEGE PARK	265	192	20		477	1,136	-659	-58.01%	1,435	4,748	-3,313	-69.78%
DOGWOOD	186	130	28		344	1,047	-703	-67.14%	1,113	5,599	-4,486	-80.12%
EAST ATLANTA	958	1,647	83		2,688	1,552	1,136	73.20%	7,420	2,576	4,844	188.04%
EAST POINT	682	381	39		1,102	270	832	308.15%	2,977	7,635	-4,658	-61.01%
EAST ROSWELL	2,515	4,150	121		6,786	8,427	-1,641	-19.47%	20,066	47,163	-27,097	-57.45%
EVELYN G. LOWERY @ CASCADE	352	293	28		673	2,083	-1,410	-67.69%	2,045	10,779	-8,734	-81.03%
FAIRBURN	329	187	29		545	923	-378	-40.95%	1,655	4,671	-3,016	-64.57%
GLADYS S. DENNARD @ SOUTH FULTON	404	416	33		853	2,962	-2,109	-71.20%	2,380	14,674	-12,294	-83.78%
HAPEVILLE	83	72	2		157	20	137	685.00%	172	61	111	181.97%
JOAN P. GARNER @ PONCE DE LEON	2,436	2,861	213		5,510	495	5,015	1013.13%	15,597	2,297	13,300	579.02%
KIRKWOOD	888	1,582	58		2,528	3,604	-1,076	-29.86%	6,901	17,958	-11,057	-61.57%
LOUISE WATLEY @ SOUTHEAST	202	710	19		931	1,802	-871	-48.34%	3,855	9,784	-5,929	-60.60%
MARTIN LUTHER KING, JR	466	419	26		911	1,385	-474	-34.22%	2,596	7,113	-4,517	-63.50%
MECHANICSVILLE	136	138	34		308	26	282	1084.62%	868	132	736	557.58%
METROPOLITAN	607	1,020	38		1,665	3,641	-1,976	-54.27%	5,337	19,281	-13,944	-72.32%
MILTON	2,607	4,697	266		7,570	9,046	-1,476	-16.32%	21,082	49,026	-27,944	-57.00%
NORTHEAST/SPRUILL OAKS	1,269	2,686	199		4,154	1,023	3,131	306.06%	12,296	4,661	7,635	163.81%
NORTHSIDE	1,659	2,086	120		3,865	366	3,499	956.01%	10,860	1,810	9,050	500.00%
NORTHWEST @ SCOTTS CROSSING	597	880	55		1,532	4,305	-2,773	-64.41%	4,446	20,357	-15,911	-78.16%
OCEE	2,614	4,536	526		7,676	1,242	6,434	518.04%	22,219	6,017	16,202	269.27%
PALMETTO	327	456	15		798	776	22	2.84%	1,767	4,587	-2,820	-61.48%
PEACHTREE	2,299	2,104	114		4,517	5,644	-1,127	-19.97%	12,019	31,963	-19,944	-62.40%
ROSWELL	3,346	3,937	241		7,524	8,011	-487	-6.08%	21,709	40,997	-19,288	-47.05%
SANDY SPRINGS	3,807	4,670	259		8,736	11,006	-2,270	-20.63%	24,585	57,991	-33,406	-57.61%
WASHINGTON PARK	212	361	27		600	1,409	-809	-57.42%	1,469	7,265	-5,796	-79.78%
WEST END	325	365	51		741	962	-221	-22.97%	2,536	4,779	-2,243	-46.93%
WOLFCREEK	957	754	88		1,799	4,485	-2,686	-59.89%	5,325	20,669	-15,344	-74.24%
<b>BRANCHES TOTAL</b>	<b>37,143</b>	<b>49,582</b>	<b>3,306</b>	<b>-</b>	<b>90,031</b>	<b>96,089</b>	<b>-6,058</b>	<b>-6.30%</b>	<b>257,208</b>	<b>503,623</b>	<b>-246,415</b>	<b>-48.93%</b>
CENTRAL	243	91	11		345	402	-57	-14.18%	837	1,827	-990	-54.19%
OUTREACH SERVICES	15				15	87	-72	-82.76%	36	327	-291	-88.99%
AUBURN AVENUE RESEARCH	1				1	2,458	-2,457	-99.96%	6	8,608	-8,602	-99.93%
<b>SYSTEM TOTAL</b>	<b>37,402</b>	<b>49,673</b>	<b>3,317</b>	<b>0</b>	<b>90,392</b>	<b>99,036</b>	<b>-8,644</b>	<b>-8.73%</b>	<b>258,087</b>	<b>514,385</b>	<b>-256,298</b>	<b>-49.83%</b>

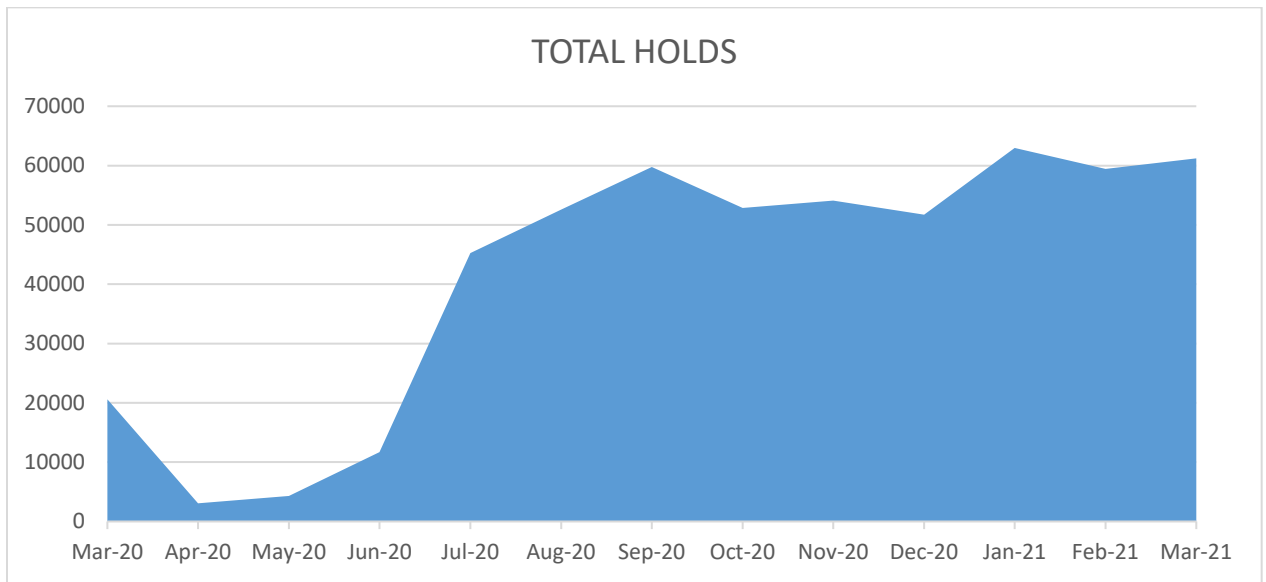
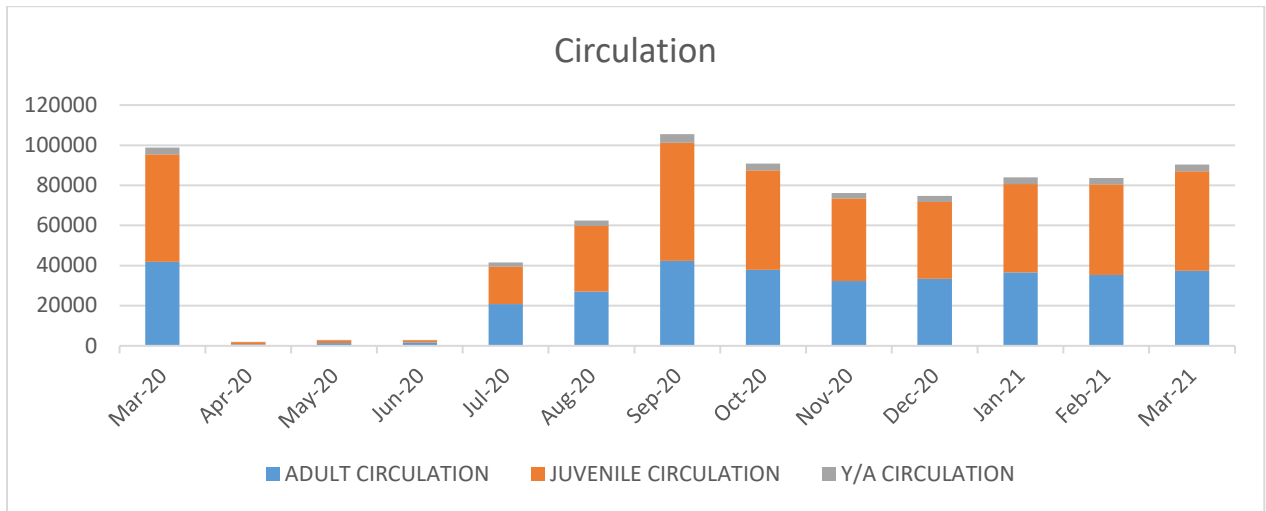
## FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE - March 2021

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	408	28			12	18			
ADAMSVILLE/COLLIER HEIGHTS	529	45			27	11			
ALPHARETTA	9,448	250			3	22			
BUCKHEAD	4,292	291			3	20			
CLEVELAND AVE	364	44			0	0			
COLLEGE PARK	477	46			3	75			
DOGWOOD	344	29			6	20			
EAST ATLANTA	2,688	136			3	181			
EAST POINT	1,102	93			5	18			
EAST ROSWELL	6,786	139			4	212			
EVELYN G. LOWERY @ CASCADE	673	72			0	0			
FAIRBURN	545	65			0	0			
GLADYS S. DENNARD @ SOUTH FULTON	853	63			7	30			
HAPEVILLE	157	51			0	0			
JOAN P. GARNER @ PONCE DE LEON	5,510	311			0	0			
KIRKWOOD	2,528	75			3	27			
LOUISE WATLEY @ SOUTHEAST	931	16			0	0			
MARTIN LUTHER KING, JR	911	58			1	12			
MECHANICSVILLE	308	30			0	0			
METROPOLITAN	1,665	77			3	159			
MILTON	7,570	83			2	153			2
NORTHEAST/SPRUILL OAKS	4,154	113			4	144			
NORTHSIDE	3,865	144			40	58			
NORTHWEST @ SCOTTS CROSSING	1,532	59			6	17			
OCEE	7,676	188			1	1			
PALMETTO	798	33			58	251			
PEACHTREE	4,517	193			2	118			
ROSWELL	7,524	257			11	273			
SANDY SPRINGS	8,736	283			0	0			
WASHINGTON PARK	600	23			6	276			
WEST END	741	45			0	0			
WOLFCREEK	1,799	81			34	152			
<b>BRANCHES TOTAL</b>	<b>90,031</b>	<b>3,421</b>	<b>-</b>	<b>0</b>	<b>244</b>	<b>2,248</b>	<b>0</b>	<b>0</b>	<b>2</b>
CENTRAL	345	100			0	0			
VIRTUAL PROGRAMS					93	1,600			
OUTREACH VIRTUAL PROGRAMS	15	2			14	1,775			
AUBURN AVENUE RESEARCH	1	0			0	0			
<b>SYSTEM TOTAL</b>	<b>90,392</b>	<b>3,523</b>	<b>0</b>	<b>0</b>	<b>351</b>	<b>5,623</b>	<b>0</b>	<b>0</b>	<b>2</b>

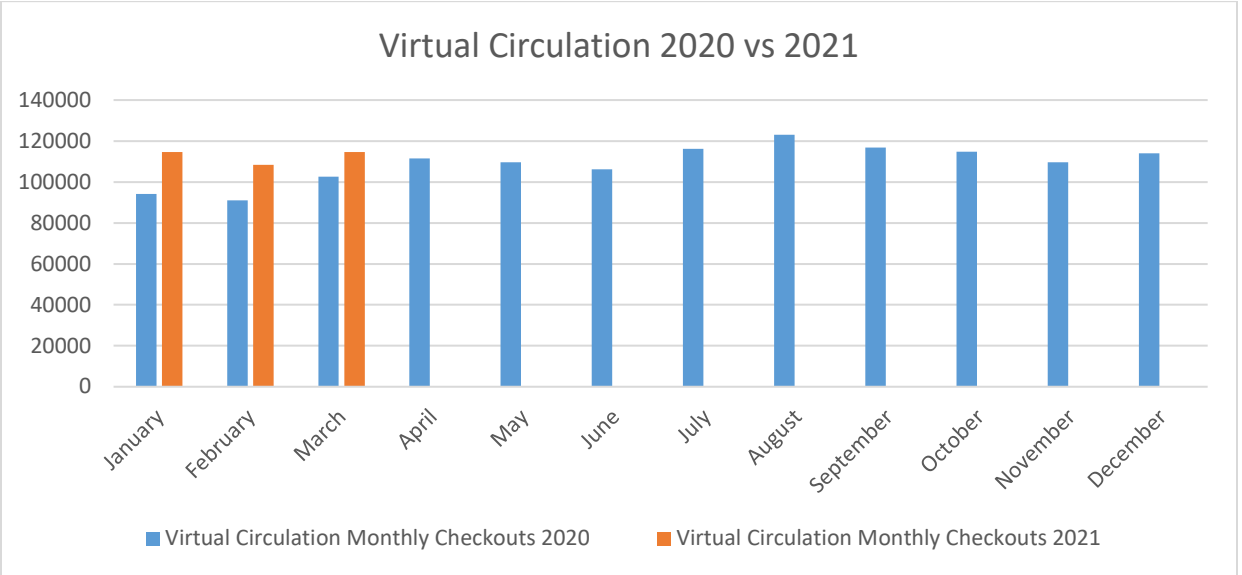
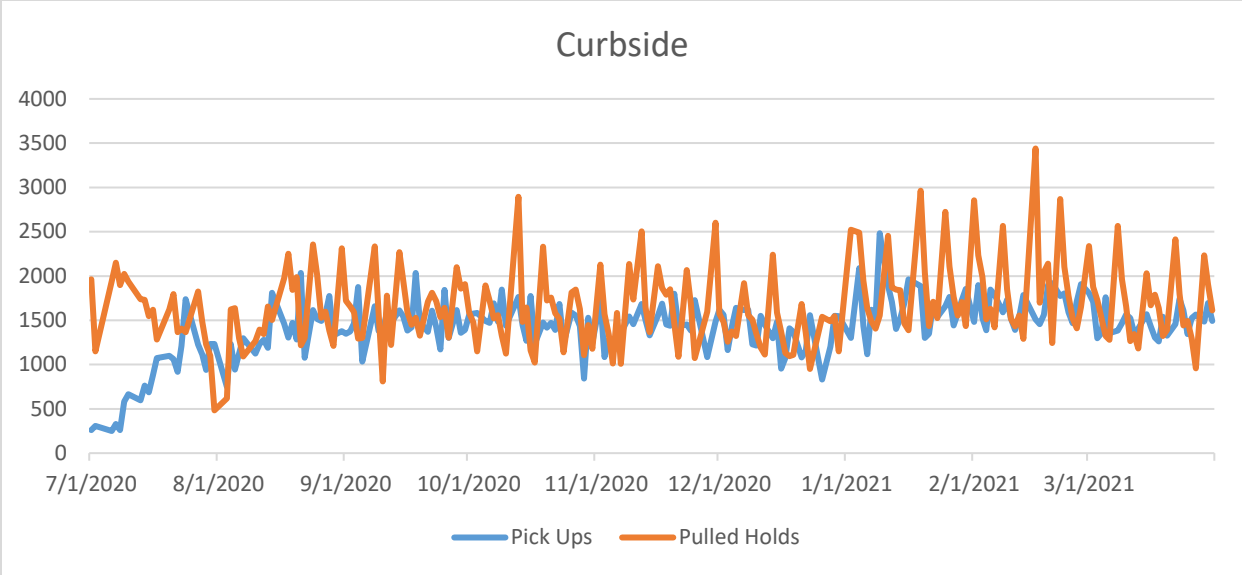
## FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE - Q1 2021

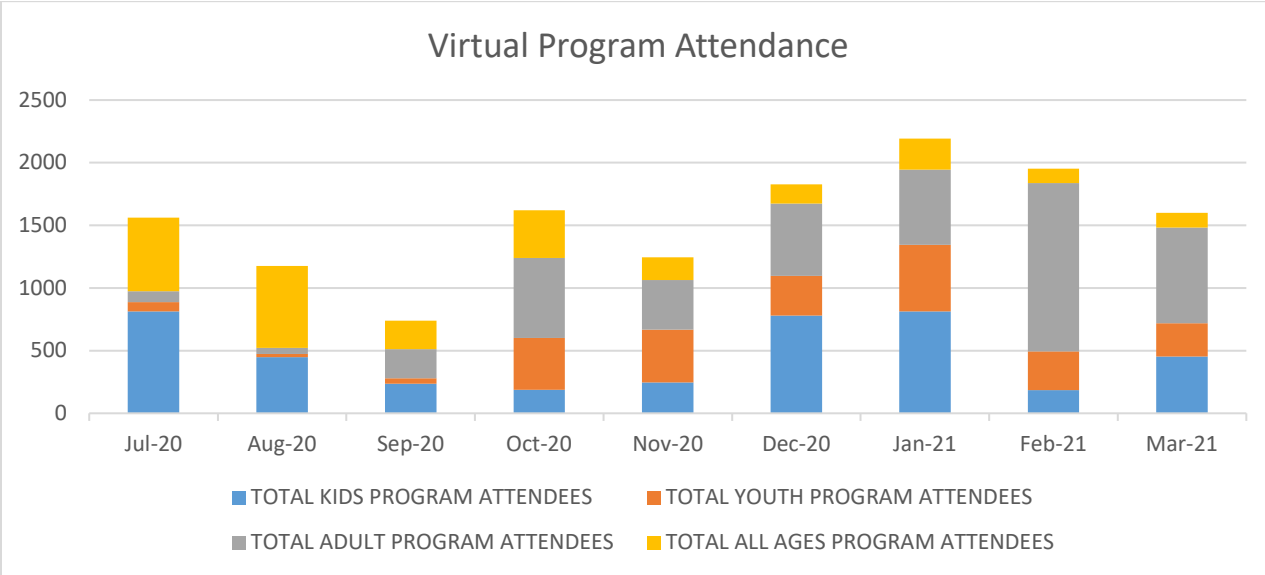
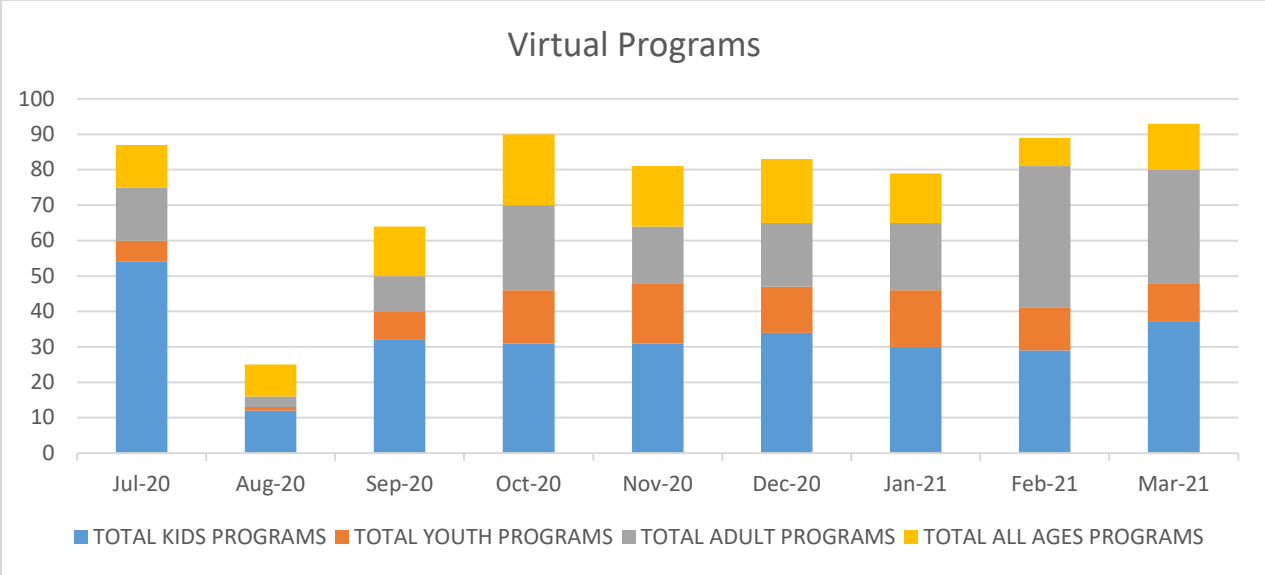
AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATION
ADAMS PARK	1,472	82	0	0	76	126	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	1,172	136	0	0	76	35	0	0	0
ALPHARETTA	26,838	788	0	0	35	229	0	0	0
BUCKHEAD	11,843	1,052	0	0	4	40	0	0	2
CLEVELAND AVE	1,153	110	0	0	0	0	0	0	0
COLLEGE PARK	1,435	145	0	0	10	114	0	0	0
DOGWOOD	1,113	66	0	0	20	67	0	0	0
EAST ATLANTA	7,420	440	0	0	19	445	0	0	0
EAST POINT	2,977	256	0	0	11	66	0	0	0
EAST ROSWELL	20,066	452	0	0	10	776	0	0	0
EVELYN G. LOWERY @ CASCADE	2,045	211	0	0	0	0	0	0	0
FAIRBURN	1,655	173	0	0	7	21	0	0	0
GLADYS S. DENNARD @SOUTH FULTON	2,380	186	0	0	20	137	0	0	0
HAPEVILLE	172	80	0	0	1	6	0	0	0
JOAN P. GARDNER @ PONCE DE LEON	15,597	938	0	0	2	80	0	0	0
KIRKWOOD	6,901	224	0	0	6	79	0	0	0
LOUISE WATLEY @ SOUTHEAST	3,855	60	0	0	3	450	0	0	0
MARTIN LUTHER KING, JR	2,596	171	0	0	4	54	0	0	0
MECHANICSVILLE	868	75	0	0	17	47	0	0	0
METROPOLITAN	5,337	235	0	0	10	456	0	0	0
MILTON	21,082	274	0	0	6	460	0	0	2
NORTHEAST/SPRUILL OAKS	12,296	346	0	0	31	833	0	0	0
NORTHSIDE	10,860	451	0	0	98	217	0	0	0
NORTHWEST @ SCOTTS CROSSING	4,446	198	0	0	20	117	0	0	0
OCEE	22,219	619	0	0	2	34	0	0	0
PALMETTO	1,767	79	0	0	161	575	0	0	0
PEACHTREE	12,019	593	0	0	6	185	0	0	0
ROSWELL	21,709	743	0	0	58	916	0	0	0
SANDY SPRINGS	24,585	875	0	0	2	57	0	0	0
WASHINGTON PARK	1,469	70	0	0	22	821	0	0	0
WEST END	2,536	166	0	0	0	0	0	0	0
WOLFCREEK	5,325	288	0	0	83	437	0	0	2
<b>BRANCHES TOTAL</b>	<b>257,208</b>	<b>10,582</b>	<b>0</b>	<b>0</b>	<b>820</b>	<b>7,880</b>	<b>0</b>	<b>0</b>	<b>6</b>
CENTRAL	837	281	0	0	1	3	0	0	0
VIRTUAL PROGRAMS	0	0	0	0	261	5,745	0	0	0
OUTREACH VIRTUAL PROGRAMS	36	4	0	0	16	2,135	0	0	0
AUBURN AVENUE RESEARCH	6	0	0	0	0	0	0	0	0
<b>SYSTEM TOTAL</b>	<b>258,087</b>	<b>10,867</b>	<b>0</b>	<b>0</b>	<b>1,098</b>	<b>15,763</b>	<b>0</b>	<b>0</b>	<b>6</b>

## March 2021 Executive Summary – Charts









**FULTON PUBLIC LIBRARY SYSTEM**  
**Customer Service Comments**  
**Quarterly Report**  
**January, February, March 2021**

	January	February	March	1st Quarter Total 2021	2018 Year to date (Jan- Mar)	2020 Year to date (Jan- Mar)
• <b>Total Customer Comments Received:</b>	567	458	460	1,485	263	374
• <b>Types of Comments :</b>						
▪ Compliment	75	42	68	185	21	143
▪ Suggestion	13	25	31	69	28	21
▪ Complaint	32	21	29	82	28	31
▪ Inquiry	447	370	332	1,149	186	179
• <b>Format of Comments:</b>						
▪ Emails					237	148
▪ Postcards					26	19
▪ Direct Contact						207
▪ Libanswers						

# FULTON COUNTY LIBRARY SYSTEM

## *Customer Service Snapshot*

*January, February, March 2021*

- **1485 comments were received during the quarter.** The majority of comments were positive customer service responses by patrons for first quarter 2021. Many comments were pertaining to circulation, resources in the digital library, programs and services related to curbside pickup. The remainder were directly related to reopening and resuming services. A sampling of complimentary quotes received include:
  1. Libanswers – “Thank you for assisting with book recommendations”.
  2. Libanswers – “The services offered are much appreciated”.
  3. Libanswers – “Thank you for the help with eBooks”.

**82 disappointments and suggestions for improvement** were received as a result of COVID -19 closure.