



BOARD OF TRUSTEES

MEETING INFORMATION PACKET

JULY 28, 2021



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REVISED

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

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda* Doc. #21-34
- IV. Approval of Minutes – June 23, 2021* Doc. #21-35
- V. New Business
 - A. Security Update – Chief William Yates & Captain Kenneth Schierle
- VI. Chairman's Report
- VII. Construction/Renovation Report – Paul Kaplan
 - A. Contractor - **Winter Johnson** - Central
- VIII. Work Orders Report
- IX. Director's Reports Doc. #21-39
 - Monthly Financial Report Doc. #21-36
 - Monthly Usage Summary Doc. #21-37
 - Customer Service Comments - Quarterly Doc. #21-38
 - Library Closure Report - Quarterly
- X. Unfinished Business
 - A. Central Library – Update
- XI. Executive Session
- XII. Adjournment

*Action is anticipated on this item

Doc. #21-35



**FULTON COUNTY LIBRARY SYSTEM
VIRTUAL BOARD OF TRUSTEES MEETING
JUNE 23, 2021 – 4:00 P.M.**

Alexander Solutions, LLC
College Park, Georgia 30337
Tel: 678 612-3219

**Members Present:**

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

Absent:

Jordan, Linda

Also In Attendance:

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

Visitors:

Lori Kilberg, AFPL Foundation
3 Virtual Participants

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

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

CALL TO ORDER

CHAIRMAN D. CHIP JOYNER: Good afternoon. Today is June 23rd, 2021. It is now 4 p.m. And as a call to order for the Fulton County Library System Board of Trustees the virtual meeting. And, welcome. My name is Chip Joyner and Fulton County Chair of the Board of Trustees; and I thank you for everyone attending, and for spending the afternoon with us. Okay. First, we'd like to move for public comments.

PUBLIC COMMENTS

ZENOBIA CLAXTON: Good afternoon, everyone. I'm Zenobia Claxton. I have one public comment and it states: Good afternoon elected, selected, and rejected supportive library community. A suspicious mail piece from the office of the County Attorney involving the library board chair is being questioned at the time of this writing. Interim County Attorney, Kaye Burwell has been notified. It is absolutely unacceptable for any board member to have access to using the legal department's stationary. All of you should recognize that the quagmire of confusion which involves my rights to the public library usage is a serious and unresolved matter. Yet it is your responsibility to engage in a resolution process. Your personal agendas of library service should have a flexibility clause for reprioritizing that includes the urgent need to assess claims made by staff that causes patrons life disruptions when it blocks usage of public library services. There are safety and security concerns involving patrons and staff that need addressing immediately. In addition, Zenobia Claxton is implied to be responsible for administrative services, yet requested records, and/or files have not been made available, which she is said to be able to retrieve. I have inquired about this alleged tampering of and displacement of documentation. Board Chair, Chip Joyner, has proven that he is not fully comprehending the massive need for clear communication. He is out of place as the leader of this heavily financed and constituents' dependent department. You all need to speak up. Mrs. Borders made statements at the last meeting of her intended actions. I cannot identify a proper addressing of those issues. Once again, a lack in management concerns. Why are you not supportive of Board Chair Joyner? As an engaged trustee, and on behalf of your Commissioners' and the communities that are represented, I deem you to be an epic failure and especially in this pandemic driven reopening phase. God forbid that the Central Library is open to the public without updated policies being in place. I suggest that all the branches be closed immediately, and until some new and reasonable expectations are put in to place. It has been published that patrons do not have to be given notice when they are suspended or expelled from the library. What an unwelcoming threat of intimidation. One, how do you explain that statement? Two, how will you defend yourself if a legal consideration comes forth? Three, will it be budgeted library dollars expended to fight a patron in a court case that you could have resolved or your personal funds? Four, what reference has the Executive Director provided to you for review of that directive? Five, how does staff proceed with management of patron behavior? Six, do you have influence over employees Victor Simmons and Forrest Evans who refuse to do their jobs, of answering questions as the code of conduct states? Please check some reading materials, and learn a best practice skill to utilize for the sake of our wide demographics of patrons. We need you to work your volunteer job as if it was paying a monetary reward. The news report that Georgia's reading abilities are lacking.

Hopefully, we do not lose Fulton County Library System to state control. You should reply to me in a pronto like fashion. Consider today and after the meeting. I am because God is, Donna Renfro Lawson.

CHAIRMAN D. CHIP JOYNER: Okay. Thank you. Thank you, Ms. Claxton.

MRS. ZENOBIA CLAXTON: You're welcome.

CHAIRMAN D. CHIP JOYNER: Are there any other public comments?

MRS. ZENOBIA CLAXTON: That's it.

CHAIRMAN D. CHIP JOYNER: Okay. We really appreciate that.

21-29 ADOPTION OF AGENDA

CHAIRMAN D. CHIP JOYNER: Okay. Does everyone have the opportunity to take a look at the agenda? Are there any updates to the agenda?

MR. PAUL KAPLAN: I'd like to make one thing I've put under construction validation report, under the -- put down work order updates.

CHAIRMAN D. CHIP JOYNER: Work order updates.

MR. PAUL KAPLAN: Right and I'll explain after.

CHAIRMAN D. CHIP JOYNER: Okay.

MR. JOE PIONTEK: Chip, remind me; what was the entry that you wanted to move up, so I can make a motion?

CHAIRMAN D. CHIP JOYNER: Item No. 8, Foundation update because we have a guest, Ms. Lori Kilberg from the Foundation joining us today.

MOTION

MR. JOE PIONTEK: I'd like to make a motion that we move item 8 up to before the Chairman's report.

CHAIRMAN D. CHIP JOYNER: Okay. Is there anyone approved making that change to the agenda? Please forgive me; my dog is a little distracted. My daughter's at camp and she normally takes care of this.

MR. JOE PIONTEK: I'll second that.

CHAIRMAN D. CHIP JOYNER: Okay. All right. So, motion to adopt the agenda.

MR. PAUL KAPLAN: I so moved.

CHAIRMAN D. CHIP JOYNER: Is there a second?

MR. JOE PIONTEK: Second.

CHAIRMAN D. CHIP JOYNER: Okay. All those approve.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: All those, nay.

TRUSTEES: No response.

CHAIRMAN D. CHIP JOYNER: Okay. All right. The agenda is adopted. All right.

21-30 APPROVAL OF MINUTES OF THE REGULAR MEETING OF MAY 26, 2021

CHAIRMAN D. CHIP JOYNER: And approval of the minutes for May 26, 2021. Are there any amendments to the minutes?

TRUSTEES: No response.

MOTION

MR. JOE PIONTEK: I move that we approve the minutes as printed.

CHAIRMAN D. CHIP JOYNER: Mr. Piontek, there's a motion to approve the minutes dated May 26th; is there a second?

MR. PAUL KAPLAN: I'll second it.

CHAIRMAN D. CHIP JOYNER: Okay. All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: The ayes passed.

FOUNDATION UPDATE – LORI KILBERG

CHAIRMAN D. CHIP JOYNER: Okay. So, we have a special guest today, Ms. Lori Kilberg from the Foundation, and we're really excited to welcome her today. This is our first time having the Foundation in our meeting in this capacity, and we really look forward to working with you. And so, the floor is yours.

MS. LORI KILBERG: Well, thank you so much, Chairman. Thank you, all for giving me the opportunity to speak with you today. I know that Nina has been keeping you up-to-date on all we have been doing, but it's now six months approximately into my tenure as Chair of the Library Foundation, and it's drinking as a fire hose. There's so much to do, and so much to learn, and I couldn't be doing it without Nina's guidance, and without the help and support of Gayle Holloman. And I hope all of you in the near future. So, again, I really want to thank you. I've been doing some outreach. I'm starting to do, I'd like to meet each and every one of you personally, have a chat where we can get together for lunch that would also be wonderful. Just to give you some insight into what we are trying to do at the Foundation, and how we, we are anxious to partner and support the library system, and all of you in what you do. Just a little personal background: I've recently rolled off the Board of the Seattle Public Library Foundation when we lived in Seattle. We moved back to Atlanta just this past year, and I have seen in Seattle what a strong library foundation could do to support a strong library system. The Seattle Library won the 2020 Library Journal Library of the Year Award, and in a recent survey, 91 percent of the respondents, residents of the greater Seattle area, considered their library to be an essential service like roads and schools. That's what I think that the Fulton County Public Library Systems needs to be and can be. And that's why we're raising funds to support innovative programming, access to learning, to literacy, to digital access for our residents, training, you know a myriad of activities that only the library is uniquely situated to do and support. So that's the background. With that, and as I said, I know Nina's been keeping you up-to-date on what we've been doing, but we do have a few new things that we are really excited about. First and foremost, we have our first ever full-time Executive Director of the Foundation. We've recently hired Aarti Sharma, who'll be joining us as an Executive Director on July 19th. Aarti has spent over 7 years in the public education space, working for both the Georgia Department of Education and the Georgia Charter Schools Association, and is an active member of the Atlanta nonprofit community as well. She's a graduate of the University of Georgia, and Nina and my alma mater, the Emory University School of Law. So, she's an incredible library lover, a passionate advocate and we think she's going to bring us to new heights at the Foundation. So we're very, very excited about that. Secondly, as many of you know, we have formulated a growth plan for the Foundation with the help of some of you, and other community influencers. And our first action step under that plan was to support and find a strategic plan for the library system. And we're moving ahead with that. To that effect, we have convened a strategic plan steering committee, chaired by Penney Allen; and comprised of Gayle Holloman, and seven other senior library staff; two members of the Board of Trustees Priscilla Borders and Paul Kaplan, thank you; and six Foundation Board Members. We distributed an RFP to ten local and national firms. We're narrowing it down and there's a steering committee comprised of Catherine Murray-Rust, the former Dean of Libraries at

Georgia Tech, who support the new Foundation Board Member, Gayle Holloman, Cheryl Small, and Penney Allen, who have reviewed all of those responses, and have narrowed it down I think to one finalist pending some further interviews. We've gotten excellent references and we're hoping to engage that firm within the next week or so. So, you will be up dated as soon as that does happen. Their calendar is what we're hoping to do is have them start their work by the middle of next month, the middle of July; and we forecast a completed plan by late winter 2022. And one of the things that has been so exceptional about this firm is that they've included a very healthy set of community meetings, surveys, focus groups, individuals, as well as research and analysis of the library system and comparable systems across the country. So, I think this is going to put us on a really good path to formulating the plans for the next however many years. I think Gayle said three to five years, and give us a real platform to raise funds on behalf of the library system. Next on our list is the planning for celebrating Central. As Gayle, I think, will be telling me soon, you know, we've been working on a joint committee with key library members, and foundation members to plan a year-long celebration of Central. We feel that the reopening of Central the end of September, is a once in a generation opportunity to reintroduce the library system -- the entire system to bring people downtown into that incredible new space with Central, and I heard somebody say that they miss -- they missed the tour of the library -- well, you're in for a treat. I was totally blown away. What they have down there with community spaces, with private spaces, with technology, the entertainment features you all will see that during the opening week, which is supposed to start on September 23rd with a sneak peek for donors and VIPs followed by a ribbon-cutting ceremony on Friday for all the County officials, and I think a block party Friday night with young professionals and business people to bring them into the downtown space; culminating in a Saturday sort of carnival fun day for children -- for families -- for children, adults, with all kinds of performing arts, and visual arts, and programs, and culinary features, and author lectures, it's really going to be something. Not to mention, I said a year-long celebration. So, the idea is this isn't a one-shot deal. We want to have recurring programs to keep bringing people back into the library space. So, there will be author lectures; there will be art exhibits; there will be all kinds of cultural displays, performances throughout the year with two major initiatives included. We're going to do a one read for the County where a book will be chosen, and book clubs will be formed in all the county branches across the County, and culminating in a visit by the author who we'll be announcing hopefully in a week once we get that contract signed. It's going to be a very exciting event, and we're looking forward to that. And then, towards the beginning of next summer, a children's literature and film festival that will kick-off the summer reading program. So, there's a lot of big plans in the works, and I'm sure Gayle will be filling you in as we go along and you'll be hearing from us as well. So, plan for that at the end of September. And finally, our fundraising efforts have really been dramatically improved, and you can see we have a very optimistic robust agenda and lots of wonderful things to fund, so of course, you know, our main mission is to raise those funds through private donors, and philanthropic organizations. We have a part-time grant writer who has been incredibly successful in getting grants from various foundations across the community, and library giving day was a huge success, with many, many I think almost 500 new donors, who have now started to contribute to the library, and we hope will become, you know, life-long donors as well. So, we couldn't do this without Gayle's

support and the support of her staff, and without all of you. So, I want to thank you again for everything you are doing to support the library, and we're looking forward to this partnership. Does anybody have any questions?

TRUSTEES: No response.

CHAIRMAN D. CHIP JOYNER: What are some of the things that you've seen in your past life being involved with other libraries where the Foundation really partners with the libraries -- besides programming? But how do you balance between the public funds and the private funds with regards to responsibilities to run the libraries?

MS. LORI KILBERG: Well, that's a great question. We do not have any impact or influence on the library operations, per se. And the idea of the Foundation is to be a support unit much like the Police Benevolent Association or the Grady public-private partnership. So, we consider ourselves to be the private part of the public private partnership. One of the things that I have seen other library foundations do that is very important is to work in advocacy, both within the public system to raise the funding amounts for the library, as well as going out to the public and helping people appreciate all that the library has to offer, so that the public will support referendums and levees and things like that to raise funds for the library. One of the issues that we're facing in Fulton County, and I don't know how much you all are aware of this -- is that our funding is probably at the bottom of the list of funding for comparable library systems. So, you know, the funding takes care of -- you know this way better than I do -- the budget that you're dealing with to hire staff to keep the library open for as many hours as you can; all of these things that are crucial to the success of a library system. What the Foundation does is allow the library to innovate, to take risks with programs that might not be funded publicly, to explore areas like we're going to do with the strategic plan to see what the community needs from the library and how the library can best meet those needs. You know Fulton County, as you all know, is a hugely diverse community, I mean, the County, you know, is 72 miles I think it is; over a million residents, you know, south, north, downtown -- there's so many different aspects and so many different needs. And the library is in such a great position to address those diverse needs by having branches all over, you know, it's not one centralized location you know what's good in one part of the County might not be as effective in another part of the County. So, library really with the wonderful public spaces, and one of the huge advantages we have because I don't want to talk about just the disadvantages -- one of the huge advantages we have are these new beautiful spaces that have been funded by the County government that are now community hubs, and gives us an opportunity to really be inclusive within those communities and outreach, you know, to the extent we can. So I think that the success I've seen especially in Seattle is reaching out to undeserved communities, giving people access to technology; we've seen with COVID how incredibly important that you is. The Foundation, you know, can work really hard to fund digital literacy; to you know training lifelong education seniors where they are. You know, there's just so many different opportunities. And I think we're poised right now, you know, the timing is just right. I think after COVID, everybody really appreciates how important this is, and the people are also willing to give private funds and foundation funds to support those initiatives.

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

LORI KILBERG: Sure. My pleasure.

CHAIRMAN D. CHIP JOYNER: Again, are there any questions for Ms. Kilberg?

TRUSTEES: No response.

MR. JOE PIONTEK: No, that sounds like a fantastic weekend. Gayle? I don't see how that -- anyway Gayle, that will be a great time for me to tour the library.

MRS. GAYLE H. HOLLOMAN: We don't want you to wait till then; but it's going to be a fabulous time for us all for that particular weekend; but going into the full year of activities, take us to other levels.

MR. JOE PIONTEK: I can wait. I'm good.

MRS. GAYLE H. HOLLOMAN: Okay.

CHAIRMAN D. CHIP JOYNER: Very good. Well, thank you. Thank you, again. And Lori, just, we want to work closely with you. We love to hear best practices; and Gayle she's been our leader. And so, reach out to us anytime and you're more than welcome to join our meeting anytime you'd like.

MS. LORI KILBERG: Thank you.

CHAIRMAN D. CHIP JOYNER: Okay. Thank you, so much.

MR. JOE PIONTEK: Thank you.

CONSTRUCTION/RENOVATION REPORT – PAUL KAPLAN

CHAIRMAN D. CHIP JOYNER: We'll move on. All right. So we will move on to the construction and renovation report. Mr. Kaplan. You're muted. Paul, I think you're muted. I'm going to send him a message.

WORK ORDERS - UPDATE

MR. PAUL KAPLAN: Now, you can hear me, all right? Well, it would be nice if I unmuted, so you can hear me talk. Anyway, Central Library of course is going to be opening in September, the end of September, and it's exciting. And a full year of grand openings would really, really put people understanding what they have, what we have to offer in a library system. So as exciting things are getting done; construction is going on. When I say construction, IT and there's all -- a lot of odds and ends that have to be done. But the only thing I want to talk about is work orders. If you remember the last meeting, I was discussing about work orders, and I had the opportunity now to receive -- I have all of the May. From May 1st through 31st, I have all of the work orders that had been generated by the libraries. And so far, for the month of May I have -- make sure I have this correct -- I have about 655 work orders had been generated. Now, it sounds like a lot -- I'm sorry 164. I'm sorry, 164 work orders. You have to understand the work orders are anything from -- I'll give you a category: HVAC, we have electrical work, plumbing work, general maintenance work, lawn maintenance, fire alarm systems, sprinkler systems, life safety, and roof work. And it sounds like a lot and it is, and so far, 77 of those work orders have been completed. But you have to bear in mind, that we have work orders that happened in the month prior to May, April that have not been completed and carries onto the next month. But we're just trying to keep -- I'm trying to keep ahead of this. And what I'm planning on doing every month, I'll let everybody know how many work orders have been generated, what is the most work orders right now that's facing us and if there are major issues that are happening. So, while I have this -- I planned on doing this every month just to keep you abreast of what's going on with that portion of it. But HVAC is very important at the environment of the library. And a lot of times, if it's too hot during the summer months, people don't want to come in, workers -- it's hard for workers to continue doing what they're doing. We put in some temporary air-conditioners last year -- two

years ago I lost one year two years ago and hopefully that won't happen anymore. So, we're working on it and I'll try to keep this up every month for sure. Anybody have questions?

CHAIRMAN D. CHIP JOYNER: Okay. Mr. Kaplan, how are you receiving these? Are they going to one Central office, or you getting copies via e-mail.?

MR. PAUL KAPLAN: Well, I'm set up with the DREAM team, Joe Davis' group that I will receive a copy detailing an Excel program that shows me all libraries, all the names of the libraries, and what each library has wrote a work order for. So, there's 34, we got all libraries on it. So, I have the entire list. And how I do it is I take that list because it's so small, and I blow it up so I can read it. I have tri-focal, but I don't do well with those. But it's something that we never tracked before. We heard about problems and stuff like that, but just I think that the good idea what was happening and what's going on; which one is the library that we're having problems with.

CHAIRMAN D. CHIP JOYNER: Okay. All right. So, this is the first full month of getting the report?

MR. PAUL KAPLAN: Yes, I had a year's report. The first one he sent me a whole year which is a lot, but this is the first one, it's a full one. The library's open now, so this is something we're looking at. But major issues really are HVAC, plumbing, believe or not even landscaping, but I think Gayle can attest to that because landscaping is not high on the list of priorities they have to prioritize this, life safety of course comes first, plumbing, HVAC, electrical work, and then it goes from that point, and fire alarm systems. So, we're going to see. If people are more people are using it, we'll see what happens with the work orders what has to be done. We're still doing punch-lists in some of the libraries that have not been completed.

CHAIRMAN D. CHIP JOYNER: Okay. And now the DREAM team they've committed to try to finish our work orders within 21 days?

MR. PAUL KAPLAN: No. They won't get it done within 21 days. I can tell you that. They try to do as much as they can, but I don't have any commitment on anything like that. They try to do as much as they can do. They only have so many people working and you have that many libraries [Inaudible] he's running like 230 buildings in Fulton County, and that's a lot of buildings, so it's -- they've taken everything. We don't have our own maintenance. They're the ones who handle it. We talked about one time trying to get two full-time people just for the libraries. And I don't think it's going anyplace at this point, unless Gayle can say something I don't know about.

MRS. GAYLE H. HOLLOMAN: Well, I'm always asking for that type of assistance. Many years ago, we had a facilities manager, and that is particularly needed especially at the Central Library; but it is needed throughout the organization because right now we have so much -- so many new computers and other equipment. We have so much going on, and we have so much new furnishings, and all of that that we are really in a situation where once those warranties run out, we're going to be -- we're going to really need someone to keep a good eye on a regular basis as to what's going on and what's needed. Already we've had chairs to get broken, we've had fabrics to come apart, we've had various things to happen just with the furniture itself. And so, we're working all the time with IT, and we're working with DREAM to try and identify those areas. And I've been in constant contact with the heads of those departments and they're very much in favor of trying to help us move forward with whatever we can do. And I do think that the County

Manager is poised to be very much aware and in tune with what we're needing. I don't know where it's going to lead, but I do think that he is very much willing to take forth our needs to the Board of Commissioners, and try and get some of these positions that we think we need that we used to have or need to have. And so, I'm very optimistic that we're going to be able to do some things differently so that it will make a difference because we see the need every single day. I mean, we come in and we've got -- here's Central for instance: We had to -- since last weekend, the temperature was such that they were going 85 to 88 degrees to the point that the staff could not stay inside to do the work. So, we had to deploy them elsewhere. I couldn't come to my office because I couldn't sit in here with 88-degree temperatures and work. So, it's a health risk and all that. So, we're working very closely with other departments, and we'll keep you abreast as we move forward.

MR. JOE PIONTEK: Gayle, are these positions we need to advocate for or are they -- I know that we have so many positions that are un-filled; but do we need to advocate for you?

MRS. GAYLE H. HOLLOMAN: Well, I think right now I'll bring back to you if that becomes necessary. Right now, they have a different approach than we've had in years past; it's new. Something I never experienced before; but I'm working with finance and there is a procedure now where you don't have to have all that red tape to create a position. So, if you've got, if you've got salary savings and other ways of funding it, you have much more autonomy to do so. So that's what we're banking on right now. But I appreciate that offer. We may have to take you up on it.

MR. JOE PIONTEK: Anytime. Commissioner's very, very excited about the library, so that's anytime, yes.

CHAIRMAN D. CHIP JOYNER: Do we have a preventive maintenance calendar and also calendar that says, that notifies us when the warranties are about to expire; so, we know we can get them checked before expiration?

MRS. GAYLE H. HOLLOMAN: I don't know of any such calendar, but you know a lot of times by the time we open these libraries, the warranties are up, and/or they're almost up. And so, that becomes a problem then for DREAM. And so that's where DREAM gets involved. But what we've been asked to do no matter what happens in the library don't worry about is it a warranty or anything, because they don't really know the library itself. So, just send in the work request. DREAM will sort out is it theirs, is it a warranty item, is it a combination of things. So that's really what the staff has been advised to do. And it works well overall.

CHAIRMAN D. CHIP JOYNER: Mr. Kaplan.

MR. PAUL KAPLAN: And some of these warranties about 30 days before the warranty is up, they do a walk-through and they try to catch anything that needs to be done. The only thing I would probably say that we ever did, now it's too late now, but I would probably start with a two-year warranty. One year and the problem is we've lost this whole year. So, we really weren't using the facilities in full, other than curbside pickup and some people were using the bathrooms and pulling books. But now it's being used a lot. As far as the temperature and stuff are concerned, they do have a system that when Central goes down, or any library goes down supposedly they'll be able to see in the central area that something's happening to the library. So, prior to opening the library, we see something wrong with the HVAC, they can send some people out there to see what's

happening and what's going on. That's was -- that's I think everything is functioning. I'm not 100% sure that thing is up and running not, but I think it is.

MRS. GAYLE H. HOLLOMAN: But they're supposed to be able to remote in, but they are not always able to. Some of that is still being worked on.

MR. PAUL KAPLAN: And I will tell you that Central library, as far as I'm concerned, you can have a full-time custodian there all the time. And if you're lucky, that person can keep up with it. Central is big, and you'll see when you go through the walk-through. It's large. There's a lot of components going on. We need one person full-time there.

CHAIRMAN D. CHIP JOYNER: Oh, is there anything else you'd recommend that we do as Trustees and with our Commissioners as far as --

MR. PAUL KAPLAN: -- you talk it up with your Commissioners, as far as I'm concerned. You know, you really looking for something that we have two people that are assigned to us 100% all the time, and add somebody full-time at Central. I think we're looking at it now. I really think so.

MR. JOE PIONTEK: Well, Gayle, is that part of what you were talking about; that extra person?

MRS. GAYLE H. HOLLOMAN: Yes, that's part of what I'm talking about.

MR. JOE PIONTEK: All right. Cool. Okay. It cuts the red tape off; just, you know. Hey, Paul is there a place -- where, I mean, you had a very specific number of requests for the DREAM team. Is there a place where I can see this? Apparently, I've become the face of the Roswell library and people are like, you know, this is wrong, or that's wrong and the other thing. It'd be great if I could say, yes, absolutely, it's on the list. I know it's going through.

MR. PAUL KAPLAN: Not really. They have it. It goes to their secretary and they make up this list during the month. On a day-to-day- like weekly basis [Inaudible.], I don't know of anybody that I can call to find out other than calling the actual branch manager of Roswell that makes up the work order. She would know right away if it's done, where it's at. She would be the first person to talk to.

MR. JOE PIONTEK: I'll just call you.

MR. PAUL KAPLAN: All right. Give me a call that would be fine.

MR. JOE PIONTEK: Thanks, Paul.

CHAIRMAN D. CHIP JOYNER: Paul, can't thank you enough to get on top of this because as you know for the last decade this is an issue that's gotten away from us. And we have not been able to keep up the way we should, but with you giving us monthly updates, together maybe we can do a much better job particularly keeping up these new libraries.

MR. PAUL KAPLAN: Right, I said at the last meeting two or three or four years now. We might not be on a Board, if you're not on a Board that's one thing, but I don't want to see the place deteriorating. After all the millions that we spent, for all the technologies and everything goes in place. I want to see this strive. I want to keep it going. So, for the future Boards for the future of the library system we need to keep this stuff up.

CHAIRMAN D. CHIP JOYNER: Absolutely. That's the key initiative this year. Thank you, so much for that.

MR. PAUL KAPLAN: Okay.

CHAIRMAN D. CHIP JOYNER: All right. Any further questions for Mr. Kaplan?

TRUSTEES: No response.

21-33 DIRECTOR'S REPORTS**21-31 MONTHLY FINANCIAL REPORT****21-32 MONTHLY USAGE REPORT**

CHAIRMAN D. CHIP JOYNER: All right. Moving on to the Directors report. Ms. Holloman.

MRS. GAYLE H. HOLLOMAN: Okay. Thank you, Mr. Joyner. Good evening again everybody. Well, we're very excited about the things that have happened. In May, as you know, we went to two days of the week, Tuesdays and Saturday in which we were opening the libraries to the public to come in. That allowed us to be able to sort of gauge just what that would look like, and it did not pose any problem. We didn't have all of the negatives we thought we would've had. People came in. They were very happy to see the spaces and just overjoyed. The processes worked. The only thing that was different, at that point, was that we were no longer -- we continue to not allow for meeting rooms, study rooms and conference rooms to be used because of the cleaning needs that those posed. But other than that, we were -- it worked out. So, I'll speak a little bit more about that when we talk about library openings under unfinished business. But I also wanted to bring your attention to our -- some of the reports that we have here. The monthly usage summary for instance shows that in 2021 our virtual circulation exceeded or held pace with our numbers in 2020. So that's real good for us to know because the fact for this year our pandemic, we thought it was going to be much more negative than that. But because the extra funding we were able to receive, and because of the interest that the public placed in those services, it really held own, and even surpassing many weeks and months. So, that was real positive. 36% -- did someone say something? Thirty-six percent of our 2021 budget has been committed. So, I didn't know if you had any questions about any of the financial reports at this stage. If so, I'll try to answer them.

CHAIRMAN D. CHIP JOYNER: Questions at this time. Thank you.

MRS. GAYLE H. HOLLOMAN: Okay. But that's basically where we are and I'll speak more about that and the other items under unfinished business.

CHAIRMAN D. CHIP JOYNER: I do have one question. I forgot. What is hospitality in the budget?

MRS. GAYLE H. HOLLOMAN: Okay. Hospitality is where we fund things such as if we had our opening, a grand reopening we use the funds for that. Sometimes we're able to provide some funding during the summer reading program where we can give money out to the branches to expend for you know, cupcakes or something like that. We don't usually do a lot of that type of thing, but right now we've not utilized that fund, that funding right now. We don't hold onto it because we're not sure we're going to need with regards to Central's evening events that we're going to need some of that money. The Foundation is of course stepping in; they have agreed to sort of match our funding, whatever funding we can put together. And so, that's what we're hoping that some of that money may actually be moved over, so that they can then -- we can expend some of the funding and then they can match it. So that's what we've ask for from them. But I'll keep you abreast of that as we go forward. But usually, we don't use a lot of hospitality dollars because the County really frowns upon us having a lot of events, and spending money for a lot of things that are not exactly work-related all the time. So, we don't do a lot of that.

CHAIRMAN D. CHIP JOYNER: Okay. Thank you.

MRS. GAYLE H. HOLLOMAN: And any other questions? So, are you ready for the unfinished business? Can you hear me?

CHAIRMAN D. CHIP JOYNER: Yes, I can hear you.

UNFINISHED BUSINESS

LIBRARY REOPENINGS – JUNE 1, 2021- UPDATE

MRS. GAYLE H. HOLLOMAN: Okay. Are you ready to go to the unfinished business?

CHAIRMAN D. CHIP JOYNER: So, the programming: Is there much of an interest in getting programming back and active again?

MRS. GAYLE H. HOLLOMAN: Oh, yes. What we did in May was we said in June 1, when we reopen to the public except for those things that those things that we mentioned with the meeting rooms not being used -- is that we said we would do outdoor programming where possible. Now, some of the libraries do not lend themselves for that. But some of our larger branches in particular have a lot of great outdoor spaces, and some even may have porches and things like that, but what we've done now is -- I was about to inform you is that we're going to be lifting that, if you were in agreement. So, I need to bring that to your attention. I received from Georgia Public Library Services, which we are definitely connected with all the libraries here in the State of Georgia that as of July 1, Governor Kemp has lifted his final Executive Order that was extending the public health state of emergency. And so, I talked with County leadership, and it has been decided that what we will do is by virtue by that July 1st date, we will then open our libraries again with regard to the use of the public's use of meeting spaces, so that would include the meeting rooms, the study rooms, and the conference room. We still have concerns about the cleaning of those rooms because our crews of people who we're coming in to do that for us has not been as -- well, it has not been as well handled, or as well able to be continued as we would like to have. We're supposed to have day porters to come in during many times throughout the day, two or three times a day, not just relying on our evening crews to come in and clean. And that has been kind of problematic because of the companies we've gone with, people get hired but then their background checks come back and they have to be let go or they come and take the job and then they quit. So that's been a problem for us, very problematic for us in trying to make sure that we can keep those rooms that are heavily used clean. But by virtue of the Governor's order and if you're, okay, with what we're saying, County leadership has already said I think that we need to move forward with releasing our hold on those things. So, if you're fine with that, that's what we'll be doing as of July 1.

CHAIRMAN D. CHIP JOYNER: Okay. Is there any concern or comment from any member of the Board, or any thoughts anyone would like to share?

MR. JOE PIONTEK: Gayle, are you saying that we are going forward with opening the meeting spaces now?

MRS. GAYLE H. HOLLOMAN: As of July 1.

MR. JOE PIONTEK: As of July 1, but the problem is getting cleaners to come in and stay in.

MRS. GAYLE H. HOLLOMAN: Yeah, that's been a problem for us. That's why we didn't move to that when we reopened on June 1. It is what it is. And so, now, you know if the Governor's lifting everything then we're just going to -- our thought is that we would just go forward with what he has done.

MR. JOE PIONTEK: I love it. I love having a day because I'm getting a lot of pushback on that. They loved the meeting rooms. These new library is just fantastic so, having a date is going to help me. Thank you.

MRS. GAYLE H. HOLLOMAN: Right. Well, at least one Commissioner mentioned it at the last Board of Commissioners meeting, and none of the others said yay or nay with regard to it. So we take that as being in agreement.

CHAIRMAN D. CHIP JOYNER: Would anyone on the Board object to moving forward with reopening the meeting rooms on the 1st?

MRS. MAJORIE L. KIMBROUGH: I have one concern. Would it be maybe unusual to say to those who would like to use those meeting rooms that if you would like to wipe them down, or if you would wipe them down when you leave it would make it better for the next person who uses it? Is that out of the question?

CHAIRMAN D. CHIP JOYNER: That sounds reasonable to me, any other --

MRS. GAYLE H. HOLLOMAN: -- I don't think it is out of the question because what we have continued to do, Mrs. Kimbrough, that's a great idea -- is that we continue to leave the masks out. We continue to leave hand sanitizer stations standing; so, that if you wanted to use those things you could, but it was not said that you got to wear a mask or any of that. It's recommended. And so, the County left it up to us for that. So, I would think that we could do the same thing. We have quite an abundance of some of that stuff stored anyway; so, that would be one way to hopefully use it by just making it available, and that you wipe it down once you finished, or this or that. I think that's a reasonable question -- reasonable statement. What do you all want? You all agree with that?

CHAIRMAN D. CHIP JOYNER: I think that's a great idea. Thank you, Mrs. Kimbrough. I think that's outstanding. And I think it's time to really move forward. I think many people want us to move forward, and if Fulton County is opening up, and there was no objections by the Board of Commissioners, I think we owe it to the public to open back up.

MR. JOE PIONTEK: Gayle, can I ask you one more thing? The -- there is the law that says we are not responsible for -- you know, the law I'm talking about. Are we putting those signs on the outsides of the libraries that say, if you come into the library and contract COVID, then we are not responsible. There's a Georgia law that says that. We've all seen this as you're walking into a place, there's a law that they post on a window; are we posting those?

MRS. GAYLE H. HOLLOMAN: Yes, we posted that the entire time now.

MR. JOE PIONTEK: Oh, great.

MRS. GAYLE H. HOLLOMAN: Now, with this new mandate from the Governor, I'm not sure how we should receive that at this point. So, I don't know if they're going to change the law, but we've had that up in the library the entire time.

MR. JOE PIONTEK: Fantastic.

MRS. GAYLE H. HOLLOMAN: Well, not the entire time. When we first found out about it, we posted those. Claudia did the posters and sent them out, and they were put up in the libraries in several places all around.

CHAIRMAN D. CHIP JOYNER: Okay. All right. Sounds like we're in support of reopening. Is there any concern from the County Attorney? Are we all, okay, very good. All right, Ms. Holloman.

MRS. GAYLE H. HOLLOMAN: All right. So, anyway as far as the library reopening, like I said earlier, it's gone quite well, but there are some of our newer libraries -- ten of those

that are newer have been -- they've got a punch list thing done, you know, that's where they continue to go out and fix things that have been found to be a problem, or have occurred that no one can see what's coming things of that nature. So, they're doing that. The Central library has experienced several other; problems with HVAC as Mr. Kaplan has already stated, and we're working through those. We've had some technology issues particularly here at Central in trying to get things up and running, but IT has sent a group of people here over the last several days, and they've been right here stationed every single day coming to work almost as though this is their regular work location. And they've been putting in a lot of time trying to get cameras ready, and working on computers and all of those things; the self-check machines and other things that need to be brought up to speed. So, I feel confident that we're still in line to make our deadline, so that we can reopen in mid to late September. There's a lot that has to go on at Central. I really need to impress upon you all the fact that Central is like no other. There's a lot of cracks and crevices here that things can go wrong, things will need to be taken care of, there's a lot of activities that have to be put in place, there's a lot of exhibits and things like that we're working on. So, the staff is in place, the staff is working hard. Our Central library Administrator, Cheryl Small is working very diligently with the staff to make these things happen, and of course Al Collins and his staff are still very much involved in all of the processes with regard to the building itself. But there are things that are of significant concern. And so, I'll keep you posted if anything goes on that is of a great need of communication and your assistance and perhaps helping us to make some of those things come true and [Inaudible.].

CHAIRMAN D. CHIP JOYNER: Quick question. When does GED start back?

MRS. GAYLE H. HOLLOMAN: The GED program as we left it before COVID started was being when Central was completely closed which it still is. But once Central went off-line, we were doing it at the -- we were offering it -- let me see, I got to get the name of the library -- went out of my head that quickly. I'm trying to think. Excuse me one moment. Which library was it? It was Southeast Atlanta. We had a small operation at the Southeast Atlanta library where we offered classes for instruction as well as the tests. We're going to continue to have that location available to the public once Central reopens, but of course the larger location will be Central. We have a special suite of computers and all that, and the entire operation will happen at Central again. It won't happen until we reopen. So I expect that since we're opening late in September it won't get started until October. And we'll be operating two locations; the chief examiner will still be housed out of the Central library as well as his manager. But they will go to both locations on a scheduled basis. We also have our training that is done, and we will resume that partnership with the Atlanta Public Schools. They offer teachers to come out on certain scheduled nights and evenings to actually provide training and instruction. And then the people can sit for their actual test when they're set up and offered. And right now, what they're doing is working with the technical College System of Georgia to look at those spaces that we have at Central to make sure the cameras and all that are in place because there is an area where the chief examiner sits and has to be able to view the people as they're testing. So, once you come and see the -- take your tour, you'll be able to see that room -- those two rooms and how they are operated. But it's a very wonderful space and allows us to have places for people to sit and wait for their test to

start. And as I've said, it will have the cameras being operated so that the Chief examiner can look at what's happening as it's happening.

CHAIRMAN D. CHIP JOYNER: Okay. Very good. Thank you. Okay. All right. So, is that all on reopening?

CENTRAL LIBRARY - UPDATE

MRS. GAYLE H. HOLLOMAN: Well, that's about Central now. The Central library is having a bit of a problem and we're not open yet. The problem that we're having -- and I hate to have to tell y'all about this, but around the library on the exterior, we're having people who are defecating around the library. So that was going on before we closed, and usually the guards will keep watch, and we had in place a guy who wears a hazmat suit, and would come out every morning and bleach the whole exterior of the building all the way around. And so, we've asked now if we can have that to resume. So, they come out and bleach the streets all around Central, the area, the walkways, and everything, and that seems to be helping quite a bit, but it is a problem. So, I am talking with County leadership and DREAM to try and figure out if there's a way for us to buy some of these - what they call nicer-porter-potties that people can use that we put out not too close to the building, but around the Central library when we reopen. So that is a major concern and I'm told that's it's a concern of all of our Downtown Fulton County facilities. It has been a problem at the Ponce De Leon library; it has been a major problem at the Auburn Avenue Research library. I found out the other day from that administrator that it's started again at Auburn. So, we've got this major situation happening, and we've got to get in front of it. So, I just want you to be aware of it, and know that we're faced with it. Any questions about that?

CHAIRMAN D. CHIP JOYNER: Yes, perhaps in the next meeting or even off-line between meetings, if we can share some notes, and have some discussions on some of the best practices taken place in these libraries nationwide, or in these major urban centers. You're right, we need to stay on top of that, or get in front of it. It's a real concern and I just completely understand the challenge. So, thank you for sharing that with us.

MRS. GAYLE H. HOLLOMAN: All right. We have people sleeping outside the library now at the Central Library every evening. Last year, we had to do some landscaping of the Auburn Avenue library because we had people who were burrowing down into the areas around the building especially during the winter, they would put their things there and would bury, and then they themselves at night would crawl into the hole and sleep. And so, we ended up taking up and removing some of that shrubbery and what have you, to sort of make it where that wasn't as easy to be done. And so that has helped some, to some degree. And we have to be very careful also about whatever we have those big bins where you store trash at night that was a problem for us too, particularly at Auburn, where we had people sleeping in those receptacles. So, we really just cannot continue to take it as though it's not -- as if it's going to go away on its own because we've really got to find ways to make it humane, but to also address it.

CHAIRMAN D. CHIP JOYNER: Okay. There's a piece in the American Library Association that I saw, and I'll pass that out to the Board members; so, we can get everyone's thoughts. But it's not -- is not an issue that's unique to us. Okay.

MRS. GAYLE H. HOLLOMAN: No. One last thing I want to bring up, and we didn't put it under, I guess it might be better under new business. Well, we discussed it last month -- the renaming of the Ponce library. That was approved by you all, as well as the Board

of Commissioners. And so, what we need to do now, is set up a date in August is what we're thinking of, mid to late August, and that would be the renaming of the Ponce De Leon for former Commissioner, the late Commissioner Joan P. Garner. So, we've been in touch with some people who were on the renaming committee. One gentleman is of particular note who is very much interested in making sure we don't forget that. I assured him we will not. He has also put us in touch with her wife, so that I'll know how to get in touch with her. We do need to get from her, her availability as well, as the availability of the Commissioner, as well as if the family can provide a portrait of her that they would like to have hung in that building. So, I'll keep you posted as we move toward that, but we really do need to come up with a date, and we hope to do it in August.

CHAIRMAN D. CHIP JOYNER: That would be great. That will be great.

MRS. GAYLE H. HOLLOMAN: So, that's my, the end of my report.

CHAIRMAN D. CHIP JOYNER: Okay. And then Gayle on the subject of reopening, can you do an introduction to the video that was produced by --

MRS. GAYLE H. HOLLOMAN: Oh, yes. The re-opening. All of our ten libraries, we didn't want to shortchange them too much, but you know, you're going to see these libraries here and we asked around, asked the Commissioners, and we asked all of you who can participate to be a part of this and all our staff members to say welcome back to the library, and I think you're going to enjoy it.

(Video playing.)

CHAIRMAN D. CHIP JOYNER: All right. Thank you. Good job for the library staff for putting that together.

MRS. GAYLE H. HOLLOMAN: Claudia and her staff did an excellent job.

CHAIRMAN D. CHIP JOYNER: Yes, very good. Thank you for sharing that. It was kind of exciting to do.

IN-PERSON BOARD OF TRUSTEES' MEETING

CHAIRMAN D. CHIP JOYNER: Okay. All right. The next Board of Trustees meeting location; does anyone have a preference or can you narrow it down for us Gayle?

MRS. GAYLE H. HOLLOMAN: Okay. The way it's going to have to work, it appears is that the suggestion is that you would select a branch to go to, and then having something the public can call in, oh, I mean, can walk in rather, but that you perhaps come to Central around October; or we could go to Auburn. The problem with Auburn at this point though is that there's a lot of construction going on I'm told, and that the contractors have purchased monthly, what do you call it -- monthly arrangements, so that they can utilize the parking spaces there. So, that means we wouldn't have as many spaces as we've been used to having on those days. Now, we still can come to Central, if you want to come now you all can still park at Central, because what we used to do is, we would have the staff give up their parking space for that particular day, so she only meets once a month and you would be assigned, you'd have your name or whatever assigned to a space. The only problem with that is that we have to make sure that everything is working in that room so that the public can call-in just as they are calling in now. That would be the only thing if you wanted to continue with Central. As I said, Auburn has a parking lot consideration. The other thing that we were thinking about is that perhaps you could utilize one of our libraries -- one of our larger libraries that has a lot of parking spaces, and that would be perhaps the Metropolitan library. And we would just do that for July, August, and September and hopefully by that time, you could either go back to Auburn,

or come to Central without it being a major problem. So, it's just up to you as to what you would like to do, or if you want to use a branch other than the Central location or Auburn, and not Metropolitan, just let me know and we would just have to make sure that the meeting room is available.

CHAIRMAN D. CHIP JOYNER: Okay. All right. Central, if we met at Central, we have the technology, the audio and video?

MRS. GAYLE H. HOLLOMAN: Well, the technology, infrastructure is there. We just have to make sure everything is working and available. And I think that once we let IT know, we should be able to find a space that would accommodate that, which normally would be our board room. But right now, the board room technology is not in place. It's in place, but it's not working; and I'm hoping that by the next meeting in July, it would be.

CHAIRMAN D. CHIP JOYNER: Okay.

MR. JOE PIONTEK: Roswell's got a lot of parking.

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

MR. JOE PIONTEK: Just throwing that in there.

CHAIRMAN D. CHIP JOYNER: Okay. Are there any suggestions for the next meeting besides Roswell?

MR. JOE PIONTEK: Besides Roswell? Come on, Chip.

CHAIRMAN D. CHIP JOYNER: I'm asking for another one.

MRS. MAJORIE L. KIMBROUGH: Wolf Creek.

CHAIRMAN D. CHIP JOYNER: Wolf Creek?

MR. JOE PIONTEK: Yes, that would be cool actually.

MRS. GAYLE H. HOLLOMAN: We do know that we've tried to get something in the middle of the city usually, that's what we've done traditionally, because it makes it easier for our patrons if they do come for public comment. It makes it easier sometimes because they can take public transportation. I think there is some public transportation in Roswell, but there isn't in Wolf Creek for instance, so we want to make sure that we think about those things when we're making those decisions.

MR. PAUL KAPLAN: What about Buckhead, Gayle?

MRS. GAYLE H. HOLLOMAN: But it's up to you all. But I just wanted to throw all that out.

MR. PAUL KAPLAN: Do we still have the parking at Buckhead?

MRS. GAYLE H. HOLLOMAN: The parking at Buckhead is interesting as well, because you know we have a parking lot there with an attendant. That's a lease situation that we have. Right now that lease situation we have worked out, so that has been a little problematic for us as well because the public wants to park there, visit the shops in Buckhead, as well as we have contractors who are working on all those builders and things going up around there. And so, that has been sort of interesting on most days.

CHAIRMAN D. CHIP JOYNER: Okay. Damian, you have any thoughts?

MR. DAMIAN J. DENSON: Yes, actually, I have a question for the attorney. So, the rule is that we have to select a physical location to meet in order to continue meeting virtually we have to change the bylaws, that's my understanding?

MS. ADEBOLA LAMIKANRA: Not just the bylaws, but the statute also requires us to meet.

MR. DAMIAN J. DENSON: Okay. And that is off the table for this group?

MS. ADEBOLA LAMIKANRA: Yes, because we're no longer in an emergency -- state of emergency, so that was allowing us to meet virtually.

MR. DAMIAN J. DENSON: Okay.

MRS. GAYLE H. HOLLOMAN: I'm told that the bylaws don't have to be changed. Do they have to be changed?

MS. ADEBOLA LAMIKANRA: If we're going to change the location permanently, then it would need to because right now it says specifically where we're meeting, I'm sorry.

MR. JOE PIONTEK: How about Cascade; they've got great parking. We've kind of rebuilt that one twice now y'all. Am I muted?

CHAIRMAN D. CHIP JOYNER: Ms. Holloman, is the audio and visual, is the audio and video there for us to have a meeting?

MRS. GAYLE H. HOLLOMAN: It's supposed to be in place there. I have to double check it, but all of our locations are supposed to have all of that type of equipment available to us. There again, though, I ask you all about the distance factor for the public. So, that's the only thing we need, I need to be considered. I may be off, but I know we've had different things that we try to do ourselves that we always get this pushback about where we're doing things, and if it's accessible you know. But it's up to you all as to where you want to meet, and I will double check if you want Cascade, I will double check that technology.

MR. JOE PIONTEK: That would be great. I think Cascade is very accessible even from north side and from in town.

CHAIRMAN D. CHIP JOYNER: Okay. All right. Paul does that work for you. You're traveling quite a distance?

MR. PAUL KAPLAN: Wherever you want, it doesn't make a difference to me. I'll just travel there. [Inaudible.] It doesn't make any difference for me.

CHAIRMAN D. CHIP JOYNER: Okay. Is Cascade? Let's do Cascade. All those in favor of doing Cascade, please say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Okay. Sounds unanimous. All right then. Ms. Holloman, let us know if there are any challenges there, we can have a backup plan and our backup plan will be Roswell. Do they have public transportation there, okay?

MRS. GAYLE H. HOLLOMAN: To my knowledge they do, yes.

MR. JOE PIONTEK: We actually do have two bus lines running through.

NEW BUSINESS

CHAIRMAN D. CHIP JOYNER: All right. Well, very good. All right. New business. Is there any new business?

ADJOURNMENT

CHAIRMAN D. CHIP JOYNER: Okay. All right. It is 5:14, there's no new business. There are a couple of things that I'd like to, I'd like to get a call -- will you call off-line, Joe you off-line for some ideas on a couple of things and Ms. Borders, I shared some updates that the Foundation shared with us, but would love to get you guys a little more time between today's meeting and next meeting to share some notes before we come out with the next agenda. I'd really welcome that. Okay. All right. Well, thank you, guys so much. Is there a motion to adjourn.

MOTION

MR. JOE PIONTEK: I move we adjourn.

CHAIRMAN D. CHIP JOYNER: Okay. Got a motion; is there a second?

MR. PAUL KAPLAN: Second.

CHAIRMAN D. CHIP JOYNER: All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Adjourned. Meeting's adjourned. Thank you.

(Whereupon, the Regular Virtual Board of Trustees Meeting concluded at 5:16 p.m.)

Fulton County Library System (FCLS)

Gayle H. Holloman

June 2021

Staff continued to adjust to the re-opened libraries. Patrons were delighted to return to mostly full-service library operations. The only thing that remained to be restarted was the availability to the public of meeting, conference and study rooms.

The Library's Administrative Team began working closely with the Strategic Planning Committee of the Library Foundation Board. The Foundation members hired a consulting company to lead the strategic plan; and worked to finalize the hiring of its new Executive Director.

The plans for a late fall grand reopening celebration of the Central Library continued to be in the developmental stages. Contractors, IT staff; and Library staff continued the day-to-day work of getting that building and its materials ready for the public.

Branch library and Auburn Avenue Library staff continued to offer virtual programming, and assistance with the reference, reading and research needs of patrons.

"Pop-up" type ribbon cutting events were planned for the remaining 10 libraries that, due to the pandemic, had not received that recognition.

Please see the official handout that commemorates those branches (next page).

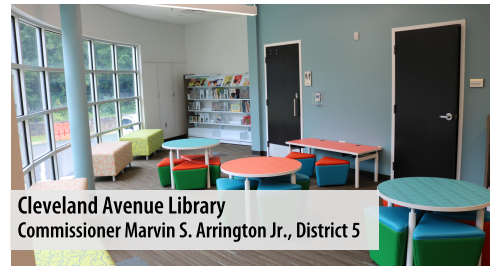
WELCOME BACK FULCO LIBRARY



Adamsville-Collier Heights Library
Vice Chair Natalie Hall, District 4



Buckhead Library
Commissioner Lee Morris, District 3



Cleveland Avenue Library
Commissioner Marvin S. Arrington Jr., District 5



East Atlanta Library
Commissioner Khadijah Abdur-Rahman, District 6



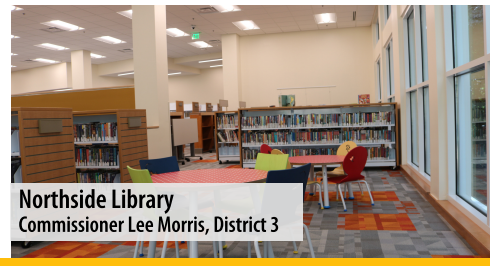
Hapeville Library
Commissioner Khadijah Abdur-Rahman, District 6



Mechanicsville Library
Commissioner Marvin S. Arrington Jr., District 5



Northeast Spruill Oaks Library
Commissioner Liz Hausmann, District 1



Northside Library
Commissioner Lee Morris, District 3



Ocee Library
Commissioner Liz Hausmann, District 1



Ponce de Leon Library
Commissioner Marvin S. Arrington Jr., District 5

SPECIAL THANKS TO:

Chairman, Robb Pitts and the Fulton County Board of Commissioners
County Manager, Dick Anderson and Executive Leadership Team
Chairman, Darren "Chip" Joyner and the Library Board of Trustees
Chairman, Lori Kilberg and the Atlanta-Fulton Public Library Foundation Board
Gayle H. Holloman, Executive Director, Fulton County Library System
Alfred Collins, Administrator, Bond Construction

Program Manager: CBRE Heery/Russell, a joint venture in association with 2M Design Consultants, Inc. and D. Clark Harris.

Program-wide Consultants: TLC Engineering - Technology; EYP, Inc. - Wayfinding; Hillsman Interior Planning & Design - FF&E

Department Heads, Administrators and staff of DREAM; FCIT; Purchasing & Contract Compliance; External Affairs; Fulton County Library System; Arts & Culture



MEET THE BRANCHES

Adamsville-Collier Heights Library

Adamsville/Collier Heights Library, an existing 9,483 s.f. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, rest rooms, meeting room, and all interior areas of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for children and adults. Additionally, two new glass enclosed study rooms in the adults area and a children's tutoring room have been provided.

Builder: CT Darnell Construction
Architect: 720 design and CPL Architects
Group Admin: Marcia Divack

Project Completed: June 2020
LEED Certification: Gold
Branch Manager: Gabrielle Taylor

Buckhead Library

The Ida Williams Library at Buckhead, an existing 19,016 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, restrooms, meeting room, and all interior areas of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture, shelving and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for each group. Additionally, four study rooms with glass fronts and a large meeting room have been provided. The exterior grounds of the library were enhanced with new LED pedestrian lighting, safety cameras and modestly improved landscaping.

Builder: Evergreen Construction
Architect: McAfee3 Architects
Group Admin: Teryn Gilliam

Project Completed: May 2020
LEED Certification: Silver - In Process
Branch Manager: Shirelle Atkins

Cleveland Avenue Library

The Roy Lyndell Yancy, Sr. Library at Cleveland Avenue, an existing 10,386 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, Restrooms, Meeting Rooms, and all interior spaces of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls, overhead surfaces, furniture and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for children and adults. Additionally, two study rooms and a conference room, all with glass fronts, have been provided. Also, the exterior grounds of the library were enhanced with new LED pedestrian lighting, safety cameras and improved landscaping.

Builder: CT Darnell Construction
Architect: 720 design and CPL Architects
Group Admin: Nicolas Rodriguez

Project Completed: June 2020
LEED Certification: Platinum
Branch Manager: Angela Simpson

East Atlanta Library

The East Atlanta Library, an existing 8,600 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, rest rooms, Meeting Room, and all interior spaces of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for children and adults provided in locations within the respected user group areas. Additionally, two (2) glass enclosed study rooms have been provided as well as a new entry that is more accessible to the parking lot.

Builder: CT Darnell Construction
Architect: 720 design and CPL Architects
Group Admin: Teryn Gilliam

Project Completed: July 2020
LEED Certification: Silver
Branch Manager: Terra Cribbs

Hapeville Library

The Hapeville Library is a newly constructed 5,850 s.f. facility. The new brick and metal panel clad building incorporates an aviation theme into the design and includes a broad canopy (an abstraction of an airplane's wing) along its front offering protection of the main entrance and serving as a cover for the pedestrian plaza along King Arnold Street. The new facility has an updated and efficient interior layout, new furniture, shelving units, LED lighting and enhanced technology throughout. Onsite parking for 31 vehicles is provided.

Builder: Albion
Architect: Mcmillan Pazdan Smith Architecture
Group Admin: Nicolas Rodriguez

Project Completed: January 2021
LEED Certification: Gold
Branch Manager: Marquita Washington

Mechanicsville Library

Mechanicsville Library, an existing 2-story, 8,578 sq. ft. library facility, received a total renovation and modernization of the interior, plumbing, lighting and fire protection systems. The entry, rest rooms, meeting room, and all interior areas of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture, shelving and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for children and adults. Additionally, two study rooms with glass fronts have been provided.

Builder: Evergreen Construction
Architect: McAfee3 Architects
Group Admin: Kimberly Snoddy-George

Project Completed: February 2020
LEED Certification: N/A
Branch Manager: Kevin Brown

Northeast/Spruill Oaks Library

Northeast/Spruill Oaks Library, an existing 24,600 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, rest rooms, Meeting Room, and all interior areas of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture, shelving and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for all in locations within their respected user group areas. Additionally, three (3) study rooms with glass fronts and a glass enclosed meeting room have been provided.

Builder: Evergreen Construction
Architect: McAfee3 Architects
Group Admin: Kimberly Snoddy-George

Project Completed: July 2020
LEED Certification: Silver - In Process
Branch Manager: Kay Clark

Northside Library

Northside Library, an existing 11,070 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, rest rooms, Meeting Room, and all interior areas of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture, shelving and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for children and adults provided in locations within the respected user group areas. Additionally, two (2) study rooms with glass fronts have been provided.

Builder: Evergreen Construction
Architect: McAfee3 Architects
Group Admin: Teryn Gilliam

Project Completed: May 2020
LEED Certification: Silver - In Process
Branch Manager: Amy Alexander

Ocee Library

Dr. Robert E. Fulton Library at Ocee, an existing 23,700 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, rest rooms, Meeting Room, and all interior areas of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture, shelving and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for all in locations within their respected user group areas. Additionally, four (4) study rooms with glass fronts and a meeting room have been provided.

Builder: Evergreen Construction
Architect: McAfee3 Architects
Group Admin: Marcia Divack

Project Completed: March 2020
LEED Certification: Silver - In Process
Branch Manager: Carla Burton

Ponce de Leon Library

Joan P. Garner Library at Ponce de Leon, an existing 9,251 sq. ft. library facility, received a total renovation and modernization of the interior, building mechanical, plumbing, lighting and fire protection systems. The entry, restrooms, Meeting Room, and all interior spaces of the library were upgraded with new flooring, fixtures, acoustical ceilings, lighting, freshly painted walls and overhead surfaces, furniture and equipment. The newly renovated library offers separate areas for children, teens and adults with computers for children and adults in locations within the respected user group areas. Additionally, two (2) study rooms with glass fronts have been provided.

Builder: CT Darnell Construction
Architect: 720 design and CPL Architects
Group Admin: Nicolas Rodriguez

Project Completed: July 2020
LEED Certification: Silver
Branch Manager: Anne Vagts

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF JUNE 30, 2021

Doc. #21-36

SERVICE TYPE	2021 BUDGET	JUNE	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
REG SALARY	14,591,015.00	946,708	5,749,314	-	5,749,314	39%	8,841,701
PART TIME SALARY	484,240.00	25,200	163,372	-	163,372	34%	320,868
BENEFITS	7,903,299.00	519,620	3,025,901	-	3,025,901	38%	4,877,398
BOOKS	3,524,685.82	271,869	1,087,919	1,130,697	2,218,616	63%	1,306,070
OFFICE EQUIP. REPAIR	23,000.00	-	1,610	-	1,610	7%	21,390
EQUIPMENT	15,604.00	-	-	1,103	1,103	7%	14,501
OFFICE FURNITURE	2,000.00	-	-	-	-	0%	2,000
PROFESSIONAL SERV	37,937.00	240	240	-	240	1%	37,697
COPIER MACHINE	205,865.00	20,325	106,603	-	106,603	52%	99,262
COPIER PAPER	3,000.00	-	-	-	-	0%	3,000
SUPPLIES	66,900.00	2,065	19,006	799	19,805	30%	47,095
COMPUTER HARDWARE	625,000.00	-	-	-	-	0%	625,000
RENT	204,840.18	10,943	91,173	130,986	222,159	108%	(17,319)
OTHER SERVICES	658,522.00	55,550	231,514	104,604	336,118	51%	321,904
TRAVEL	12,000.00	-	298	-	298	2%	11,702
HOPITALITY	10,000.00	-	-	-	-	0%	10,000
VEHICLE MAINTENANCE	22,850.00	528	6,942	-	6,942	30%	16,408
GENERAL INSURANCE	622,596.00	51,883	311,298	-	311,298	50%	311,298
TOTAL	29,013,354.00	1,904,931	10,795,190	1,368,190	12,163,380	42%	16,849,974

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - ORG TYPE

AS OF JUNE 30,2021

ORGANIZATION	SERVICE	2021 BUDGET	JUNE	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
PUBLIC SERVICE	REG SALARY	11,509,491	747,933	4,538,687	-	4,538,687	39%	6,970,804
	PART TIME SALARY	484,240	25,200	163,372	-	163,372	34%	320,868
	BENEFITS	6,277,726	415,717	2,418,760	-	2,418,760	39%	3,858,966
	BOOKS	3,024,686	(228,131)	587,919	1,130,697	1,718,616	57%	1,306,070
	OFFICE EQUIP. REPAIR	20,000	-	1,610	-	1,610	8%	18,390
	EQUIPMENT	4,000	-	-	-	-	0%	4,000
	OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
	PROFESSIONAL SERV	16,237	240	240	-	240	1%	15,997
	COPIER MACHINE	204,865	20,325	106,603	-	106,603	52%	98,262
	SUPPLIES	48,900	1,833	13,182	-	13,182	27%	35,718
	RENT	204,840	10,943	91,173	130,986	222,159	108%	(17,319)
	OTHER SERVICES	303,516	30,200	141,458	61,512	202,971	67%	100,046
	VEHICLE MAINTENANCE	3,000	-	-	-	-	0%	3,000
	GENERAL INSURANCE	404,826	33,736	202,413	-	202,413	50%	202,413
Total		22,508,327	1,057,996	8,265,418	1,323,196	9,588,613	43%	12,919,214

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - ORG TYPE

AS OF JUNE 30,2021

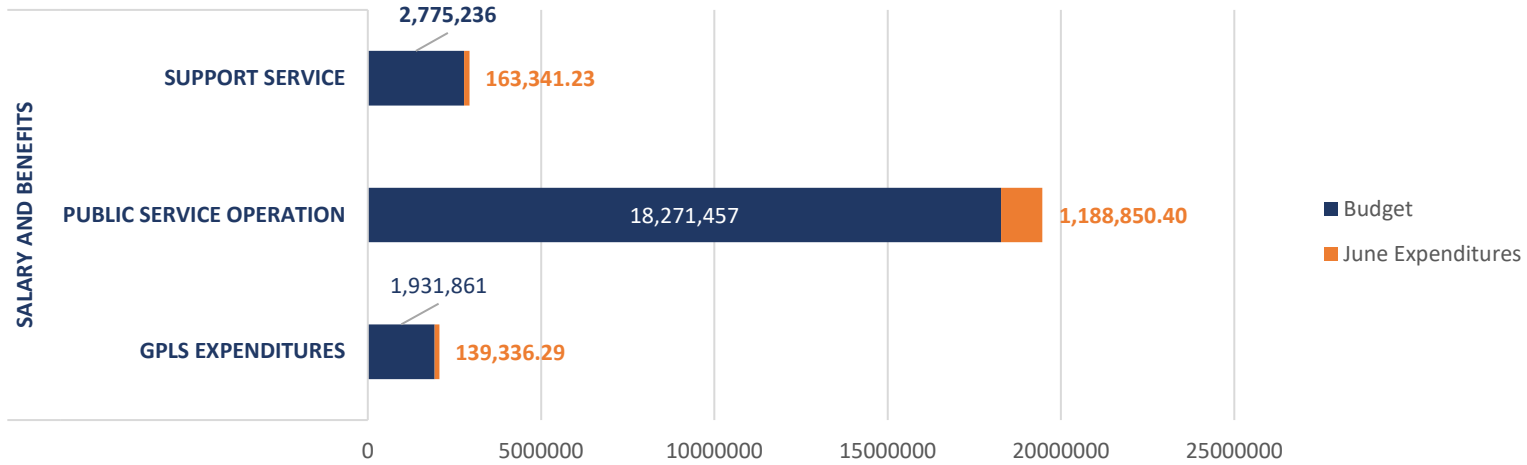
ORGANIZATION	SERVICE	2021 BUDGET	JUNE	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
SUPPORT SERVICE	REG SALARY	1,770,026	104,896	636,845	-	636,845	36%	1,133,181
	BENEFITS	1,005,210	58,446	336,865	-	336,865	34%	668,345
	OFFICE EQUIP. REPAIR	3,000	-	-	-	-	0%	3,000
	EQUIPMENT	11,604	-	-	1,103	1,103	10%	10,501
	PROFESSIONAL SERV	21,700	-	-	-	-	0%	21,700
	COPIER MACHINE	1,000	-	-	-	-	0%	1,000
	COPIER PAPER	3,000	-	-	-	-	0%	3,000
	SUPPLIES	18,000	233	5,824	799	6,623	37%	11,377
	COMPUTER HARDWARE	625,000	-	-	-	-	0%	625,000
	OTHER SERVICES	303,180	(26,476)	38,230	43,092	81,322	27%	221,858
	TRAVEL	12,000	-	298	-	298	2%	11,702
	HOPITALITY	10,000	-	-	-	-	0%	10,000
	VEHICLE MAINTENANCE	19,850	528	6,942	-	6,942	35%	12,908
	GENERAL INSURANCE	217,770	18,148	108,885	-	108,885	50%	108,885
Total		4,021,340	155,774	1,133,889	44,994	1,178,884	29%	2,842,456

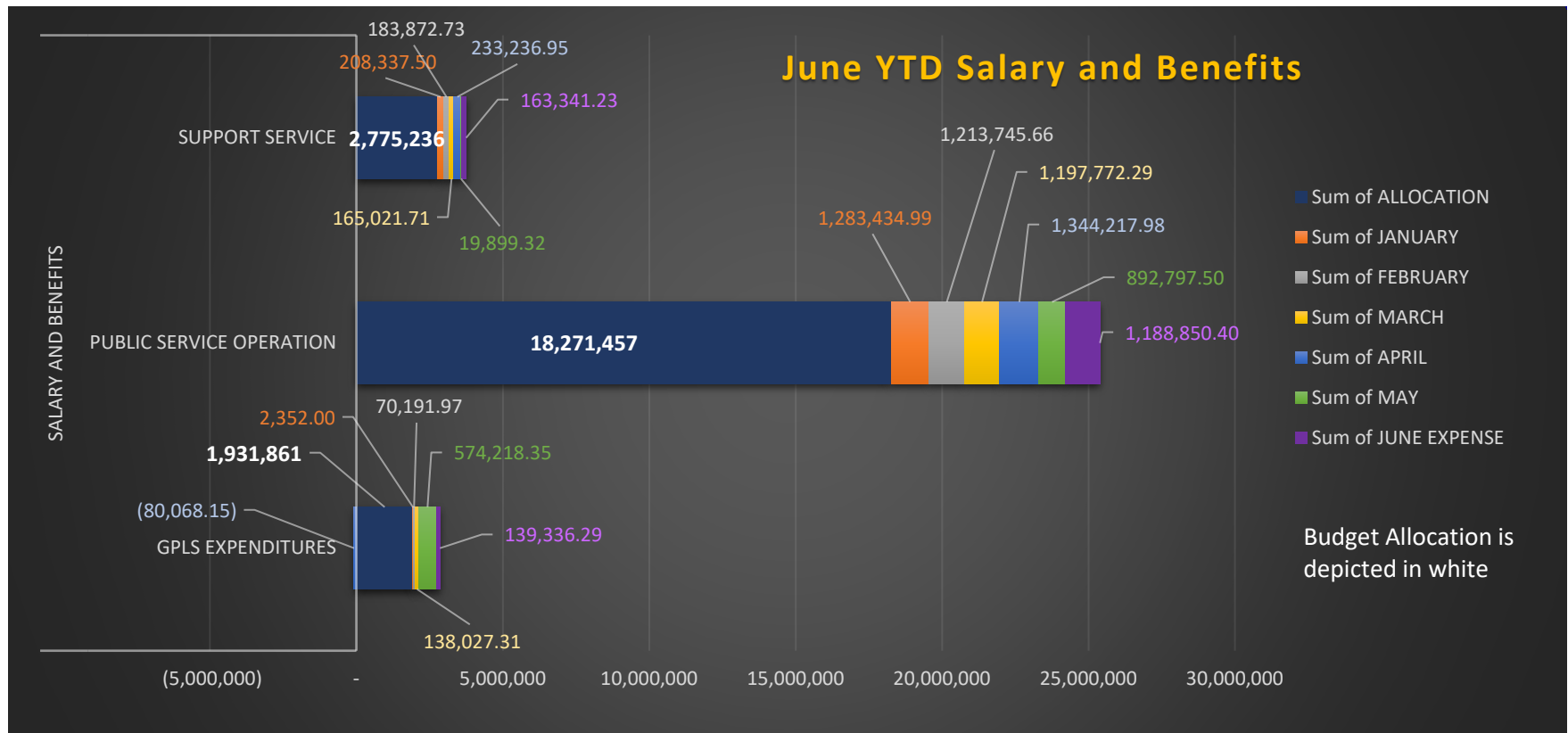
FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - ORG TYPE

AS OF JUNE 30,2021

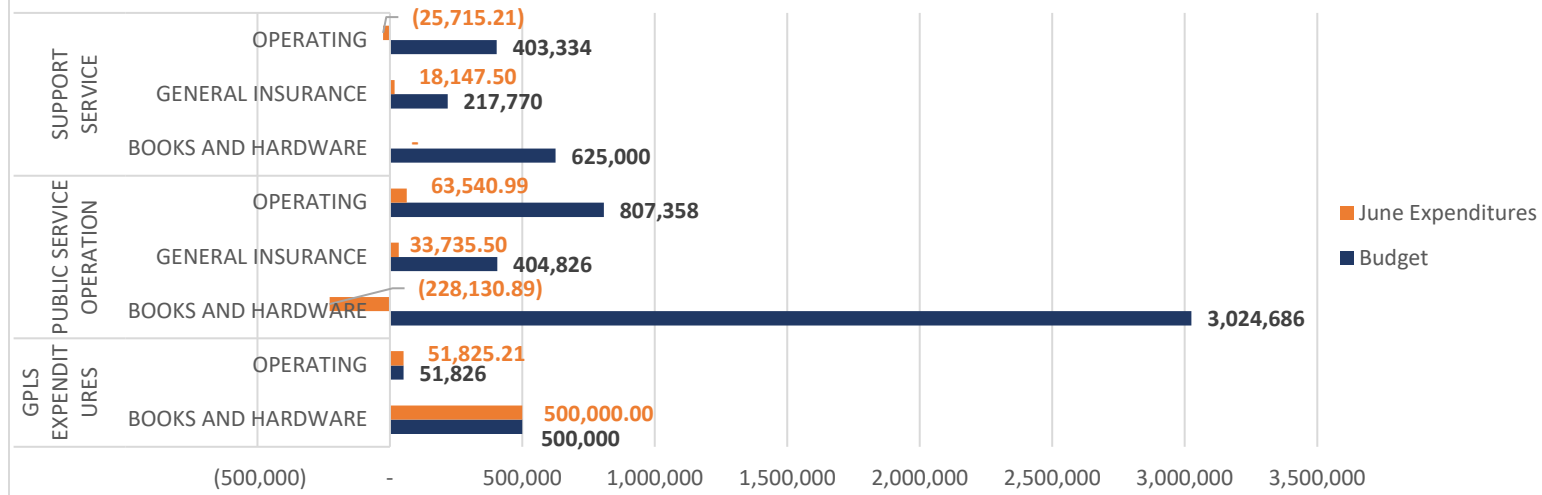
ORGANIZATION	SERVICE	2021 BUDGET	JUNE	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
GPLS EXPENDITURES	REG SALARY	1,311,498	93,879	573,782	-	573,782	44%	737,716
	BENEFITS	620,363	45,457	270,276	-	270,276	44%	350,087
	BOOKS	500,000	500,000	500,000	-	500,000	100%	-
	OTHER SERVICES	51,826	51,825	51,825	-	51,825	100%	1
6585 Total		2,483,687	691,162	1,395,883	-	1,395,883	56%	1,087,804

June Salary and Benefits by Unit

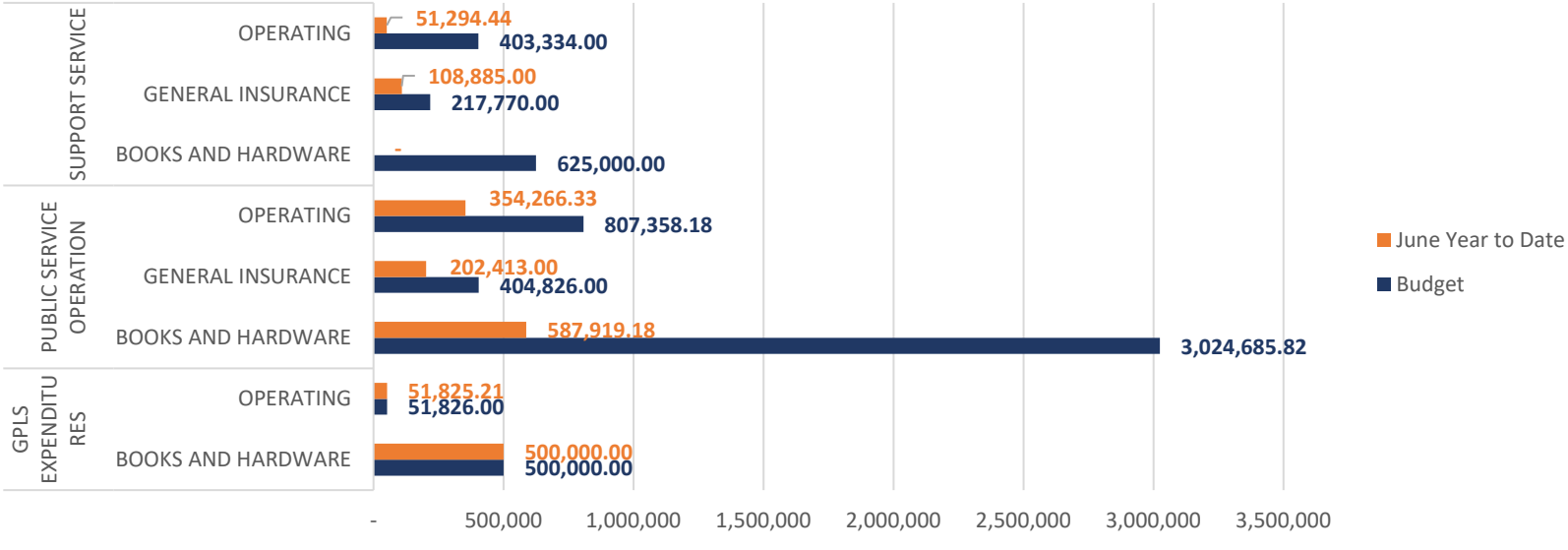




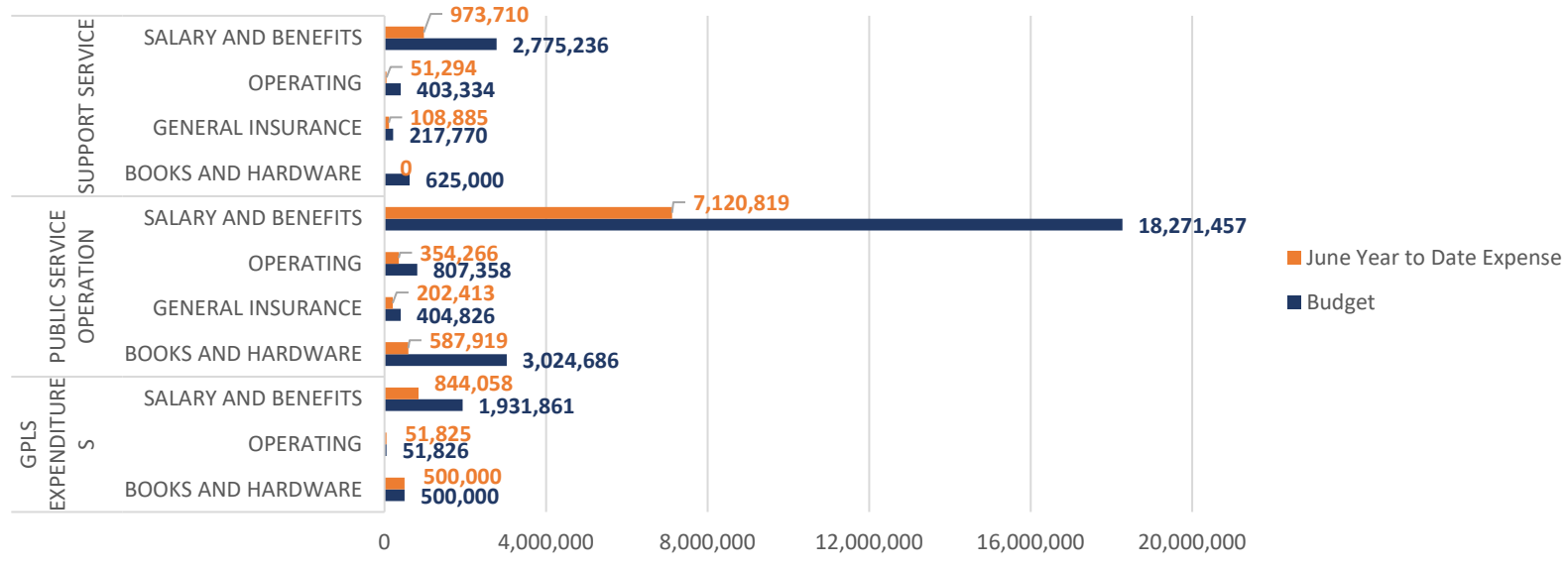
June Operating Expenses by Unit



June Year to Date Operating by Unit



June Year to Date Expenses



Monthly Usage Summary - June 2021					Doc. #21-37
Activity and Description	2021 June	YTD	2020 June	YTD	YTD % +/-
Circulation					
Total number of items checked out of the library	192,894	641,117	2,848	522,100	23%
Holds					
Number of requests by patrons	48,757	337,417	11,701	126,905	166%
Visits					
Number of people entering a library for any reason	118,056	159,806	0	539,692	-70%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	13,506	16,630	0	145,866	-89%
Number of hours of computer use	6,066	7,288	0	47,621	-85%
Web Page Visits					
Number of times people have visited the library's websites	801,474	4,373,871	294,791	2,574,323	70%
Web Visitors					
Number of people who visited the library's websites	129,017	642,335	71,500	584,206	10%
Virtual Circulation					
Number of materials downloaded or streamed	107,595	663,870	106,188	614,899	8%
Virtual Circulation Users					
Number of people who downloaded or streamed	23,858	143,987	20,975	127,563	13%
Children's programs					
Library sponsored programs offered for children (birth - 12)	120	1089	39	716	52%
Number of people attending programs	4633	17504	13136	39559	-56%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	36	170	17	167	2%
Number of people attending programs	471	2557	689	5089	-50%
Adult Programs					
Library sponsored programs offered for adults (18 +)	45	397	40	1199	-67%
Number of people attending programs	3,203	9,766	86046	124803	-92%
Programs - Total					
Library sponsored programs offered (includes all-ages not counted above)	255	1929	96	2082	-7%
Number of people attending programs	9,861	33,560	99,871	169451	-80%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	0	0	0	781	-100%
Number of people attending meetings or activities	0	0	0	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 Library System Circulation Stats - June 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	255	316	17		588	0	588	N/A	2,730	3,003	-273	-9.09%
ADAMSVILLE/COLLIER HEIGHTS	517	249	50		816	445	371	83.37%	3,255	752	2,503	332.85%
ALPHARETTA	6,347	15,384	945	3	22,679	499	22,180	4444.89%	70,404	94,395	-23,991	-25.42%
BUCKHEAD	3,387	4,389	242		8,018	3	8,015	267166.67%	27,937	2,206	25,731	1166.41%
CLEVELAND AVE*	858	1,683	151		2,692	20	2,672	13360.00%	7,377	209	7,168	3429.67%
COLLEGE PARK	350	683	35		1,068	15	1,053	7020.00%	3,553	4,776	-1,223	-25.61%
DOGWOOD	305	224	25		554	2	552	27600.00%	2,336	5,602	-3,266	-58.30%
EAST ATLANTA	1,423	3,074	157		4,654	1	4,653	465300.00%	17,458	2,606	14,852	569.92%
EAST POINT	660	370	60		1,090	18	1,072	5955.56%	5,757	7,685	-1,928	-25.09%
EAST ROSWELL	4,373	8,808	352	2	13,535	98	13,437	13711.22%	47,180	47,328	-148	-0.31%
EVELYN G. LOWERY @ CASCADE	642	677	89		1,408	0	1,408	N/A	4,787	10,827	-6,040	-55.79%
FAIRBURN	469	488	30		987	12	975	8125.00%	3,631	4,716	-1,085	-23.01%
GLADYS S. DENNARD @ SOUTH FULTON	783	1,003	90		1,876	21	1,855	8833.33%	5,870	14,881	-9,011	-60.55%
HAPEVILLE	347	578	39		964	0	964	N/A	2,059	126	1,933	1534.13%
JOAN P. GARNER @ PONCE DE LEON	3,440	4,793	274	7	8,514	2	8,512	425600.00%	34,491	2,326	32,165	1382.85%
KIRKWOOD	1,163	3,054	132	5	4,354	24	4,330	18041.67%	16,381	17,998	-1,617	-8.98%
LOUISE WATLEY @ SOUTHEAST ATLANTA	348	1,153	48		1,549	2	1,547	77350.00%	7,861	9,947	-2,086	-20.97%
MARTIN LUTHER KING, JR	489	327	27		843	10	833	8330.00%	5,001	7,147	-2,146	-30.03%
MECHANICSVILLE	247	244	21	1	513	1	512	51200.00%	1,978	152	1,826	1201.32%
METROPOLITAN	974	2,146	152	1	3,273	55	3,218	5850.91%	12,015	19,337	-7,322	-37.87%
MILTON	4,690	13,477	841	2	19,010	56	18,954	33846.43%	56,996	49,138	7,858	15.99%
NORTHEAST/SPRUILL OAKS	2,540	9,165	666	4	12,375	19	12,356	65031.58%	34,943	4,788	30,155	629.80%
NORTHSIDE*	2,138	4,539	305	1	6,983	3	6,980	232666.67%	23,680	2,000	21,680	1084.00%
NORTHWEST @ SCOTTS CROSSING	872	2,994	111		3,977	329	3,648	1108.81%	12,562	20,789	-8,227	-39.57%
OCEE	4,529	13,020	1,506		19,055	29	19,026	65606.90%	58,332	6,106	52,226	855.32%
PALMETTO	273	623	47		943	1	942	94200.00%	3,764	4,597	-833	-18.12%
PEACHTREE**	1,075	937	57	6	2,075	36	2,039	5663.89%	21,218	32,192	-10,974	-34.09%
ROSWELL	5,545	9,789	549	1	15,884	342	15,542	4544.44%	53,765	41,531	12,234	29.46%
SANDY SPRINGS**	8,101	13,556	681	4	22,342	137	22,205	16208.03%	66,547	58,292	8,255	14.16%
WASHINGTON PARK	342	773	71		1,186	0	1,186	N/A	3,915	7,299	-3,384	-46.36%
WEST END	523	922	69		1,514	0	1,514	N/A	5,399	4,784	615	12.86%
WOLFCREEK	1,156	1,631	163	2	2,952	1	2,951	295100.00%	11,606	20,677	-9,071	-43.87%
BRANCHES TOTAL	59,161	121,069	8,002	39	188,271	2,181	186,090	8532.32%	634,788	508,212	126,576	24.91%
CENTRAL	434	87	22		543	666	-123	-18.47%	2,151	4,871	-2,720	-55.84%
OUTREACH SERVICES	3	5			8	1	7	700.00%	44	409	-365	-89.24%
AUBURN AVENUE RESEARCH	4,072				4,072	0	4,072	N/A	4,134	8,608	-4,474	-51.97%
SYSTEM TOTAL	63,670	121,161	8,024	39	192,894	2,848	190,046	6672.96%	641,117	522,100	119,017	22.80%

Note: *Approximately 1700 circulations at the Northside branch were recorded for the Cleveland Avenue branch found and corrected in Mid-June.

**Approximately 3800 circulations at the Peachtree branch were recorded for the Sandy Springs branch. Found in Mid-June, Vendor neglected to correct in June, we expect will be fixed in July.

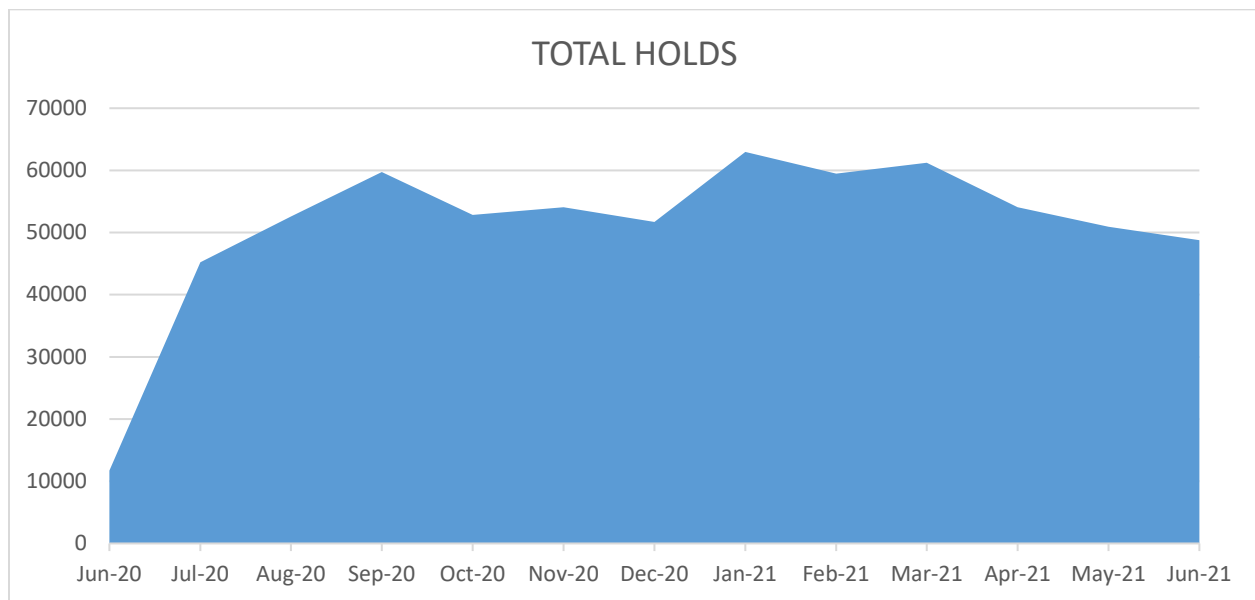
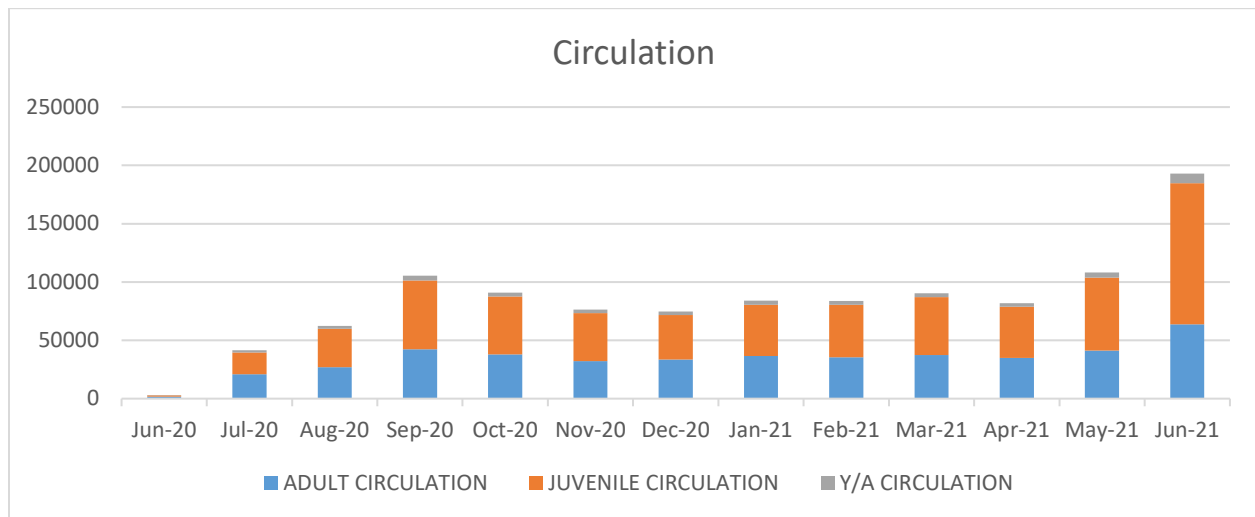
FULTON COUNTY SYSTEM STATS AT A GLANCE - June 2021

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	588	74	399	5,892	1	7			
ADAMSVILLE/COLLIER HEIGHTS	816	96	505	1,606	2	41			
ALPHARETTA	22,679	1,006	603	9,847	9	40			10
BUCKHEAD	8,018	646	609	4,511	9	180			
CLEVELAND AVE	2,692	54	274	1,312	0	0			
COLLEGE PARK	1,068	124	682	2,618	6	192			
DOGWOOD	554	44	154	1,391	4	11			
EAST ATLANTA	4,654	278	375	5,905	5	150			
EAST POINT	1,090	125	729	3,388	0	0			
EAST ROSWELL	13,535	552	297	4,694	8	377			
EVELYN G. LOWERY @ CASCADE	1,408	177	604	1,300	0	0			
FAIRBURN	987	161	313	2,494	1	15			
GLADYS S. DENNARD LIBRARY @ SOUTH FULTON	1,876	244	815	3,056	3	152			
HAPEVILLE	964	66	173	2,092	0	0			
JOAN P. GARNER @ PONCE DE LEON	8,514	580	568	4,548	2	20			
KIRKWOOD	4,354	173	111	1,464	11	110			
LOUISE WATLEY LIBRARY @ SOUTHEAST ATLANTA	1,549	77	602	1,591	3	90			
MARTIN LUTHER KING, JR	843	80	332	1,896	0	0			
MECHANICSVILLE	513	48	250	1,521	0	0			
METROPOLITAN	3,273	161	529	2,399	2	36			
MILTON	19,010	654	171	5,489	4	210			
NORTHEAST/SPRUILL OAKS	12,375	472	139	3,013	21	533			
NORTHSIDE	6,983	378	133	2,090	3	111			
NORTHWEST @ SCOTTS CROSSING	3,977	152	259	2,762	6	61			1
OCEE	19,055	812	390	8,389	2	6			
PALMETTO	943	54	129	1,249	6	213			2
PEACHTREE	2,075	383	688	2,278	2	81			
ROSWELL	15,884	772	487	8,512	46	448			
SANDY SPRINGS	22,342	593	946	13,085	0	0			
WASHINGTON PARK	1,186	53	247	2,113	6	154			
WEST END	1,514	73	511	2,744	0	0			
WOLFCREEK	2,952	252	442	2,610	3	30			
BRANCHES TOTAL	188,271	9,414	13,466	117,859	165	3,268	0	0	13
CENTRAL	543	184	6	7	0	0			
VIRTUAL PROGRAMS					82	2,866			
OUTREACH VIRTUAL PROGRAMS	8	3			8	3,727			
AUBURN AVENUE RESEARCH	4,072	2	7	190	0	0			
SYSTEM TOTAL	192,894	9,603	13,479	118,056	255	9,861	0	0	13

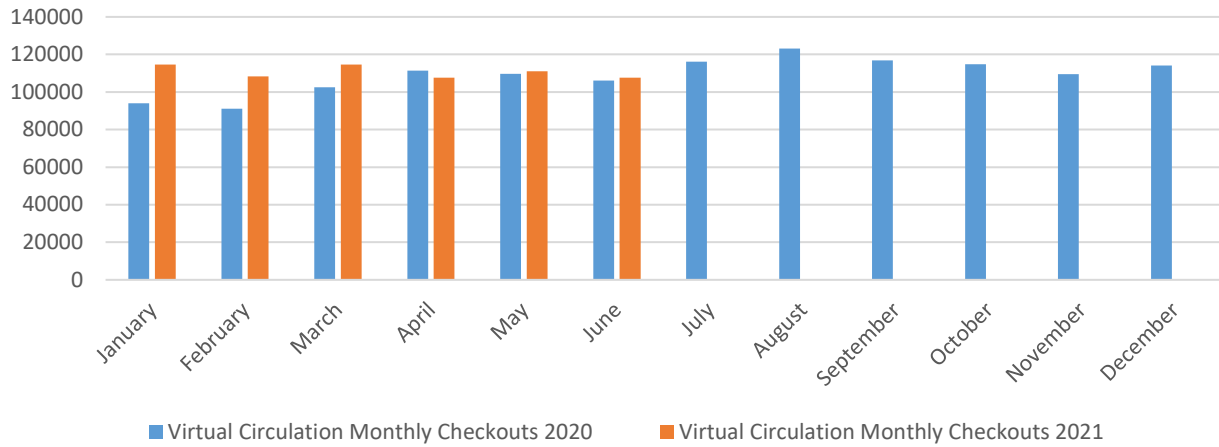
Note: *Approximately 1700 circulations at the Northside branch were recorded for the Cleveland Avenue branch **Approximately 3800 circulations at the Peachtree branch were recorded for the Sandy Springs branch. Both issues were self-check related and were found in Mid-June. Northside issue was corrected in Mid-June, vendor neglected to correct Peachtree issue when reported, now expected it will be fixed in Mid-July.

FULTON COUNTY LIBRARY SYSTEM STATISTICS AT A GLANCE Q2 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	1,258	150	502	6,412	6	40	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	2,083	216	616	2,174	16	46	0	0	3
ALPHARETTA	43,566	1,845	773	13,287	14	162	0	0	10
BUCKHEAD	16,094	1,298	729	6,031	14	435	0	0	2
CLEVELAND AVE	6,224	114	360	1,600	0	0	0	0	0
COLLEGE PARK	2,118	242	801	3,418	10	267	0	0	0
DOGWOOD	1,223	102	178	2,111	17	44	0	0	0
EAST ATLANTA	10,038	610	507	7,905	12	410	0	0	0
EAST POINT	2,780	309	911	4,508	11	43	0	0	0
EAST ROSWELL	27,114	922	406	5,014	15	777	0	0	0
EVELYN G. LOWERY @ CASCADE	2,742	340	702	6,100	0	0	0	0	0
FAIRBURN	1,976	288	389	3,334	7	15	0	0	0
GLADYS S. DENNARD @ SOUTH FULTON	3,490	415	1,023	4,416	11	199	0	0	0
HAPEVILLE	1,887	153	220	2,732	0	0	0	0	0
JOAN P. LOWERY @ PONCE DE LEON	18,894	1,177	718	5,948	6	74	0	0	0
KIRKWOOD	9,480	330	158	2,344	42	194	0	0	0
LOUISE WATLEY @ SOUTHEAST ATLANTA	4,006	133	719	2,231	3	90	0	0	0
MARTIN LUTHER KING, JR	2,405	198	399	2,360	2	31	0	0	0
MECHANICSVILLE	1,110	82	359	1,841	0	0	0	0	0
METROPOLITAN	6,678	314	646	3,359	9	319	0	0	0
MILTON	35,914	968	221	7,489	9	378	0	0	0
NORTHEAST/SPRUILL OAKS	22,647	792	224	4,293	28	771	0	0	0
NORTHSIDE	12,820	708	193	2,810	8	214	0	0	0
NORTHWEST @ SCOTTS CROSSING	8,116	323	334	3,642	12	96	0	0	1
OCEE	36,113	1,325	497	11,029	4	191	0	0	1
PALMETTO	1,997	103	151	1,809	164	965	0	0	2
PEACHTREE	9,199	779	819	3,038	4	191	0	0	0
ROSWELL	32,056	1,415	580	11,312	61	603	0	0	0
SANDY SPRINGS	41,962	1,186	1,091	16,885	0	0	0	0	0
WASHINGTON PARK	2,446	95	292	2,753	18	411	0	0	0
WEST END	2,863	152	548	4,024	0	0	0	0	0
WOLFCREEK	6,281	430	524	3,370	47	157	0	0	0
BRANCHES TOTAL	377,580	17,514	16,590	159,579	550	7,123	0	0	19
CENTRAL	1,314	384	6	7	0	0	0	0	0
VIRTUAL PROGRAMS	0	0	0	0	261	6,341	0	0	0
OUTREACH VIRTUAL PROGRAMS	8	7	0	0	19	4,308	0	0	0
AUBURN AVENUE RESEARCH	4,128	3	7	220	1	25	0	0	0
SYSTEM TOTAL	383,030	17,908	16,603	159,806	831	17,797	0	0	19

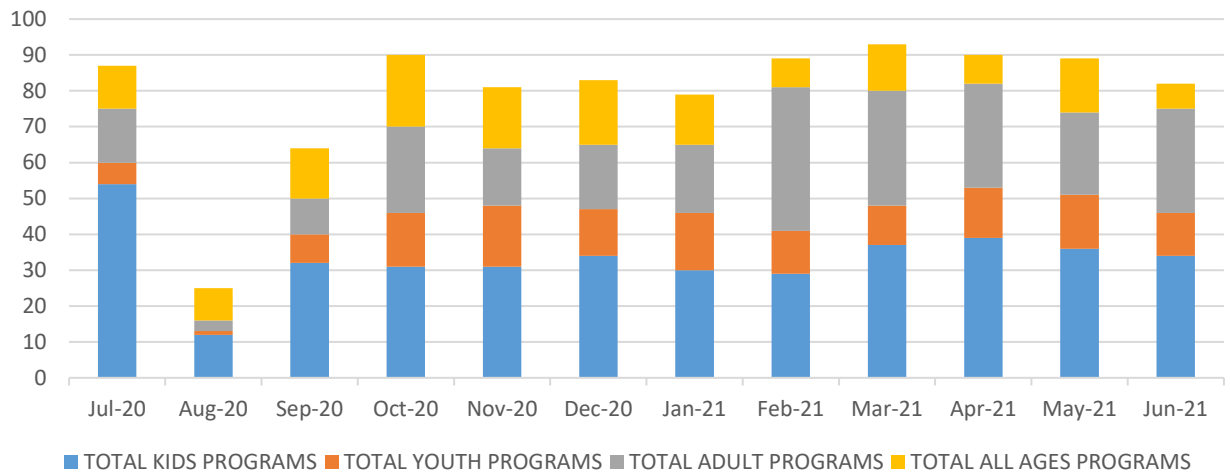
May 2021 Executive Summary – Charts



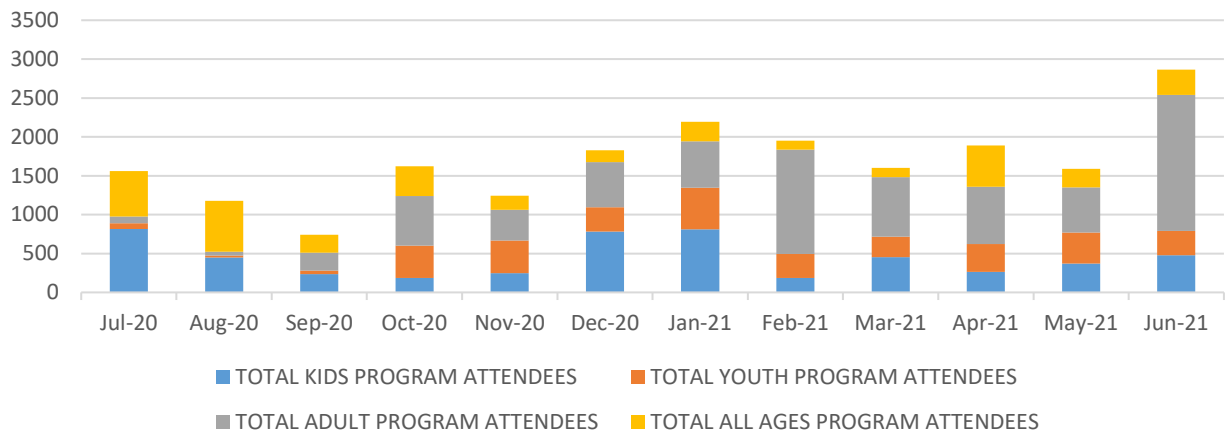
Virtual Circulation 2020 vs 2021



Virtual Programs



Virtual Program Attendance



FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
April, May, June 2021

	April	May	June	2nd Quarter Total 2021	2019 Year to date (April- June-)	2020 Year to date (April- June)
• Total Customer Comments Received:	366	326	421	1,113	482	3,639
• Types of Comments :						
▪ Compliment	52	64	73	189	46	604
▪ Suggestion	10	27	14	51	44	15
▪ Complaint	8	12	16	36	97	133
▪ Inquiry	296	223	318	837	285	2887
• Format of Comments:						
▪ Emails						
▪ Postcards						
▪ Direct Contact						
▪ Libanswers						

FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

April, May, June 2021

- **1113 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 – “Great online resources”
 2. Libanswers – “Thank you for the assistance with book recommendations”.
 3. Libanswers – “Glad you’re open”.

36 disappointments and suggestions for improvement were received as a result of COVID -19 closure, and curbside services.