



# **BOARD OF TRUSTEES**

## **MEETING INFORMATION PACKET**

**OCTOBER 27, 2021**



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**REVISED**

**VIRTUAL MEETING**

IN ACCORDANCE WITH FULTON COUNTY GOVERNMENT'S UPDATED COVID-19 GUIDELINES

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

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda\* Doc. #21-51
- IV. Approval of Minutes – September 22, 2021\* Doc. #21-52
- V. Chairman's Report
- VI. Work Orders Report – Paul Kaplan
- VII. Director's Reports Doc. #21-53
  - Monthly Financial Report Doc. #21-54
  - Monthly Usage Summary Doc. #21-55
  - Customer Service Comments - Quarterly Doc. #21-56
  - Library Closure Report - Quarterly
- VIII. Unfinished Business Doc. #21-50
  - A. Central Library – Update
  - B. Code of Conduct Policy – Update\*
  - C. Impact Initiatives for the Unhoused
- IX. New Business Doc. #21-57
  - A. 2022 Library Board of Trustees Meeting Schedule\* Doc. #21-58
  - B. 2022 Fulton County Library System Holiday/Closing Calendar\*
- X. Executive Session
- XI. Adjournment

\*Action is anticipated on this item

**Doc. #21-52**



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES VIRTUAL MEETING  
SEPTEMBER 22, 2021 – 4:00 P.M.**

Alexander Solutions, LLC  
College Park, Georgia 30337



Members Present: Borders, Priscilla, Vice Chair  
Denson, Damian J.  
Jordan, Linda  
Joyner, D. Chip, Chairman  
Kaplan, Paul  
Kimbrough, Marjorie L.  
Piontek, Joe  
Radakovich, Nina

Also In Attendance: Holloman, Gayle H. – Executive Director  
Claxton, Zenobia – Assistant to the Director's Office  
Lamikanra, Adebola, County Attorney

Guest: Greenway, Martha – President, Greenway Strategy Group  
Parker, Jamar – Finance Manager  
Sharma, Aarti – Executive Director, AFPL Foundation

Visitors: 7 Virtual Participants

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

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## **CALL TO ORDER**

**CHAIRMAN D. CHIP JOYNER:** Okay. Welcome. Call to order for the Fulton County Library System Board of Trustees Virtual Meeting, September 22. It is now 4:00 p.m. Call to order. Are there any public comments?

**MRS. ZENOBIA CLAXTON:** There are no public comments.

## **21-45 ADOPTION OF THE AGENDA**

**CHAIRMAN D. CHIP JOYNER:** Okay. Hearing none, I'd like to move to the adoption of the agenda. Is there a motion to adopt?

## **MOTION**

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

**MRS. MARJORIE L. KIMBROUGH:** Second.

**CHAIRMAN D. CHIP JOYNER:** Okay. There's a motion by Mr. Paul Kaplan, and seconded by Mrs. Kimbrough. For the adoption of the agenda, all those in favor say, aye.

**TRUSTEES:** Aye.

**CHAIRMAN D. CHIP JOYNER:** All those against? The agenda is adopted.

## **21-46 APPROVAL OF MINUTES FROM VIRTUAL MEETING OF AUGUST 25, 2021**

**CHAIRMAN D. CHIP JOYNER:** Moving to the approval of minutes, dated August 25, 2021. Has everyone received the minutes and had an appropriate chance to review them? I will take that as a, yes.

**TRUSTEES:** Yes.

## **MOTION**

**CHAIRMAN D. CHIP JOYNER:** So is there a motion to approve the minutes dated August 25?

**MR. PAUL KAPLAN:** I so move.

**CHAIRMAN D. CHIP JOYNER:** Okay. Is there a second?

**MS. LINDA JORDAN:** I second.

**MRS. MARJORIE L. KIMBROUGH:** Second.

**CHAIRMAN D. CHIP JOYNER:** Okay. There's a motion by Mr. Paul Kaplan, and seconded by, I believe I heard Ms. Jordan? All those in favor say, aye.

**TRUSTEES:** Aye.

**CHAIRMAN D. CHIP JOYNER:** All those against? Hearing none, the minutes are approved. Okay. Today we have two special guests. And first, I want to say, welcome to everyone. We really appreciate everyone's time as always. We have two special guests joining us today. We have Ms. Martha Greenway, she's president of Greenway Strategy Group. And also, we have the Executive Director from the Library Foundation, Ms. Aarti Sharma. And I'll let Ms. Sharma make the introduction of Ms. Greenway. And that will be the next item on the agenda. So the floor is now yours.

**MS. AARTI SHARMA:** Thank you so much, Mr. Joyner. So a while ago before I got here, the Library Foundation convened a growth committee. And through that growth committee, there were a number of recommendations. That growth committee convened

a broad stakeholder group, including Foundation members, library staff, I believe, Ms. Holloman, you were also included in that, and business professionals, just people across a wide cross-section of the county. And out of that committee came a primary recommendation that the Foundation pay for a strategic plan for the library. And so from that, the Foundation issued an RFP and secured someone to execute that plan. And that someone is Martha Greenway, with Greenway Strategies. I know Martha from her time at Fulton County Schools before this, long before this, quite a while ago, where she headed up a number of strategy programs and projects there. She has served in this role as a strategic planner for a number of government entities, as well as nonprofits and for-profits. She comes highly recommended, and we're excited to have her in this role. Martha, thank you so much for joining us today. And I will hand it over to you.

### **GREENWAY STRATEGY GROUP – PRESENTATION**

**MS. MARTHA GREENWAY:** Well, thank you so much, Aarti, I appreciate that introduction and those kind remarks. And I will comment that I do not do this work alone. So there is actually a team of us that will be supporting the library through this process over the next several months. And I also want to thank the Board of Trustees for your time this morning. And of course, I thank the Library Foundation for their trust in us and their financial support. I do have a brief presentation; I thought I would run through just to give everyone an overview of the approach that we're taking. And then I'm happy to address any questions that board members may have about our approach. And I also have some questions for you to help out. So, with that, I'll share my screen, great. And so the first thing that I do just want to share is a little bit about what drives us as a firm. And also what drives each of us as individuals, those of us who were working on this library strategic plan. We provide analysis and strategic guidance to social impact organizations. So that includes government entities, nonprofit entities, foundations, community collaborations. We've worked all over the country from Washington State to California to Delaware to Florida. And our purpose for our work and also what motivates all of us as individuals are to improve outcomes for children, families, and communities. And I have to say that we really see the public library as a major institutional force to achieve that. You can see the areas of expertise that our firm brings. And in the case of the library, we're really focusing on our strategy design, implementation, and monitoring work. Just by way of reference, our client engagements generally focus on a combination of lifelong learning, on government agencies, and community partners and collaborations. You'll see that we've worked across the states, North Dakota and the state of Georgia, to really develop a comprehensive multiagency plan for lifelong learning and economic development for those states. We've worked in Pittsburgh and St. Paul specifically to develop strategic plans for those school districts, but strategic plans that engage the other major institutions in the community. We also worked with a group called, Achieve Palm Beach County that brought together multiple sectors, government, foundation and philanthropic, higher education, public education, business communities, grassroots



community leadership, the faith community to work on economic development and educational attainment. But we also developed a strategic plan for the Atlanta Technology Development Center, which seeks to build economic and community development across Georgia by supporting technology entrepreneurs. Additionally, we've supported afterschool networks through the Wallace Foundation. We've supported wraparound services for students through communities and schools. And we are a preferred strategy provider for Georgia Tech and we have done a multitude of projects with Georgia Tech academic departments, research endeavors, and also community collaborations. We also are all well-versed in the dynamics of Fulton County Schools, as Aarti mentioned -- excuse me -- of Fulton County. As Aarti mentioned, I was previously the Deputy Superintendent for Fulton County Schools, which as most of you know, runs from Milton to Palmetto and it serves all of the municipalities and communities in between, with the exception of the city of Atlanta. And so this is the approach that we take to this work. So we began with the analysis phase, and that is where we are now. And in that phase, we are doing an environmental scan. So really seeking to understand what are the emerging issues in the community? What are the priorities to the community that the library can be a significant player in addressing? And we are also doing an organizational assessment. This does not imply we're evaluating the performance of the library. But we do want to understand the history of the library, the rich programs that it offers, and some data about how those have evolved over time. We'll analyze all of these implications. I should also note that in our environmental scan, we are conducting benchmark analysis of leading libraries across the country and examining their strategic plan as well, so that we can really understand the potential opportunities for the future of this library system. When we move into the strategy development process, we will work with a collaborative group to define the future vision and the priority outcomes, which I'll explain more about in a moment. But essentially, the results toward which this strategic plan will be directed. And then to develop the work of the library over the future, in terms of the strategic themes where that work needs to focus, objectives of measures and initiatives. And then lastly, we'll leave this library with concrete action plans, budgetary implications, time-lines and resource requirements. And finally, a monitoring and review process that Ms. Holloman and her leadership as well as the Board of Trustees can use to ensure that the library strategic plan remains on track. And this is not a judgmental process, but rather a process to ensure that the inevitable barriers and roadblocks that emerge are addressed, so that the plan can continue to keep moving forward. This work will be done collaboratively with Ms. Holloman and the library staff. We believe in a capacity building collaborative approach that engages the people who have to do the work in the process. So our effort is not to stand on the side and do all this work, and then bring it over, and say, "here's the magic answer that you should all implement," but to really make sure that everyone is engaged in the process, contributes to the process and understands the process and is committed to its success. And so in our framework, we have a certain number of

components that we work through. This is a lexicon that we utilize but if it doesn't work in the library context, we are happy to change the vocabulary. But the important thing is that everybody is sort of centered on these core ideas. So we do want to think about the future vision for the library. What are the opportunities as we understand the needs of this community; as we understand what other leading libraries are able to achieve; as we understand the power and passion of the people who work in the library; what does that future vision look like. And then really breaking that down into a set of priority outcomes. So for those that the library is in business to serve, what are the specific measurable results that this particular strategic plan is going to drive toward and then we move into the work of the library itself. So we label strategic themes as those areas that have to be addressed within the work that the library does in order to achieve those priority outcomes. So this may be an enhancement of things that are already in place, some latent things that need further development, or it may be new approaches that might emerge through this process. We'll then work with the constituents and the library staff to develop objectives which will really lay out what specifically needs to be improved or enhanced within these strategic themes. And then we'll move to the initiatives. What are the significant projects to implement over-time. These will be phased-in. If these strategic initiatives are really transformative and are at the right level that will move the library to address the future opportunities, you can't have a 120 of them. So there needs to be somewhere around 20 really big ideas that are going to unfold over the next three to five years that will enable the achievement of these priority outcomes. So we'll also be working, not just to identify these, but to think about the phasing, how they should rollout over time. And then finally, the action plans really focus on how that work is going to happen, who's going to do, what's the timeline, what are the steps that need to occur, how is that work going to be monitored, and what are the resource requirements to actually get that work done. And so our approach is based on a number of leading research premises around strategic planning. But this is one that we really hold to, Richard Rumelt is actually a professor at UCLA. And he studied hundreds of organizations including K-12 public education, higher education, government entities, large and small corporations. And really looked for, what are the omits of a strategic plan that lead to breakthrough performance and impact in organizations. And he identified these kernels that we bake into our approach. And so in the analysis phase, one of the things that we're really seeking to define is, what is that diagnosis? So there's so many things the library does. And there's so many things the library could do. But as we think about the future, as we think about the maximizing the impact of the library in this community, what are the specific aspects that are the critical things that we really want to lean into, that we want to accomplish, and being very clear in those priority outcomes, that those are well-defined, and everyone is focused on those things. Granted, there's ongoing work that the library will continue to do, but as one thinks about the strategic plan and the transformative opportunities to move into this future, what are those things that

really need to be addressed, as he says, that are the aspects of the situation that are the critical ones. And then in the strategy development, we focus on the guiding policy. So if that's the vision we want to achieve, and those are the priority outcomes we're going to attain through the strategic plan, how are we going to do that. What is our theory about what work the library needs to do in order to achieve that future vision. And then finally, the action planning, which is the place where most strategic plans breakdown, which is really nailing, who's going to do what, when, with what resources, and ensuring that there are monitoring processes in place, so that when things inevitably go array, or conflicting priorities emerge or situations change, those are discussed and remedied and the efforts continue. And then the finally thing I just want to reference regarding our approach is, Our Iterative Stakeholder Engagement Approach. So as I mentioned, we are committed to ensuring that the library and the staff are engaged in this work. But we're also committed to ensuring that the Fulton County stakeholders are building this plan. And so in the analysis phase, in our organizational assessment to identify the current assets and future opportunities as mentioned, we're benchmarking leading libraries and talking to peers and looking at their strategic plans. We're reviewing external insights from leading organizations that have written papers about the potential and done research on the potential and highlighted effective practices on the potential of the public library. Here locally, we'll be having community conversations at each branch. We'll be working with the branch managers to identify the leaders in their local communities and bringing them together to talk about the energy and hopes they have around their local branch. We'll be interviewing community leaders and we've already started that process. We've had a number of really meaningful conversations with leaders in this community about the potential for the library. And also, we'll be doing focus groups with partners, such as the public school districts, higher education, other organizations, the library partnerships, the Friends of the Library, for example, to learn about their experience, their hopes, and their thoughts about the future of the library. We'll then move into the strategy development phase. And in this part, we will actually have a draft strategic plan framework to take back out and test. So we will be back here with you, the library trustees, to get your input and to see whether or not this draft framework represents your interests and thoughts. But we'll also be doing another series of targeted input sessions with stakeholder representatives, particularly those who might be invested or engaged in this future work that's unfolding. And then finally in the action planning phase, as one thinks about how this work is actually going to happen, we will talk to those who need to be part of the work. And the library staff will be engaged in the actually developing those action plans. And each action plan for those initiatives will include ongoing feedback groups so that we're sure that those who are using the services and participating in the initiatives have an opportunity to provide feedback to the library about how things are going. So this capitalizes on the system that the county and Ms. Holloman have already put in place to ensure that the patrons of the library and others who are engaged have an opportunity to

provide feedback. So at this point, I am happy to pause for questions. And then I do have two questions that I want to leave time for so that I can hear from you about some specific aspects of this work where we need your insights. So Mr. Chair, I'll turn it back over to you to see if there any questions about our approach at this point.

**CHAIRMAN D. CHIP JOYNER:** Okay. Ms. Greenway, thank you, thank you so much for that. I'd like to leave it open to the Board for questions. Any questions regarding the presentation?

**MR. PAUL KAPLAN:** I have no question, I have a comment. I'm really looking forward to this. I think this is the way this library needs to go. My only problem I have with a lot of these things is if it carries on and carries forward a couple years from now, so if somebody -- so it doesn't get lost a year, a year or two years from now, suddenly forget everybody. It's trying to keep it going. We have staff that changes, people who are in leadership now might not be or might be gone, gone someplace else. Somehow, it has to carry on each year, each month, otherwise it gets lost. And a lot of times I've seen in some of the libraries in Illinois, where I came from, we had great plans. Unfortunately, they didn't follow through. After about four or five, six months, they kind of drifted off and the company who did the development of it didn't help out. They kind of just dropped us out. And I was just wondering if that's something, since you're local, which is great, do you see that -- do you kind of look how things are going? Do you check back with, like, us? Are we on target, are we doing all right? That's something I'd like to see.

**MS. MARTHA GREENWAY:** Yes. Thank you, Mr. Kaplan for that question. So I just brought this slide back up because I just want to emphasize again, the lesson learn that, that -- those coherent actions, right, really thinking through those steps that have to be coordinated to accomplish the implementation is the part so many people miss. And I would add to that, that it's also the discipline around the monitoring and review. And that falls partially to the Board of Trustees to assure that this strategic plan is part of your regular agenda. We will work with Ms. Holloman and her team to have tools to monitor and be prepared to come back to the Board to report about the progress. But it's (inaudible) you know, the one thing we know about a strategic plan is that it's not going to go as planned. So when we hit those roadblocks, or things (inaudible), we've got to have a mechanism already built in it, where there's an expectation that we're going to talk about that and address those issues. We will be with the process through the action planning phase. And we always check back with our clients about six months after to see how things are going with implementation. We are happy to do an engagement at no cost if there is a need to kind of sit down and reshape or think about some gaps in the implementation process. And of course, we are always available for ongoing engagement and support of the process.

**MR. PAUL KAPLAN:** Thank you.

**CHAIRMAN D. CHIP JOYNER:** Ms. Greenway, is this your first stop, presenting it to the Board of Trustees, or have you already shared this with Ms. Holloman? Is this similar to what was presented to the Board of Commissioners?

**MS. MARTHA GREENWAY:** Yes. So we have not yet engaged the Board of Commissioners specifically around the strategic planning approach. I do have interviews with Chairman Pitts and also the County Manager, I believe next week, where we can -- I'll be talking through some of the overall approach. But Ms. Holloman has been very involved from the beginning. This approach was laid out in our proposal and she and I have had several conversations. There is a steering committee, which includes a couple of members of this Board of Trustees. It also includes some members of the Library Foundation Board. It includes Ms. Holloman and her leadership and includes several other stakeholders as well. And so that was our first stop, was to talk to the steering committee about the overall approach and then work through some of the more details with it was Holloman her team. And now we are here kind of with you to ensure we have your insights as well.

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

**MS. MARTHA GREENWAY:** Actually, Mr. Joyner, that really kind of leads to my next questions, because I want to ensure that we are meeting the Board of Trustees expectations for the strategic plan process. So if there are those that you want to specifically ensure we engage, if there are other library systems you want us to look to, if there are community issues or resources you want us to consider, I would love to hear about those things from you now, so that we can incorporate those at the beginning of the process.

**CHAIRMAN D. CHIP JOYNER:** Okay. Are there any comments from anyone from the Board with regards to the question? Okay. Ms. Greenway, one thought is as a Board, we'd like to have some measurable results. I'm glad you mentioned that. And I also, I looked up one of the books that you've written, talked about corporate alignment and team alignment, and so forth. And I saw you wrote that with Professor Kaplan. They're two Kaplans. One of them was one of my favorite professors. I'm not sure which one you wrote it with. But we want to have measurable results, but we want to make sure that we're performing on behalf of the citizens, the Commissioners, Ms. Holloman and her team, and just the leadership throughout the county. What libraries are -- I'm not sure what are some of the best practices out there in the library world as far as measurable results. I mean, we have things that we track on our board. But how can we do something where -- besides visits post-COVID, circulation numbers, being good stewards of the budget, what are some other things the libraries are doing to really grow the system, grow engagement in the communities, and really be, you know, top of mind in the communities? So some of things where can really see and we can measure ourselves as a Board on how we're doing. And if we're not doing well enough, what can we do to change and better affect these outcomes? That would be extremely helpful.

**MS. MARTHA GREENWAY:** Excellent. Thank you for that. And we will definitely look for best practices in terms of defining sort of measurable outcomes, as I heard you say along a wide array of possibilities, and then how people are tracking and reporting on that performance. And it was the *Balanced Scorecard*, Robert Kaplan, not the one who's currently at the Federal Reserve. So I don't know if that helps.

**CHAIRMAN D. CHIP JOYNER:** Yes. Thank you very much.

**MS. MARTHA GREENWAY:** All right. Other thoughts from Trustees about your expectations, you know, what do you want to make sure happens in this process?

**MR. DAMIAN J. DENSON:** Hi Martha, thank you. Sorry, Chip. I represent the city of Atlanta on the Board of Trustees. And historically, there has been county and city issues with the representation, to put it plainly. So I hope this process would include the city, as this is the Fulton County Library System. So I hope to ensure that that kind of input is garnered from the Mayor's office.

**MR. JOE PIONTEK:** Wow, Damian, you really took the words right out of my mouth. I was just getting ready to ask, how are the community leaders being chosen from each of the separate communities, when she went through the presentation? Martha, would you address that? You really took the question out of my mouth, Damian.

**MS. MARTHA GREENWAY:** Yes. So again, we are reliant on the Library Foundation Board, on this Board of Trustees, on Ms. Holloman and her team to help us identify those key stakeholders. Right now, we do have representatives of the county. And I think that the opportunity to talk to some people from the Mayor's office is definitely welcome. I'd ask, if have specific people in the Mayor's office that you recommend that we speak to. We are talking to community leaders in the business community, Atlanta Public Schools and Fulton County Schools, as well as several philanthropic leaders across the community. And then part -- and potential partners, such as afterschool programs, education advocates, senior centers, higher education. Those are the types of organizations and that have emerged to this point, that's critical for us to engage. So if that feels kind of light on City representation, I'd invite you, you know, either now or afterwards, if there are particular people that you would want to make sure we spoke to. Yes, the arts community, thank you. Arts and the civic, and the museums. So we have a long list, but any others you want to ensure. Again, particularly if they are specific people representing the City that you think would be important. If you wanted to perhaps, share those with Mr. Joyner later, then we could get those from him.

**MR. DAMIAN J. DENSON:** Thank you, I'll do that.

**CHAIRMAN D. CHIP JOYNER:** That's great. And then also, Ms. Greenway, one of the things that we -- if you could share with the Board in this process, what do the libraries of the future look like? Where's technology taking the library? Where is -- where are the future jobs that the library can help support in its training mission and its literature mission? Just where is the library going to be in 20 years? We really want that to be a part of this strategic plan.

**MS. MARTHA GREENWAY:** Yes. And there are a number of national institutes' foundations, think tanks that have actually convened (inaudible) around those questions. And so we are exploring those ideas and opportunities, obvious questions sort of from a strategic choice around the importance of digital assets versus physical assets in terms of library resources. Ensuring equitable access to library resources. And additionally, I think particularly in this time where we're coming out of COVID, thinking about how that has really brought to the front, issues around learning loss. And also, the economic divide and how libraries can be a resource to the community in addressing those issues. And there are some -- and I'm not suggesting the Fulton Library System isn't doing anything now about those. But I think there are places where a lot of the leading research is really thoughtful about some potential in those arenas. So just know that we will be doing that, an environmental scan of what these thought leaders and well-resourced research studies have identified, as well as listening to local stakeholders.

**CHAIRMAN D. CHIP JOYNER:** Thank you, thank you. Are there any additional comments for Ms. Greenway? Any additional comments or questions?

**MS. MARTHA GREENWAY:** So if I may, the other angle I was going to just ask the Library Board of Trustees about is whether, in terms of the final result, I think you've already addressed this to some extent. But, you know, at the end of the day, is there anything else you want to ensure this strategic plan does or includes that you haven't mentioned?

**CHAIRMAN D. CHIP JOYNER:** One thing that would be helpful is, maybe a recommendation on how the Board and the Foundation works together in the future. How they can complement each other constructively, how we choose to communicate and participate in each other's meetings or activities. That would be helpful if it's written out, and then next group of Trustees, it's already laid out, and there's a system in place. I think that would be really helpful. And then also, how we as a Board can measure our support for the library, and make sure we're being of service to Ms. Holloman and her team, and that we're communicating constructively. Again, anything that's best practice as a guideline and outline that helps us in our new Trustee orientation. All those things would be welcome. Okay, you're on mute.

**MS. MARTHA GREENWAY:** Okay. Any final thoughts?

**CHAIRMAN D. CHIP JOYNER:** Okay. Mrs. Kimbrough, did you have a thought?

**MRS. MARJORIE L. KIMBROUGH:** Yeah, I did. I'm really concerned about measurable results. Are we really trying to say, we want 70 percent participation across the board, if that means city or county, whatever. I mean, are there specifics that we're looking to reach, so that then we can say, we've done it, or we haven't done it, and how can we improve it. So to me, it's a little vague as to what we're really trying to accomplish.

**CHAIRMAN D. CHIP JOYNER:** Yes. Ms. Kimbrough, I completely agree. That's where I think, in looking at some of the other large libraries, the way they've grown funding, the way they've grown facilities on participation, and in programming. So there are some

libraries that are sort of the same size population that we do, but their budgets are three times our budget. What can we put in place that supports our request for more funds for the library, so we can do a better job serving the citizens? How we measure those things, that's where any advice and expertise will be helpful. Thank you for the question. That's an outstanding question. Definitely something we can get some guidance on.

**MS. MARTHA GREENWAY:** Right. Well, as I referenced, I will be back again when we have a draft framework so that you can provide input before we go any further to refine that and move into more specificity. If there's nothing further, I do invite you to communicate through the Chairman if there's anything else that occurs to you, and we will definitely take that into account.

**CHAIRMAN D. CHIP JOYNER:** Ms. Greenway, thank you again for your work and your time. And we look forward to reading the progress and getting progress on this. This is something that's really going to be help, I think to all of us.

**MS. MARTHA GREENWAY:** Yes. Well, we're thankful for the opportunity. So, appreciate your time.

**CHAIRMAN D. CHIP JOYNER:** Thank you. And Ms. Sharma, are there any other comments, questions from the Foundation?

**MS. AARTI SHARMA:** About this specifically, or are you asking me to start my presentation?

**CHAIRMAN D. CHIP JOYNER:** Anything that you'd like to share.

**MS. AARTI SHARMA:** About this specifically, you know, we're really excited about this strategic plan. This is something that we've been looking forward to for a long time as a foundation before my tenure here. And I think, you know, part of why it is so relevant for us is the Foundation is just what you alluded to earlier, Chairman, which is, you know, as we look for more and more funding, it is helpful to have a guide of where we're going, and then results that we can say that we've accomplished. And it's easy -- it makes it easier to raise funds. It all so helps guide my work as a Foundation employee to say, okay, I know that I have these three things that I am fundraising for over the next five years, and here are the funders that fund those types of projects. And I'm going to go after them and cultivate those relationships over time. And so, you know, I think that this strategic plan is one for the library. And it also is geared towards helping the citizens of Fulton County. And it helps the Foundation be of better support to the library so that we can be the partner that we know the library deserves.

**CHAIRMAN D. CHIP JOYNER:** Very good. Well, thank you. I think we're off to a good start.

#### **ATLANTA-FULTON PUBLIC LIBRARY FOUNDATION – PRESENTATION**

**MS. AARTI SHARMA:** Thank you. I'm going to go ahead and start my presentation if that's, okay, with you. I believe I'm up next.

**CHAIRMAN D. CHIP JOYNER:** Yes, thank you.



**MS. AARTI SHARMA:** So this will be very, very short. I really just want to use this time or this opportunity as a time to introduce myself to you all. I realize that this is the first time that I'm meeting all of you as a group and many of you for the first time. So, my name is Aarti Sharma. I am from Atlanta. I am the Fulton County Public Library Foundation's first full-time Executive Director. And I want to start by just telling you a little bit about myself. I grew up in a very working-class family, immigrant household in a predominately Black neighborhood here in Atlanta. And the library was a huge eye-opener for me. This is a picture of me in the library as a kid. And it just opened up a world of books and technology that I would never have had access to anywhere else including my school that I attended. Not only that, it opened up on whole world where I saw girls leading in a way that I didn't see my real life. You know, there were books like, *A Tree Grows in Brooklyn*, or *The House on Mango Street*, where I saw young girls leading a life where they were the main character, where they were the main protagonists, and where they shaped their outcomes for themselves, not necessarily the circumstances that they were born into. And so that was just something that was hugely transformational for me for as a young person. And it is probably the biggest reason why I was excited to apply for and accept this job. And I'm so humbled to have it today. Because I know the power and potential that libraries hold for all of us as citizens. From cradle to grave, it can be a huge determiner of your future life outcomes and your ultimate success, however you choose to define that. And so with that, I just want to tell you a little bit about the Foundation, and then they'll be some time for discussion at the end. The Foundation is an organization that works in partnership with the library, kind of as its fundraising arm. We work to kind of friend-raise and fundraise. The idea being that, you know, the county government only supports so much within the system. And our job is to raise external, private funds. So that can be through Foundation support. It can be through nonprofit support. It can also be through the private sector in terms of business, the business community and raising those partnerships. And the work is really to kind of help secure the library's future as indispensable community resource. We also are working on building more and more advocacy and public awareness into our organization. As we move forward, the ultimate goal of all of those efforts are to increase funding for the library system itself. We put our focus on four pillars right now. And these are somewhat likely to shift again as that strategic plan comes out because we want to make sure that we are the best partner to the library as possible. But I think the four buckets are likely to say the same. Development, as I mentioned, raising funds through the private sector foundations as well as individuals. Community relations, which I like to call friend-raising, right, being a huge advocate for the library, talking about the library publicly across all sectors. So with elected officials, with private citizens, but most well is with businesses and gaining support in that regard. Programming is really not our focus, but it's more strategic programming targeted to and supporting our fundraising efforts. And we'll get to some of that in -- later on in the slides. And then governance, we've really been focused over this

year and last, beefing up our Board and ensuring that we have the proper members on the Board to make sure that we're reaching some of these goals and hitting our fundraising targets. I don't want to go too deep into the strategic plan because I know that you guys just had like a primer on it. But I do want to just state that, you know, your support of the strategic plan and your involvement in the strategic plan is invaluable. You know, I believe, and I can't remember exactly which person it was, asked a question about how do we ensure that this lives on in years to come? And you're absolutely right. The Board, this Board is what ensures, in part, that it lives on for years to come and really passes down that institutional knowledge. And so, this Board's involvement at every step of the way and engagement is paramount and is crucial to having a great strategic plan that is actually useful and something that can be implemented. And as we know, the more voices we have, the broader the input, the stronger the end product. And so, as you engage with your stakeholder community encouraging them to participate in any way possible, and also, bringing to light any stakeholders that you want us to ensure that we're getting to, is all going to be part of a great process moving forward. And so, I'd encourage you to let me know, to let Martha know, who those people are. So as I said, our biggest priorities are to fundraise. We are currently fundraising for the strategic plan, which has been a huge initiative and probably our biggest initiative as a Foundation thus far in terms of dollars spent. Our next big initiative that we are working on is the One Book One Read Program. I am so excited about this program. We have been able to secure Isabel Wilkerson, the author of *Caste, The Origins of Our Discontents*, to come speak to us as a County on March 27th. She will be speaking at Auburn Avenue Research Library. This will be the culminating event of a program called, On Book One Read, which will encourage all members of Fulton County community to engage with their library and read this book kind of as a book club, January through March. So the idea is that the library itself will publish a kind of reading guide to go with the book. And that guide will take you through each month, breaking up the book into three chunks. So January, February, and then March, the culminating experience, will be to hear the authors speak. And we cannot be more excited about the potential that this program holds for cross-cultural and robust dialogue across our community. And I encourage all of you to pick up a copy of a book at the library and engaged with us as well and read along. In the spring, we are looking at having a, and funding a Children's Literature and Film Festival. And when I say, we, you know, again, AFPLF funds the libraries, the one that executes on the programming. So we would be funding this programming, but obviously, it would be the library's program. So we're looking at doing that, and it's really -- I'm sorry that says, Literature and Film Festival. It'll be a Children's Book Festival in late spring. And then throughout the year, of course, we might have some smaller events that we fund across the year. But those are kind of our three big initiatives that we have towards the end of this year and going into next that we are so excited about. And that are really big for us as an organization, given that this is the first time that we've really engaged on this level with

the library. And we have been so happy and gracious and grateful, I should say, for Gayle's leadership and graciousness throughout this process. She has been an amazing leader and a wonderful help every step of the way. So with that, I conclude, you know, as we continue to be a better partner to the library and grow and serve in the way that we know is possible, we know that that helps our whole community, our whole county thrive. And as we develop the strategic plan, I know that it is going to be big and bold and audacious. And it's going to call on the Foundation to be equally big, bold, and foundation so that we can -- big, bold, and audacious so that we can raise the funds that you all need to do this meaningful work. And we're really excited to partner with you all. And so I'll open it out for -- to any questions about the Foundation or about me. Thank you so much for having me. I really, really appreciate it.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Thank you so much. Are there any comments or questions from any Board member? Paul, I think you're muted.

**MR. PAUL KAPLAN:** Okay. Well, welcome the new Director for the Foundation. I really think that it's one of -- I think it's time for our Board to meet the Foundation. And I think we did it once a year and I think we need to do it here too. Once a year, we would sit down as a Board and the Foundation sit down as a Board and exchange ideas. And what we see each other to do, what they want from us, and what we want for them. And I think it's time, because I can't name all the Foundation members except a few of them. And I haven't talked to anybody in a long time. And I think it's something that we need to do as a Board, set up some time after all of the libraries open, which is getting close. And set up the time of meeting everybody.

**MS. AARTI SHARMA:** Absolutely, I think we can definitely make that happen. As soon as the libraries open, we can set a date. And maybe we can even do it at Central if it's realistic.

**MR. PAUL KAPLAN:** I think it is. I'm looking at my Chairman right now.

**CHAIRMAN D. CHIP JOYNER:** I think that's a great suggestion. You're absolutely right, Paul, thank you so much.

**MS. AARTI SHARMA:** Paul, I just want to make sure I understand what it is that you want. Do you want like a mix-and-meet kind of like, informal greeting or do you want an actual Board meeting that is a traditional Board meeting?

**MR. PAUL KAPLAN:** We did it informally. In other words, we sat, we got to know each other, and whether anybody -- what they do. And it just kind of feel out each person and see exactly how they feel about things. I think it was a good way, it's a good relationship. Because in order for the Foundation to grow, this Board has to know, to be right along with it in the same way. And I think we really need to talk. We haven't done it since I've been here. I've been on the Board for a few years now. So I think it's time. And I'm looking at Gayle. Gayle, in the past, had they ever met together? Have they done that since yours? And I think, Chip's been on it for 14, so 15 years, I guess.

**MRS. GAYLE H. HOLLOMAN:** No, not that I'm aware of. There were a lot of members on the -- of the Foundation who also Trustees at one point. So there was the cross-sectional, cross intersection of information sharing and what have you that way. But it wasn't both groups together all the time and/or often, or at least once a year or whatever. So I think it's a swell idea and could be very beneficial.

**MR. PAUL KAPLAN:** Especially when we're going to start what we're doing now with strategic planning, this is the time, just time to meet, meet and greet.

**MS. AARTI SHARMA:** You're absolutely right. And maybe even if the libraries aren't open by the end of year, perhaps we can just, you know, rent some private space somewhere or go to dinner together or have a happy hour together. So maybe there's opportunity, maybe we should just make this a priority before the end of the year, given that we have so much coming up in the new year where we're going to be collaborating so closely. I will, I'll definitely -- Ms. Holloman, I'll touch base with you about that and to make sure, you know, we can make that happen.

**MRS. GAYLE H. HOLLOMAN:** My only question goes to our County Attorney, Adebola, about if you meet, what does that mean? You know, the fact of if everyone comes, does that constitute a meeting? Because then you would have definitely have a quorum. So I don't know how do you deal with that in the sense of some point of an informal meeting?

**MS. ADEBOLA LAMIKANRA:** You mean, whether or not you're able to do that?

**MRS. GAYLE H. HOLLOMAN:** Yes, is that doable?

**MS. ADEBOLA LAMIKANRA:** Yeah.

**MRS. GAYLE H. HOLLOMAN:** Oh, okay. Sounds like a good idea.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Mr. Kaplan?

**MRS. GAYLE H. HOLLOMAN:** If we can make it --

**MR. PAUL KAPLAN:** Okay.

**MRS. GAYLE H. HOLLOMAN:** I'm sorry. We can also make it happen in our libraries. The Central Library will be open for different events and on the 5th for the event center. So we can make it happen here. We just have to be very careful of what we do and we're not opening up to the general public, as such, for different things right now because of the COVID-19 variant situation. But we can definitely -- we've got groups that are meeting here or scheduled to meet here once Central reopens anyway. So it's kind on sporadic, but it's primarily individualized leadership, and it's groups that have to do with the library and leadership. So I don't see that being a problem.

**CHAIRMAN D. CHIP JOYNER:** Okay, thank you. Any further questions or comments? Okay. Ms. Borders, any questions or comments?

**MRS. PRISCILLA BORDERS:** I think you've covered what I had thoughts about. So, just looking forward to working with the Foundation.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Okay, Ms. Sharma, thank you so much. And Ms. Greenway, we really appreciate the time. This was a breath of fresh air and information from us. You gave us a lot of information to think about. And I'm sure all of

us will be available should we get the call to answer questions and provide some feedback. So, thank you so much. And Ms. Claxton knows how to reach any of us if you need to. Okay, all right. So we'll let the two of you sign off and we're going to go ahead and get started on the rest of the agenda.

**MS. AARTI SHARMA:** Thank you.

**CHAIRMAN D. CHIP JOYNER:** Thank you so much. Okay. All right. We're going to move the -- oh, first, I just want to wrap up and say, thank you everyone for your questions and for your time to listening for that. I think this is a great opportunity for us to come up with some new ideas and some new building blocks for the Board and for the library. And also in our support of all the efforts that Ms. Holloman does on a day-to-day basis, and her team. So thank you, and all ideas are good ideas. So please feel free to share them among yourselves, send them to Ms. Claxton, send them to myself. This is good work. Mr. Kaplan?

**MR. PAUL KAPLAN:** Yes, yes. Am I up? Where are we at? You're kind of getting cut out, I'm not sure because it cut out.

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

**MRS. GAYLE H. HOLLOMAN:** Yeah, you've been going in and out.

**CHAIRMAN D. CHIP JOYNER:** I'm going out? Okay. Is that better? Can you hear me now?

**MRS. GAYLE H. HOLLOMAN:** Yes.

**MRS. ZENOBIA CLAXTON:** Excuse me, excuse me. I have public comments.

**CHAIRMAN D. CHIP JOYNER:** Okay, okay. We'll put Mr. Kaplan and the construction report on hold for just a moment to take a public comments.

**MRS. ZENOBIA CLAXTON:** Okay. Good afternoon. I just received -- the first one comes from Ms. Donna Renfro Lawson. I'll try this again.

### **PUBLIC COMMENTS**

**MRS. ZENOBIA CLAXTON:** "Good afternoon. Mr. Chip Joyner has not resolved the issues he caused by misrepresenting himself through incomplete documentation and fraudulent association with the County Attorney's office. A resolve is being sought, including a mailing address to reply to with written documentation for his consideration as Board Chair. This is an addendum to this message. Will the library staff work the polls in the upcoming election? In addition, FULCO has a very detailed customer service response time operating guidelines. Why is the library staff able to ignore the policy and procedures as written. I am, because God is, Donna Renfro Lawson." My second public comment comes from Andrew Short. "Dear Board of Trustees, to my knowledge, one needs a permanent address to register for a library card in Fulton County. I feel that this policy needlessly rejects those community members who could most benefit from access to books and library resources. People experiencing homelessness, I'd like to hear discussion about how could enable people experiencing homelessness to get library cards and any reasons why this shouldn't be pursued. A special program for people

without a permanent address might be called for. But I believe any obstacle to its implementation could be overcome. Thank you for your consideration, Andrew Short." That's all I have.

**CHAIRMAN D. CHIP JOYNER:** Okay. Ms. Claxton, thank you so much for -- did you say, Andrew Short?

**MRS. ZENOBIA CLAXTON:** Yes.

**CHAIRMAN D. CHIP JOYNER:** Okay. I would like to refer him to last month's meeting notes. We are taking a look at different steps we could take to better understand and support our patrons who might be unhoused. So I really appreciate those comments. I'll leave it to Ms. Holloman to say anything specific relative to the issuance of cards and what the policy is. But we are mindful of his concerns and we are exploring how we can support different constituencies better than we have. So hand it over to Ms. Holloman.

**MRS. GAYLE H. HOLLOMAN:** Good afternoon, again. We have three types of cards. We have three types of cards. If you are a resident of Fulton County, work in the County, that type of thing, you can get a regular card that lasts for two years. It renews every two years, if you come in and renew it. We also have what's called a guest card. When you come into the library and want to use their computer, you can get on by getting a guest card at the desk. It allows you to stay on the computer for an hour at least. And if there's no one there, you can stay on longer. We also have what's called a courtesy card. It does not require you to have an address. And that's what we use for persons who may be traveling here or they're coming -- don't know if they're going to be temporary residents or not. And that card can be used up to 30 days, so there are opportunities. If you go to the desk and inquire about that, there are opportunities to receive a card in some standing so that you can use the library and its resources. It does not allow, the courtesy card, I think, I may not have it exactly. I'd have to look up the actual or the actual standards, but -- or guidelines, but I think you can check out two books for that 30-day period with a courtesy card. But, we can verify that. But we do have ways that if you're not -- if you do not have an address that you can still utilize the library.

**CHAIRMAN D. CHIP JOYNER:** That's great. That's great. Thank you so much, Ms. Holloman. And then also I've got a couple of pop ups saying that my computer or my connection was unsteady. If I do go out, Ms. Borders, will you take over for the balance of the meeting? Okay, thank you. So moving on to Mr. Kaplan and --

**MRS. ZENOBIA CLAXTON:** Wait, just a minute again I sent you a message that I have some webinar participants that has questions that I have to read into the record.

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

**MRS. GAYLE H. HOLLOMAN:** Okay. I did want to make -- can I make one statement about the polls?

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

**MRS. GAYLE H. HOLLOMAN:** Okay. Staff have not been asked to work the polls as of yet. However, our County Manager has the authority to ask any of us to work wherever

at any time. I have been told that they're not looking at that at the moment. However, that can change. We know that advanced voting will start in October. And we do have the dates of that, which have been published to the public. So we're just waiting to find out if that's going to be asked of us or not. It was asked of us last year. But there were - it was a different time. I think some things have changed and they're working very hard to address the needs of the office of Registration and Elections. So we are just waiting to find out. But that has not stated that staff were going to be assigned to work the polls this year. But we do have to do whatever we are assigned. So we're all keeping ourselves abreast of whatever new information comes down the pike regarding that.

**CHAIRMAN D. CHIP JOYNER:** Thank you again, Ms. Holloman.

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

**CHAIRMAN D. CHIP JOYNER:** Ms. Claxton, the additional questions, would you like to share those now?

**MRS. ZENOBIA CLAXTON:** Okay. Everyone needs to go on mute so I don't have feedback. The first question comes: Is the Foundation open to answering questions from constituents that are defined as key? Number 2: Why is Zenobia not reading -- receiving public comments that are submitted via e-mail? This one comes from Donna Renfro: "The pandemic is given us the opportunity to focus more intently on library services. It's time to move forward at a faster and more sensitive pace on behalf of readers everywhere." This one comes from Donna Renfro: "Why does the Acting Branch Manager, Vicki LaJesse at the East Point Library in Marvin Arrington's district, not answer written communication?" This one comes from Donna Renfro Lawson: "How does the public reach the guest represented today?" This is anonymous: "Commissioner Marvin Arrington needs to call a meeting about Chip Joyner's behavior against Kaye Burrell in the Attorney's Office. Who is responsible for arranging the session?" That's all I have. Thank you. You're muted, Mr. Joyner.

**CHAIRMAN D. CHIP JOYNER:** Okay. All right, well Ms. Claxton, thank you for reading those questions into the record. We can revisit those at a later date. But at this time, I think we need to move forward with the balance of the meeting. So moving next to Mr. Kaplan and the construction report.

### **CONSTRUCTION / RENOVATION REPORT – PAUL KAPLAN**

#### **WORK ORDERS REPORT**

**MR. PAUL KAPLAN:** Okay. Everything looks -- things are looking up. Central is continuing on in their construction and on the odds and ends, it goes day by day as our Chairman -- as our Director knows. And it will be open that day, getting pretty close sometime in October. But we're getting close to that. So it's good news. As far as work orders are concerned, we had about 245 work orders last month. That's from August 1st to August 31st. However, most of these work orders have been completed. As far as HVAC is concerned, they now have a system that they realize at Central, where the bank is, that there's a problems. And some of those problems are corrected without anybody

going over to the library. So it's really looking up. And it's getting done because our TC controls are starting to get better, and they're starting to get everything connected together. So it's going well. Plumbing on the other hand, we had 37 plumbing calls just last month. And these are becoming quite costly. And I think I told you last meeting, they're hiring an engineering company to take the assessment of all the libraries that have been renovated and come up with some solutions that would best reduce the costs and reduce the problems that we're having. And some of the problems are done because of the construction years ago. And some are the ground and the low-water flushed dials that we have now installed. And also, it's patrons or employees or whatever, they're stuffing things down in the toilet that doesn't belong there, especially clothing. And it really causes a lot of problems. But it's working out. The grounds, we have about 20 service call for grounds. It's the ground-keeping companies are handling -- they're very short handed. And they're trying to get done as much as they can. And some of the grounds that need cutting and need at least trimming, they're trying to get to it. But everyone is going to have to be patient. There are so many other things, you just can't get the employees to come out because they -- most employees never came back after the COVID crisis and they're starting to come back. A lot of them they lost, they never came back. So they're shorthanded. As far as miscellaneous are concerned, again, we need a couple people that work directly for the library. We have 44 miscellaneous, that includes doorknobs, just odds and ends that we -- you know, carpentry and stuff like that. I am telling you, we can have two people full time. There's always going to be something to be done, especially at Central. So that's something that the Director Davis is looking at. And he -- they're seriously thinking about -- and Gayle can maybe -- starting to look for a couple of people --

**CHAIRMAN D. CHIP JOYNER:** Mr. Kaplan, Mr. Kaplan?

**MR. PAUL KAPLAN:** Yes.

**CHAIRMAN D. CHIP JOYNER:** I'm not sure if it's just me. But you're starting to break up quite bit. Is anyone else having a hard time hearing everything, or is that just me? Okay. Perhaps, it's just me. I'm sorry to interrupt.

**MR. PAUL KAPLAN:** That's all right, that's fine. So Gayle, can you get anything on that, as having a couple people that would we full time for us?

**MRS. GAYLE H. HOLLOMAN:** Yes. Mr. Kaplan, we are working very hard to -- finally got a position number assigned and we are going to be posting the job for a building facilities manager. And that would not be just for Central, but for all of the libraries. We've been working very hard over the last few months to make that happen. The person will be housed at Central. But would be in charge of all of those things that you're mentioning. So I'm very excited that we're going to be getting that done. It'll be underway and the job posting should come out within the next few weeks.

**MR. PAUL KAPLAN:** So it's working, it's going to work well. And I think that's what we need right now. As far as that, we only had about ten roof leaks that all have been



repaired. And other that, the miscellaneous and a couple life safety issues. But everything else is pretty much handled. And they are doing the best they can and trying to get them done as quickly as possible. Sometimes with some of these plumbing issues, sometimes it takes hours to get to the library. We have one like that this last month. But, you know, we do the best we can. There was a question about maybe training some of the library staff to turn off the main water system in the library. So whether if something breaks, or some line breaks before somebody can come out there, turn the main water system off if it's a break in the water lines itself. I don't know. I'm not going to -- I can't call that shot. I mean, I can see the library saying, you want me to go into where, and you want me to turn which valve? And then they turn off the fire system by mistake and we're all in trouble. So maybe that's not a good idea, but I just brought it up. But anybody have any questions? No? Okay, everybody's smiling. That's good. That's it Mr. Joyner. That's all I got left.

**CHAIRMAN D. CHIP JOYNER:** Okay. Well, thank you so much. I have to apologize. I didn't get much of that. I'm really unstable on my end. I'm going to ask Ms. Borders if she can go through the rest of the agenda. I'm going to sign off and try to sign right back on. But please proceed without me. Thank you.

**MRS. PRISCILLA BORDERS:** We just completed the construction and renovation report. Can you hear me? I hope you guys can hear me. I'm on mute -- I hope you can hear me. But our next -- thank you. Our next order of business is the Director's Report. Ms. Holloman, can you lead us what that discussion. Ms. Holloman you're on mute.

**MR. DAMIAN J. DENSON:** It's Ms. Jordan's mic.

**MRS. PRISCILLA BORDERS:** Ms. Jordan, can you put on mute. Please mute the mics. Thank you.

## **21-49 DIRECTOR'S REPORT**

## **21-47 MONTHLY FINANCIAL REPORT**

## **21-48 MONTHLY USAGE SUMMARY**

**MRS. GAYLE H. HOLLOMAN:** Okay. All right, I don't hear any feedback now. I just wanted to say, I really appreciate Aarti Sharma and Martha Greenway's presentations. I think it's going to be really vital to us that we complete the strategic planning and I'm very excited about the possibilities. So right now, what's going on in the library in the month of August, everyone continued to do the work that they've been doing with regard to programming, virtual programming, meeting the needs of our patrons as they come inside the library. And it's just been wonderful. Staff continues to train on various things, particularly here at the Central Library. And we've had meetings about security concerns. Our Police Department has been just been wonderful about coming and speaking with the different groups of staff. And that has been very helpful to us. And we're also addressing and talking with the staff about their concerns and their thoughts about ways that we can meet the unhoused needs. So that's a real plus for us. We're also on August 30th, remembered the late Commissioner Joan P. Garner with the renaming of the Ponce

Library for her. It is now the Joan Garner -- the Joan P. Garner Library at Ponce De Leon. And you've got pictures of that day's events. I think that, it turned out very well. Her family was very appreciative and her work continues in all of the things she was very much a part of. Healthy initiatives and other things that we were trying to do with the library, and she would make sure that we promoted much of those initiatives that had to do with health especially. So -- and literacy, so we're very proud to have named the library for her. I don't know if you have any questions right now with regard to the monthly financial reports or monthly usage summary. I did ask our finance manager, Jamar Parker, to come on the call today because I didn't know if you had any questions about anything or some of the graphs. And you might just want to reach Jamar anyway. Jamar, are you there? Perhaps he didn't hear me, I don't know. But anyway, if you have any questions, do let me know about it, any of those financial reports. We are at 60 percent of the budget are either expended or encumbered at this moment. And so, I think that's a good place for us to be. We are still talking about our budget year of 2022, with the different enhancements and what have you that we're asking for. We are asking for an increase funding for our collections. Because you might know and remember that, in phase one of the building program, we had what was called opening-day collections, funding for that. We did not have that for phase two. And so we know that there's a -- there are a lot of opportunities now for us to rebuild and reconsider our collections and buy more materials. And so that's what we're asking for with regard to funding, so primarily for collections. And that's where we are with that. See do I have anything else. And I wanted to make sure -- I don't know if we want to wait until we get to the next section. But I can talk do you more about Central and where we are with that when we get to that stage of it. Are there any questions?

**MRS. PRISCILLA BORDERS:** Does anyone have questions of Ms. Holloman? Okay. Not seeing any, so let's move onto unfinished business. And we're going to discuss the Central Library update. Ms. Holloman, you can proceed.

### **UNFINISHED BUSINESS**

#### **CENTRAL LIBRARY – UPDATE**

**MRS. GAYLE H. HOLLOMAN:** The Central Library is just on par to meet the opening in October. And we're just looking forward to it so much. There's a lot of work that's going in but it's still quite a few things to do on our side, primarily at this point. But the punch list is still being done. As always happens with these libraries, there's always something like, Mr. Kaplan was saying, a light bulb here, a fixture there. But we're working toward it. We have a staff that's committed, staff is on board doing a lot of different things. And it's going to really make a difference. We did have a gathering of persons of interest with regard to the renaming of the Central Library. We had a meeting with the district Commissioner, Commissioner Hall. And I don't have all the results of that finding yet. We've presented to her, through Vice-Chair Borders, the discussion points. And we're just waiting to see where we are with the naming, and we can let you know about that.

There was some discussion as to whether or not it goes before the Board of Commissioners. Because all we're doing basically an add-on to the name. And so we're not really sure how that's going to go. But we were talking with our COO, Anna Roach, about that process. She seems to think that it might not need to -- it might not rise to the level. But we will keep you informed as to if it does and when it will do that and when we will hopefully have that resolved. But we did have some community input, and it was, I think it was a very good meeting. So that's taken place already. Any questions about Central?

**MRS. PRISCILLA BORDERS:** No. If anyone has no questions. I'm just going to comment real fast in terms of I did reach out to Commissioner Hall, and I will follow up with her regarding her recommendation and her thoughts and how we move further and proceed. Perhaps we'll have a meeting with the naming committee. But I just wanted let you guys know that I did reach out to her and I'm following up with a meeting with her on the renaming.

**MRS. GAYLE H. HOLLOMAN:** Okay, thank you.

**MRS. PRISCILLA BORDERS:** So, any more questions about Central Library in terms of the renaming and the opening? All right, then we're going to move on to Code of Conduct Policy. And I will like to reach out to Mrs. Radakovich to see if she has any updates regarding that.

### **21-50 CODE OF CONDUCT POLICY – UPDATE**

**MRS. NINA RADAKOVICH:** Hi. This has turned out to be a little more involved than we thought it would be. And we, Gayle and I and Cheryl met with Fulton County Police last week because they were interested in it and they wanted to help with it. And it turned out to be a really good, productive meeting. It was with Captain Kenneth Schierle, who you all met at the Cascade meeting in person, and Sergeant Jen Jones. And they had some ideas about the practicality of this policy that were extremely helpful. Because it was things that I had not considered. Their responsibility enforcing the law, they've encountered things that I've never encountered. And they had an additional viewpoint. And of course, the library staff has an additional viewpoint. And some of what we have in this current draft, creates a lot of work for library staff. And we don't want to make it a burden, we want to make it something that allows the libraries to be welcome to everybody and including the homeless. But also, where behavior is dangerous or threatening, we want to nip that in the bud. And we got some very good ideas about how to do that. And we also want to streamline it. It's really too long. It has everything but the kitchen sink in it. And we'd like to simplify it, make it more understandable and easier to refer to for the staff when somebody complains about why you're telling me to leave. So there are several changes that need to be made, and I think it needs to go through the Captain and the Sergeant again. We also need to check, and I texted Adebola earlier today, there is a very important legal question about weapons in public libraries. And I think most of you know the General Assembly passed a law a few years ago expanding the public buildings

in which citizens may carry firearms. And we need to know exactly how that applies to libraries and how we can minimize or eliminate the use of carrying of any firearms in libraries for obvious reasons. So we have to resolve that issue and we have to streamline this. But we want it to be good and not burdensome, so that's why it's going to take a little longer. But I'm optimistic that we can have it in October. We may not, but I'm hoping we can. Does anyone have any questions about it?

**MRS. PRISCILLA BORDERS:** I'm sorry, Joe.

**MR. JOE PIONTEK:** No, go ahead.

**MRS. PRISCILLA BORDERS:** I just wanted to acknowledge Nina's work on this. So she had actually written multiple drafts. So I wanted to just let everybody know that she's worked really hard on this. And there's a lot of moving pieces behind the scenes. So thank you, Nina.

**MRS. NINA RADAKOVICH:** Thank you for that.

**MR. JOE PIONTEK:** I read through it all, Nina. There was one section about possession of alcohol. And whereas in other places it says, there's no food other than at sanctioned events. The alcohol policy looked like it was fairly restrictive. And I can remember when I first got on the Board, it's a long time ago, that Gayle had said that they could have anything but red wine. Because apparently, red wine is a -- it can't be removed. So are we there? I would ask the Executive Director that, are we saying, no alcohol in any library?

**MRS. GAYLE H. HOLLOMAN:** Well, you know, we've had this discussion over years. I mean, from probably the last 20 years back and forth. And it has been allowed very sporadically because it doesn't come up that often that people want to have spirits or wine or whatever. And it's been said that, white wine could be used. But like I said, it's been so few and far between that these events ever have anything like that. I understand that there is a policy that the county is either working on or maybe has already put in place many years ago. We were just not aware and that you have to have someone serve who has a license. So we're trying to get that wording and that information. I think our County Attorney can help us with that to try and figure out just what is supposed to happen. But the things I've been talking about recently in regard to the Foundation's desire to have programs sponsored, that they sponsor and fund that the person that hired to do the food and what have you, that person would be required to have the licensing that's required. So that's where we are at the moment. And we need to just need to check in with it and find out definitely where we are with that. But it comes up very -- it has in the past, come up very infrequently. But with us having an event center and all that now, I can see it coming up probably more often.

**MR. JOE PIONTEK:** Definitely no red wine with all that new carpet we've got in there.

**MRS. GAYLE H. HOLLOMAN:** Exactly, red wine can do some real damage.

**MR. JOE PIONTEK:** Thanks.

**MRS. PRISCILLA BORDERS:** Thank you. Anymore questions or comments? Okay. Before moving on to new business, I want to let Zenobia acknowledge, Ms. Claxton acknowledge that there is another question. We do have an attendee with a hand raised. So Ms. Claxton, can you hear me?

**MRS. ZENOBIA CLAXTON:** Yes.

**MRS. PRISCILLA BORDERS:** Can you proceed with the question? I believe there is a question that was submitted.

**MRS. ZENOBIA CLAXTON:** I don't have it on my side. I don't see a question.

**MRS. PRISCILLA BORDERS:** Okay. So how do we deal with -- I know that there's a hand raised and that one of the attendees. How do we deal with that?

**MRS. ZENOBIA CLAXTON:** Let me look and see.

**MR. DAMIAN J. DENSON:** I just chatted with her and asked her what her question is. I don't know if she's able to respond.

**MRS. ZENOBIA CLAXTON:** Under my Q&A, I have for the only questions that I read earlier. Let me just go back through and see if there's another one.

**MR. DAMIAN J. DENSON:** Zenobia, she just has her hand raised.

**MRS. PRISCILLA BORDERS:** Okay.

**MRS. ZENOBIA CLAXTON:** Okay.

**MRS. PRISCILLA BORDERS:** We'll just monitor in case we see any more questions in the chat, let's do that.

**MRS. ZENOBIA CLAXTON:** Okay, will do.

**MRS. PRISCILLA BORDERS:** Thank you. Thank everyone.

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

**MRS. GAYLE H. HOLLOMAN:** If there's a raised hand, can that person speak, or how does a work, Zenobia?

**MRS. ZENOBIA CLAXTON:** No. I'll just read the question in.

**MRS. PRISCILLA BORDERS:** Yeah. Whoever has the raised hand, if could kindly put your question in chat and we'll make sure the Q&A, we'll make sure that we'll get it. Thank you. So let's move on to the new business, the 2021 Staff Development Day cancellation request. You have the floor, Ms. Holloman.

## **NEW BUSINESS**

### **2021 STAFF DEVELOPMENT DAY CANCELLATION REQUEST**

**MRS. GAYLE H. HOLLOMAN:** Yes. Thank you, Madam Vice-Chair. I just wanted to make a mention to you all about the 2021 Staff Development Day. Last year, as you probably remember, we didn't have our traditional Staff Development Day. In fact, what we had was Staff Appreciation, and we did it virtually. This year, with so many things going on and with attrition and various things that have taken place, we feel that we need to just cancel it for this year. And you all did approve it. But we would like to take it -- ask that you allow us to not have it this year. We'll try to plan on having it next year. And that all has to do with the situation that we find ourselves in with regard to with the COVID-19

variant and the request by the county that we maintain social distancing and that we wear a mask. And we don't know that we can do that in the kind of way that it would need to be done because the plan was to have everyone at the Central Library, and moving around and changing rooms and all that type of the thing. We just don't think that that would be a viable way of us -- of operating at this time. So we had thought that by this time of the COVID situation that we would be back more to normal to where that wasn't a bid to do. But we just don't think it would be prudent for us to do that at this time. So the request is to ask that you would reverse your approval of Staff Development Day 2021.

**MRS. PRISCILLA BORDERS:** Question. Is there anything in terms of virtual consideration that you guys planned instead of face to face?

**MRS. GAYLE H. HOLLOMAN:** We didn't plan anything this year virtually because of as I said, the problems with making all that happen. It takes a lot to make that happen. So we did not start in time for that and because we really thought we were going to be able to do it in person. And so we did not set it up virtually this year. We do -- we are in talks with the Foundation about an appreciation that the Foundation would give to all staff in place of that that would arrive on that same date of October 18th. I've been in talks with them this week about that. So there will be something done on the part of the Foundation as a thank you to staff. And I think that's really generous of them and very kind.

### **MOTION**

**MRS. PRISCILLA BORDERS:** Thank you for that clarification. So is there a motion?

**MR. JOE PIONTEK:** I make a motion that you cancel Staff Appreciation Day for 2021.

**MS. LINDA JORDAN:** I second it.

**MRS. PRISCILLA BORDERS:** Seconded by Linda Jordan. All those in favor of canceling the Staff Development Day Celebration for 2021, signify by saying, aye.

**MRS. NINA RADAKOVICH:** Wait. I would like to suggest that we say, we're canceling the educational component, or something. Otherwise, it sounds like we're, you know --

**MRS. PRISCILLA BORDERS:** Cancel the 2021 Staff Development Day, it's -- but you want to say.

**MRS. NINA RADAKOVICH:** Oh, Staff Development, yeah. Not Staff Appreciation, yes, that's fine. I'm sorry.

**MRS. PRISCILLA BORDERS:** Cancel the 2021 Staff Development Day Celebration. And then the appreciation is something totally different that she's working with the Foundation, I believe, to make that happen.

**MRS. GAYLE H. HOLLOMAN:** Yes. That's right.

**MRS. PRISCILLA BORDERS:** Is everybody clear about was motion that's on the floor? The cancellation of the 2021 Staff Development Day. It was motioned by --

**MRS. NINA RADAKOVICH:** Joe.

**MRS. PRISCILLA BORDERS:** I think it was Joe, and seconded by Linda Jordan. So that's a motion. So let me go through them -- that once more. All those in favor of the cancellation of the 2021 Staff Development Day, signify by saying, aye.

**TRUSTEES:** Aye.

**MRS. PRISCILLA BORDERS:** Any opposed? Thank you so much. So there's nothing else on the agenda. But I want to give the opportunity for Chair Joyner to make closing remarks.

**PUBLIC COMMENTS**

**MRS. ZENOBIA CLAXTON:** Excuse me. I don't mean to interrupt. I do have the one question that just came in.

**MRS. PRISCILLA BORDERS:** Oh, okay.

**MRS. ZENOBIA CLAXTON:** It came in from Donna Renfro Lawson. "What reference and where can it be found, in reference to Ms. Holloman's reply regarding the library employees and the County Manager's authority to require them to work. What reference and where can it be found, in reference to Ms. Holloman's reply regarding the library employees and the County Manager's authority to require them to work."

**MRS. PRISCILLA BORDERS:** Ms. Holloman, our County Attorney, do you guys have any specifics to offer?

**MRS. GAYLE H. HOLLOMAN:** The only thing that I can say to that is that by virtue of his position. That question came up last year when we were asked to do so, and it was said that the County Manager has the authority to reassign staff. Not just library staff, but staff all over the county. And that is what happened. And he asked us because of the nature of elections, the help was needed. So I don't know that it's written down anyplace. I just know that he does have the authority over those 5000 or so employees that work for the county. So I would think -- I don't know if the County Attorney -- but I would think it would be by virtue of perhaps the Commission who gives him the authority in his position. But that is what we were told last year and we were asked to do so. And I did check into it. It was not a problem as far as we were told, and the staff did it and did well. And we move forward. This year we have not, as I said before, been told that that is going to be asked. But if it, we will make sure everyone is aware of it.

**MRS. PRISCILLA BORDERS:** Thank you so much. So Mr. Joyner, closing remarks?

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

**MRS. GAYLE H. HOLLOMAN:** May I say one other thing?

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

**MRS. GAYLE H. HOLLOMAN:** There was a question here or a statement, something about is the Foundation aware of the amount of heavily educated employees that work for FCLS that are overlooked and do not understand the purpose of the Foundation. I'm not sure I'm understanding, but the purpose of the Foundation is to raise funds to support our programming and those things that the county would not normally fund. I'm not so sure that I'm understanding the question. But if I do understand it properly, my additional response would be, the strategic planning process is going to allow all of the staff to have an opportunity to give input. Now, I can't tell you in what form they would be requested, that input would be requested. But that is the point of the strategic plan is to get input

from stakeholders, that's persons who don't work for the library or the county. And also to get input from administrators and managers and from the staff as a whole. So there will be focus groups and other groups that will be convened. And perhaps, surveys or whatever sent out. I don't know all of the planning that the strategic planning company has in store for us. But I do know that all the aspects include input from all of those entities. So I just wanted to make that clear in case somehow that has not been articulated. Thank you.

**CHAIRMAN D. CHIP JOYNER:** Ms. Holloman, thank you so much. Okay. Are there any further questions or comments from anyone on the board?

**MR. PAUL KAPLAN:** Yes. Chip?

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

**MR. PAUL KAPLAN:** Where's the meeting going to be next month? Are we going to be at Central? Do you have any idea at this point, or we just going wait and see how things develop?

**CHAIRMAN D. CHIP JOYNER:** Do we have any updates from the County Attorney on in-person meetings?

**MS. ADEBOLA LAMIKANRA:** So as of right now, the state of emergency issued by the Board of Commissioners is still active. So we could use that to continue virtual meetings. But it is up to you all if you want to meet in person.

**CHAIRMAN D. CHIP JOYNER:** Okay. Is there a preference by the Board to meet in person or to schedule Zoom again for next month? You don't have to answer that now, but anyone have a preference just in general?

**MR. PAUL KAPLAN:** I'd rather see what's going to happen with Central and how it works out.

**CHAIRMAN D. CHIP JOYNER:** Okay. So we'll schedule the Zoom meeting for the next meeting. After the opening of Central, then we can get feedback from the Executive Director and then we can make a decision at that time. How does that sound?

**MS. LINDA JORDAN:** Okay.

**MR. PAUL KAPLAN:** Sounds good.

**CHAIRMAN D. CHIP JOYNER:** Okay. And feel free to share your preferences with Ms. Claxton over the course of the next 30 days or so. All right. And then also, I want to thank Ms. Borders for taking over the meeting. I couldn't hear a thing. So thank you for filling in and keep it going, and that's really appreciated. All right. Well, this was a longer meeting than normal. We had different visitors and also we took questions during the course of the meeting. I'm going to ask Ms. Claxton if we can try to make sure that we keep the questions at the beginning of the meeting. And so, we can just stay on schedule. But we do want to answer any and all questions from guest. But for moving the meetings forward, we'll really have to take the questions during that set time in the beginning of the meeting.

**MRS. ZENOBIA CLAXTON:** Yes, sir.



**ADJOURNMENT**

**CHAIRMAN D. CHIP JOYNER:** Okay. All right. Well, that's the meeting today. Is there a motion to adjourn?

**MOTION**

**MR. PAUL KAPLAN:** I so move.

**CHAIRMAN D. CHIP JOYNER:** Okay. We have a motion by Mr. Kaplan, is there a second.

**MR. JOE PIONTEK:** Second.

**CHAIRMAN D. CHIP JOYNER:** Okay. We have a second by Mr. Piontek. All those in favor say, aye.

**TRUSTEES:** Aye.

**CHAIRMAN D. CHIP JOYNER:** All those against? Hearing none, meeting is adjourned. And again, thank you, Ms. Claxton. Zenobia, you keep it going for us in the background. And I know you're doing a lot, so thank you. And County Attorney, we always love to have the expertise at the table. And Court Reporter, thank you. And just everyone, thank you so much. And Nina, just all the work you're doing, that's really helpful. I think the code of conduct, when we get that straight, it's really going to help make everyone in the library systems job easier, at least that's a goal.

**MR. PAUL KAPLAN:** It sure will.

**MRS. GAYLE H. HOLLOMAN:** Yes. Thank you all for working on that.

**(Whereupon, the Virtual Board of Trustees Meeting concluded at 5:35 p.m.)**

October 22, 2021

Gayle H. Holloman, Executive Director  
Fulton County Library System (FCLS)

September 2021

September was Library Card Sign-Up Month. The number of sign ups and renewals for library cards this year were 8,801 in September and in 2020 the total was 3,993 for the same month. That is a significant increase over last year, and demonstrates the importance patrons place on being able to access Library materials and services.

Central Library staff worked diligently to prepare for the soft reopening of the Central Library with that date being October 4<sup>th</sup>.

Staff also worked in collaboration with FCIT to prepare the Central Library to be the host site of the inaugural Cyber Security Summit that was also scheduled to be held in October.

Additionally, staff throughout the Library System continued to prepare virtual programs; and to staff the libraries to meet, greet and assist patrons on a daily basis.

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

AS OF SEPTEMBER 30, 2021

Doc. #21-54

SERVICE	2021 BUDGET	SEPTEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	COMMITTED	BALANCE
REGULAR SALARY	14,591,015	933,598	9,024,784	-	9,024,784	62%	5,566,231
PART TIME SALARY	484,240	19,998	241,299	-	241,299	50%	242,941
BENEFITS	7,903,299	493,685	4,667,541	-	4,667,541	59%	3,235,758
BOOKS	3,679,911	164,793	2,336,970	563,912	2,900,881	79%	779,030
OFFICE EQUIP. REPAIR	23,000	-	1,610	5,000	6,610	29%	16,390
EQUIPMENT	32,604	-	1,218	12,097	13,314	41%	19,290
OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
PROFESSIONAL SERV	37,937	-	7,337	5,600	12,937	34%	25,000
COPIER MACHINE	205,865	22,447	167,591	-	167,591	81%	38,274
COPIER PAPER	1,000	-	-	-	-	0%	1,000
SUPPLIES	85,900	4,690	36,666	1,328	37,994	44%	47,906
COMPUTER HARDWARE	430,000	-	381,934	-	381,934	89%	48,066
RENT	204,840	18,198	150,487	71,672	222,159	108%	(17,319)
OTHER SERVICES	647,522	34,428	370,341	60,235	430,575	66%	216,947
TRAVEL	12,000	-	555	-	555	5%	11,445
HOPITALITY	10,000	-	-	-	-	0%	10,000
VEHICLE MAINTENANCE	22,850	1,343	9,045	-	9,045	40%	13,805
GENERAL INSURANCE	622,596	51,883	466,947	-	466,947	75%	155,649
CONTINGENCY	16,775	-	-	-	-	0%	16,775
<b>TOTAL</b>	<b>29,013,354</b>	<b>1,745,062</b>	<b>17,864,324</b>	<b>719,843</b>	<b>18,584,167</b>	<b>64%</b>	<b>10,429,187</b>

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

AS OF SEPTEMBER 30, 2021

ORGANIZATION	SERVICE	2021 BUDGET	SEPTEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATION	REG SALARY	11,509,491	726,076	7,101,251	-	7,101,251	62%	4,408,240
	PART TIME SALARY	484,240	19,998	241,299	-	241,299	50%	242,941
	BENEFITS	6,277,726	391,511	3,723,641	-	3,723,641	59%	2,554,085
	BOOKS	3,179,911	164,793	1,836,970	563,912	2,400,881	76%	779,030
	OFFICE EQUIP. REPAIR	20,000	-	1,610	5,000	6,610	33%	13,390
	EQUIPMENT	21,000	-	-	11,217	11,217	53%	9,783
	OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
	PROFESSIONAL SERV	16,237	-	7,337	5,600	12,937	80%	3,300
	COPIER MACHINE	204,865	22,447	167,591	-	167,591	82%	37,274
	SUPPLIES	21,000	2,650	13,553	-	13,553	65%	7,448
	RENT	204,840	18,198	150,487	71,672	222,159	108%	(17,319)
	OTHER SERVICES	321,331	17,461	241,435	19,315	260,750	81%	60,581
	VEHICLE MAINTENANCE	3,000	-	23	-	23	1%	2,977
	GENERAL INSURANCE	404,826	33,736	303,620	-	303,620	75%	101,207
	CONTINGENCY	16,775	-	-	-	-	0%	16,775
<b>Total</b>		<b>22,687,242</b>	<b>1,396,869</b>	<b>13,788,815</b>	<b>676,715</b>	<b>14,465,531</b>	<b>64%</b>	<b>8,221,711</b>

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

AS OF SEPTEMBER 30, 2021

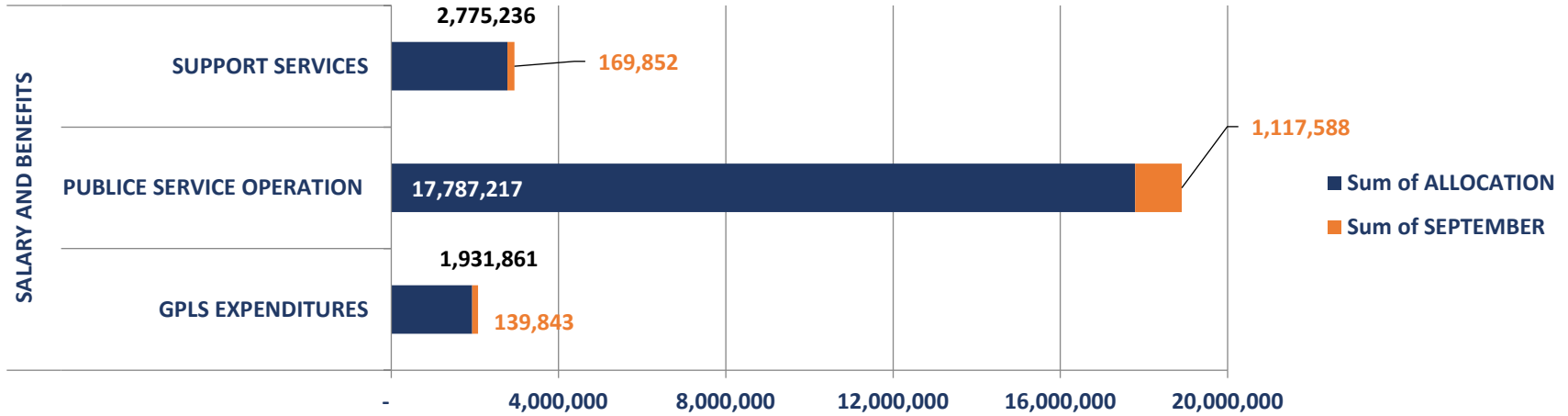
ORGANIZATION	SERVICE	2021 BUDGET	SEPTEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	1,770,026	112,246	1,017,683	-	1,017,683	57%	752,343
	BENEFITS	1,005,210	57,606	526,545	-	526,545	52%	478,665
	OFFICE EQUIP. REPAIR	3,000	-	-	-	-	0%	3,000
	EQUIPMENT	11,604	-	1,218	880	2,097	18%	9,507
	PROFESSIONAL SERV	21,700	-	-	-	-	0%	21,700
	COPIER MACHINE	1,000	-	-	-	-	0%	1,000
	COPIER PAPER	1,000	-	-	-	-	0%	1,000
	SUPPLIES	64,900	2,040	23,113	1,328	24,441	38%	40,459
	COMPUTER HARDWARE	430,000	-	381,934	-	381,934	89%	48,066
	OTHER SERVICES	274,365	16,966	77,080	40,920	118,000	43%	156,365
	TRAVEL	12,000	-	555	-	555	5%	11,445
	HOPITALITY	10,000	-	-	-	-	0%	10,000
	VEHICLE MAINTENANCE	19,850	1,343	9,022	-	9,022	45%	10,828
	GENERAL INSURANCE	217,770	18,148	163,328	-	163,328	75%	54,443
<b>Total</b>		<b>3,842,425</b>	<b>208,349</b>	<b>2,200,478</b>	<b>43,128</b>	<b>2,243,605</b>	<b>58%</b>	<b>1,598,820</b>

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

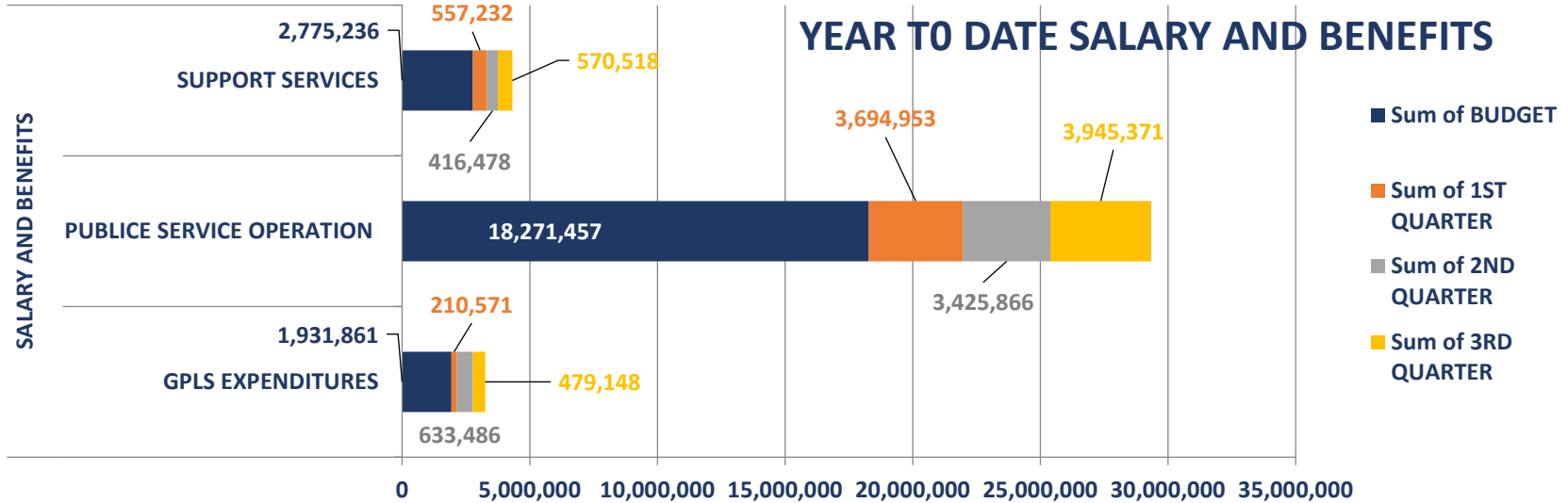
AS OF SEPTEMBER 30, 2021

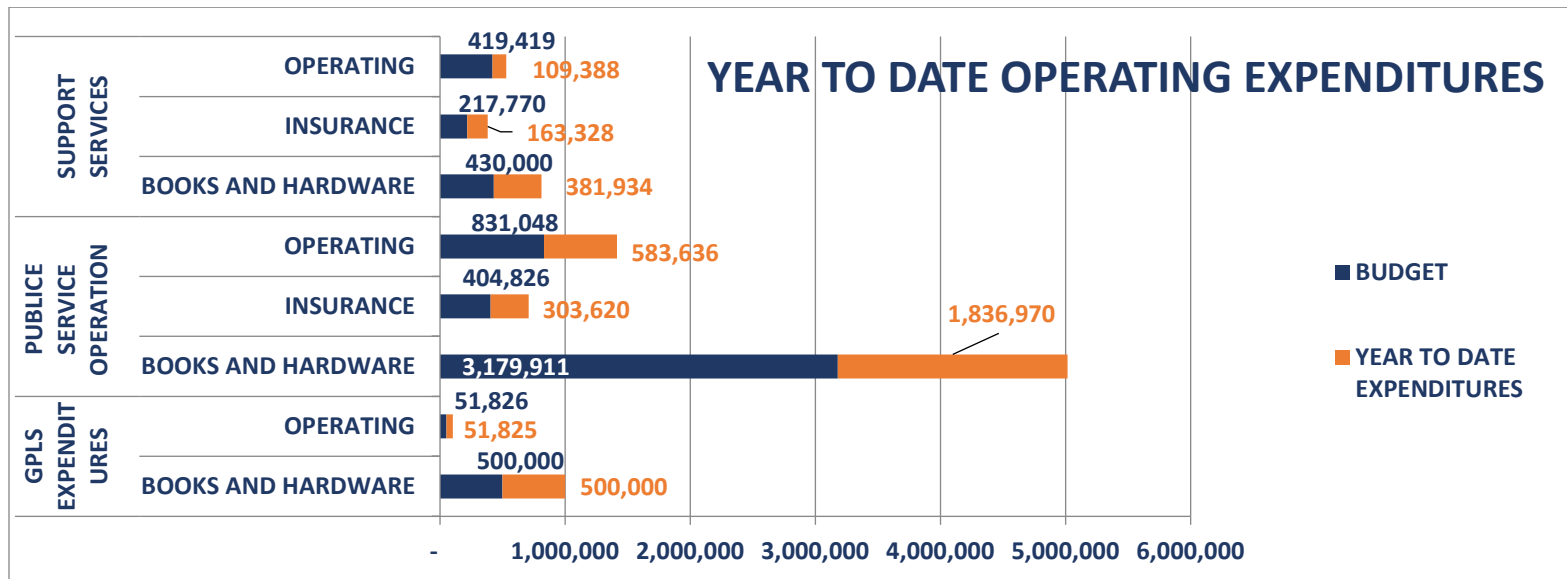
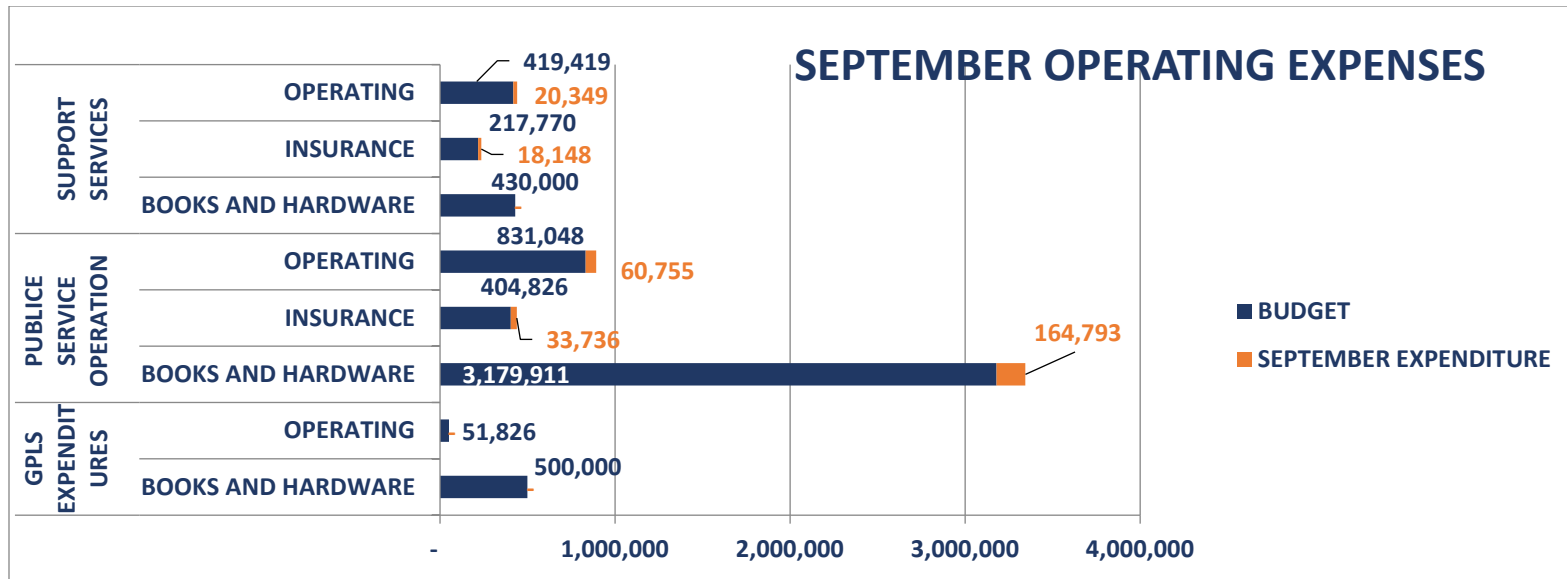
ORGANIZATION	SERVICE	2021 BUDGET	SEPTEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
GPLS EXPENDITURES	REG SALARY	1,311,498	95,276	905,850	-	905,850	69%	405,648
	BENEFITS	620,363	44,568	417,356	-	417,356	67%	203,007
	BOOKS	500,000	-	500,000	-	500,000	100%	-
	OTHER SERVICES	51,826	-	51,825	-	51,825	100%	1
<b>Total</b>		<b>2,483,687</b>	<b>139,843</b>	<b>1,875,031</b>	<b>-</b>	<b>1,875,031</b>	<b>75%</b>	<b>608,656</b>

## SEPTEMBER SALARY AND BENEFITS



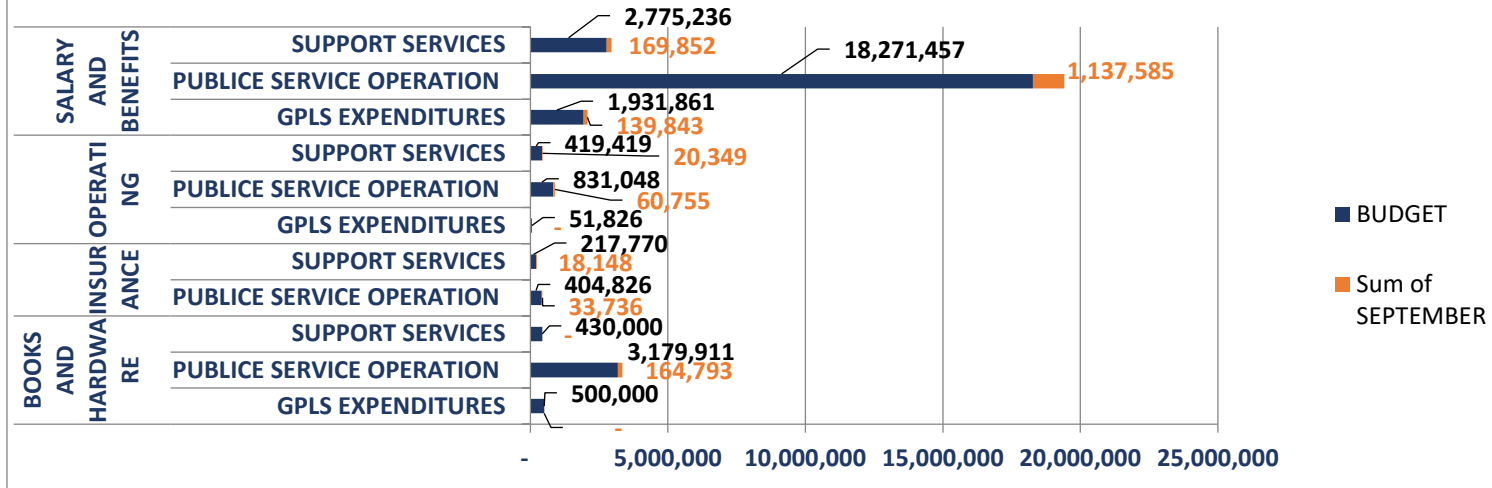
## YEAR TO DATE SALARY AND BENEFITS



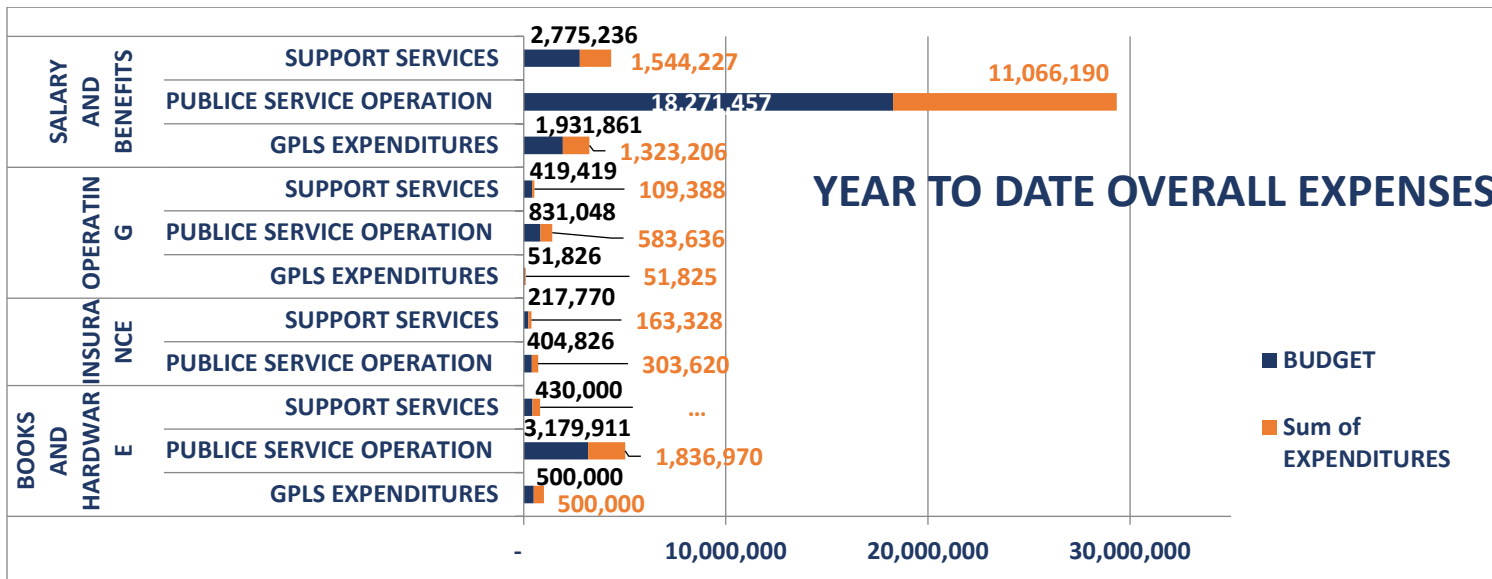




## SEPTEMBER TOTAL EXPENSES



## YEAR TO DATE OVERALL EXPENSES



Monthly Usage Summary - September 2021					Doc. #21-55
	2021		2020		
Activity and Description	September	YTD	September	YTD	YTD % +/-
Circulation					
Total number of items checked out of the library	177,520	1,225,083	105,503	731,679	67%
Holds					
Number of requests by patrons	44,727	476,482	59,750	284,467	67%
Visits					
Number of people entering a library for any reason	126,373	564,434	0	539,692	5%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	22,564	83,218	0	145,866	-43%
Number of hours of computer use	10,690	29,288	0	47,621	-38%
Web Page Visits					
Number of times people have visited the library's websites	793,239	6,808,311	631,617	4,414,366	54%
Web Visitors					
Number of people who visited the library's websites	125,476	1,024,183	98,906	881,459	16%
Virtual Circulation					
Number of materials downloaded or streamed	83,482	962,440	116,764	970,928	-1%
Virtual Circulation Users					
Number of people who downloaded or streamed	20,805	210,697	23,232	196,478	7%
Children's programs					
Library sponsored programs offered for children (birth - 12)	102	1446	37	837	73%
Number of people attending programs	1392	24187	409	44657	-46%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	9	265	8	184	44%
Number of people attending programs	90	3527	42	5833	-40%
Adult Programs					
Library sponsored programs offered for adults (18 + )	48	610	30	1269	-52%
Number of people attending programs	1,478	14,161	4978	130316	-89%
Programs - Total					
Library sponsored programs offered (includes all-ages not counted above)	178	2727	92	2329	17%
Number of people attending programs	3,457	48,372	8,651	185469	-74%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	0	83	0	781	-89%
Number of people attending meetings or activities	0	1,660	0	15503	-89%

### Fulton Library System Circulation Stats - September 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	439	529	26		994	589	405	68.76%	5,502	3,996	1,506	37.69%
ADAMSVILLE/COLLIER HEIGHTS	583	293	57		933	502	431	85.86%	6,369	1,537	4,832	314.38%
ALPHARETTA	6,635	12,603	622		19,860	13,947	5,913	42.40%	138,645	120,161	18,484	15.38%
BUCKHEAD	3,544	4,488	184		8,216	2,732	5,484	200.73%	53,879	6,008	47,871	796.79%
CLEVELAND AVE	364	186	45		595	343	252	73.47%	9,764	903	8,861	981.28%
COLLEGE PARK	554	649	27		1,230	820	410	50.00%	7,323	6,405	918	14.33%
DOGWOOD	578	334	38		950	570	380	66.67%	4,529	6,777	-2,248	-33.17%
EAST ATLANTA	1,739	3,753	185		5,677	1,885	3,792	201.17%	34,619	5,078	29,541	581.74%
EAST POINT	648	197	53		898	1,348	-450	-33.38%	8,752	10,097	-1,345	-13.32%
EAST ROSWELL	4,239	6,714	252		11,205	8,498	2,707	31.85%	85,788	66,363	19,425	29.27%
EVELYN G. LOWERY @ CASCADE	850	928	75		1,853	1,631	222	13.61%	10,086	13,630	-3,544	-26.00%
FAIRBURN	611	709	42		1,362	785	577	73.50%	7,381	6,153	1,228	19.96%
GLADYS S. DENNARD @ SOUTH FULTON	1,180	1,420	110		2,710	2,466	244	9.89%	13,762	18,640	-4,878	-26.17%
HAPEVILLE	372	544	27		943	4	939	23475.00%	5,469	143	5,326	3724.48%
JOAN P. GARNER @ PONCE DE LEON	4,093	5,366	222	2	9,683	3,528	6,155	174.46%	63,606	7,018	56,588	806.33%
KIRKWOOD	1,244	3,813	110		5,167	3,633	1,534	42.22%	31,326	26,355	4,971	18.86%
LOUISE WATLEY @ SOUTHEAST ATLANTA	439	1,976	30		2,445	1,781	664	37.28%	15,736	13,209	2,527	19.13%
MARTIN LUTHER KING, JR	553	439	72		1,064	1,314	-250	-19.03%	8,313	10,262	-1,949	-18.99%
MECHANICSVILLE	235	174	21		430	335	95	28.36%	3,517	730	2,787	381.78%
METROPOLITAN	1,295	2,467	95		3,857	2,950	907	30.75%	23,677	24,306	-629	-2.59%
MILTON	4,333	10,009	466	1	14,809	9,658	5,151	53.33%	108,503	68,759	39,744	57.80%
NORTHEAST/SPRUILL OAKS	2,348	6,569	368	2	9,287	2,962	6,325	213.54%	69,564	8,706	60,858	699.04%
NORTHSIDE	2,942	5,035	203	1	8,181	2,557	5,624	219.95%	49,968	5,547	44,421	800.81%
NORTHWEST @ SCOTTS CROSSING	916	2,112	129		3,157	2,905	252	8.67%	21,886	27,684	-5,798	-20.94%
OCEE	4,065	9,841	705	4	14,615	6,287	8,328	132.46%	110,038	18,223	91,815	503.84%
PALMETTO	399	635	20		1,054	539	515	95.55%	6,935	5,706	1,229	21.54%
PEACHTREE	3,117	2,581	192	5	5,895	5,969	-74	-1.24%	37,161	50,099	-12,938	-25.82%
ROSWELL	5,479	7,899	437	2	13,817	8,214	5,603	68.21%	101,333	59,258	42,075	71.00%
SANDY SPRINGS	6,914	10,518	439		17,871	11,038	6,833	61.90%	126,080	82,530	43,550	52.77%
WASHINGTON PARK	499	1,005	73		1,577	646	931	144.12%	8,199	8,535	-336	-3.94%
WEST END	516	689	47		1,252	1,213	39	3.22%	9,674	7,275	2,399	32.98%
WOLFCREEK	1,241	1,436	153	2	2,832	3,206	-374	-11.67%	20,073	26,459	-6,386	-24.14%
<b>BRANCHES TOTAL</b>	62,964	105,911	5,525	19	174,419	104,855	69,564	66.34%	1,207,457	716,552	490,905	68.51%
CENTRAL	1,027	571	97		1,695	468	1,227	262.18%	5,133	5,879	-746	-12.69%
OUTREACH SERVICES	1	5			6	122	-116	-95.08%	61	580	-519	-89.48%
AUBURN AVENUE RESEARCH	1,400				1,400	58	1,342	2313.79%	12,432	8,668	3,764	43.42%
<b>SYSTEM TOTAL</b>	65,392	106,487	5,622	19	177,520	105,503	72,017	68.26%	1,225,083	731,679	493,404	67.43%

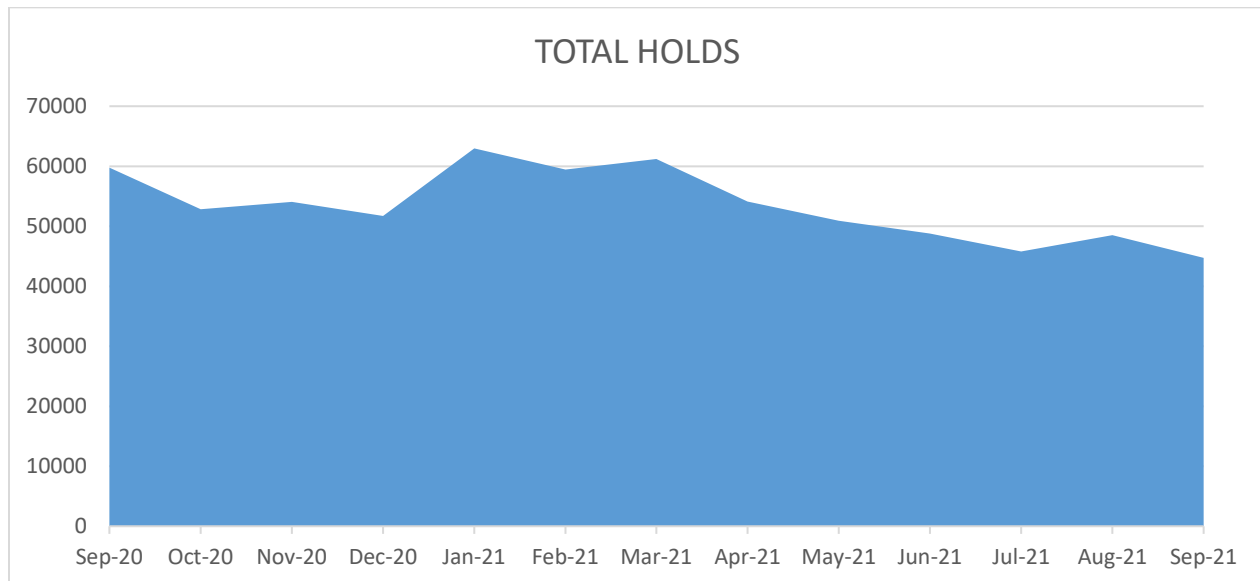
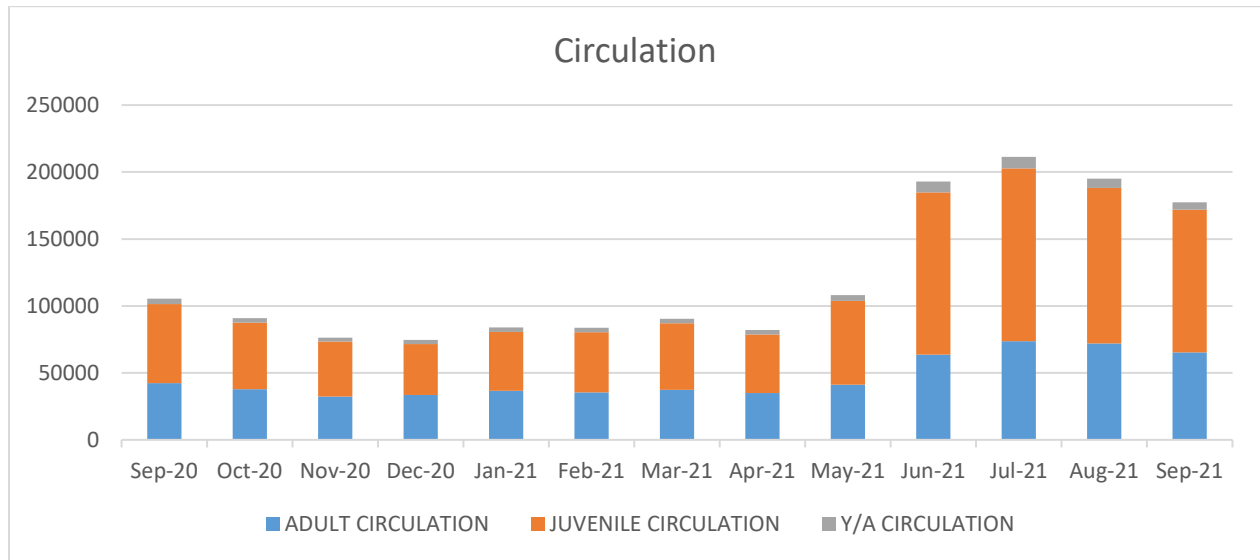
## FULTON COUNTY SYSTEM STATS AT A GLANCE - September 2021

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	994	98	583	2,189	0	0			
ADAMSVILLE/COLLIER HEIGHTS	933	109	973	2,180	1	10			2
ALPHARETTA	19,860	800	833	8,667	8	326			21
BUCKHEAD	8,216	603	1,119	5,852	4	0			
CLEVELAND AVE	595	34	391	1,417	0	0			
COLLEGE PARK	1,230	111	940	2,542	0	0			
DOGWOOD	950	72	321	1,784	20	34			
EAST ATLANTA	5,677	330	575	3,544	3	70			
EAST POINT	898	227	1,400	4,349	0	0			1
EAST ROSWELL	11,205	395	476	4,569	4	66			
EVELYN G. LOWERY @ CASCADE	1,853	206	979	3,318	0	0			
FAIRBURN	1,362	126	420	1,924	0	0			4
GLADYS S. DENNARD @ SOUTH FULTON	2,710	360	1,096	3,384	3	13			
HAPEVILLE	943	71	388	2,553	1	42			
JOAN P. GARNER @ PONCE DE LEON	9,683	584	1,259	4,961	0	0			
KIRKWOOD	5,167	203	177	3,047	4	84			
LOUISE WATLEY @ SOUTHEAST ATLANTA	2,445	80	890	2,274	0	0			
MARTIN LUTHER KING, JR	1,064	121	687	1,562	1	0			
MECHANICSVILLE	430	68	536	1,898	0	0			
METROPOLITAN	3,857	147	1,102	3,335	5	143			
MILTON	14,809	416	262	4,379	8	34			
NORTHEAST/SPRUILL OAKS	9,287	242	294	3,408	10	260			7
NORTHSIDE	8,181	253	300	2,013	6	33			
NORTHWEST @ SCOTTS CROSSING	3,157	148	467	1,241	5	86			3
OCEE	14,615	469	306	6,261	4	37			1
PALMETTO	1,054	126	245	1,270	11	53			
PEACHTREE	5,895	512	1,264	6,484	0	0			
ROSWELL	13,817	488	657	7,628	17	427			4
SANDY SPRINGS	17,871	693	1,408	14,816	15	94			
WASHINGTON PARK	1,577	55	558	2,561	6	41			4
WEST END	1,252	85	923	3,094	0	0			
WOLFCREEK	2,832	249	620	5,283	1	14			
<b>BRANCHES TOTAL</b>	<b>174,419</b>	<b>8,481</b>	<b>22,449</b>	<b>119,310</b>	<b>137</b>	<b>1,867</b>	<b>0</b>	<b>0</b>	<b>47</b>
CENTRAL	1,695	312	44	1,312	0	0			
VIRTUAL PROGRAMS					37	896			
OUTREACH VIRTUAL PROGRAMS	6	6			3	658			
AUBURN AVENUE RESEARCH	1,400	2	71	1,274	1	36			
<b>SYSTEM TOTAL</b>	<b>177,520</b>	<b>8,801</b>	<b>22,564</b>	<b>121,896</b>	<b>178</b>	<b>3,457</b>	<b>0</b>	<b>0</b>	<b>47</b>

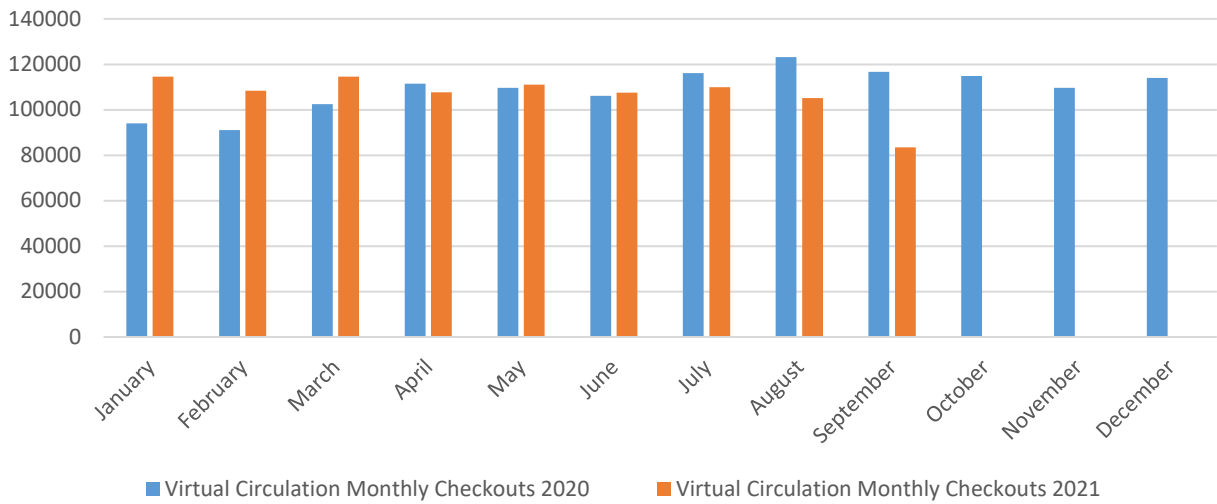
# FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE Q3 2021

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	2,772	272	1,787	8,321	13	503	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	3,114	316	2,936	6,628	2	20	1	5	4
ALPHARETTA	68,241	2,717	2,582	29,166	32	962	5	495	96
BUCKHEAD	25,942	2,088	3,203	17,307	41	191	15	238	3
CLEVELAND AVE	2,387	145	1,318	4,527	0	0	0	0	0
COLLEGE PARK	3,770	378	3,183	8,851	8	116	0	0	0
DOGWOOD	2,193	147	1,002	6,851	31	117	1	4	0
EAST ATLANTA	17,161	1,068	1,681	16,748	11	220	1	10	1
EAST POINT	2,995	540	3,770	12,612	1	10	2	4	1
EAST ROSWELL	38,608	1,451	1,242	14,865	15	486	0	0	4
EVELYN G. LOWERY @ CASCADE	5,299	610	2,566	11,302	1	14	4	127	0
FAIRBURN	3,750	426	1,204	5,186	40	37	0	0	4
GLADYS S. DENNARD @ SOUTH FULTON	7,892	851	3,365	10,373	7	109	0	0	45
HAPEVILLE	3,410	224	1,100	5,813	2	189	0	0	0
JOAN P. LOWERY @ PONCE DE LEON	29,115	1,994	3,784	16,363	7	64	3	57	0
KIRKWOOD	14,945	628	535	11,398	18	373	5	31	0
LOUISE WATLEY @ SOUTHEAST ATLANTA	7,875	189	2,524	8,142	0	0	0	0	0
MARTIN LUTHER KING, JR	3,312	314	1,658	5,413	1	0	0	0	0
MECHANICSVILLE	1,539	194	1,430	5,058	1	117	1	25	0
METROPOLITAN	11,662	504	3,157	11,518	16	374	15	224	1
MILTON	51,507	1,664	856	14,984	32	293	0	0	1
NORTHEAST/SPRUILL OAKS	34,621	1,076	786	11,902	54	1,195	13	249	11
NORTHSIDE	26,288	1,039	814	7,251	14	147	1	9	0
NORTHWEST @ SCOTTS CROSSING	9,324	479	1,296	7,431	8	99	1	20	5
OCEE	51,706	1,854	1,036	21,703	14	147	0	0	5
PALMETTO	3,171	291	690	4,026	26	229	5	19	0
PEACHTREE	15,943	1,481	4,019	14,211	27	185	2	23	0
ROSWELL	47,568	1,987	2,440	25,102	107	1,206	2	24	11
SANDY SPRINGS	59,533	2,304	3,805	47,101	74	935	6	96	0
WASHINGTON PARK	4,284	136	1,598	7,211	14	121	0	0	10
WEST END	4,275	260	3,095	9,596	0	0	0	0	0
WOLFCREEK	8,467	727	1,816	11,467	5	59	0	0	0
<b>BRANCHES TOTAL</b>	<b>572,669</b>	<b>28,354</b>	<b>66,278</b>	<b>393,950</b>	<b>622</b>	<b>8,518</b>	<b>83</b>	<b>1,660</b>	<b>202</b>
CENTRAL	2,982	752	50	2,887	0	0	0	0	0
VIRTUAL PROGRAMS	0	0	0	0	158	3,894	0	0	0
OUTREACH VIRTUAL PROGRAMS	17	19	0	0	17	2,364	0	0	0
AUBURN AVENUE RESEARCH	8,298	10	260	3,314	1	36	0	0	0
<b>SYSTEM TOTAL</b>	<b>583,966</b>	<b>29,135</b>	<b>66,588</b>	<b>400,151</b>	<b>798</b>	<b>14,812</b>	<b>83</b>	<b>1,660</b>	<b>202</b>

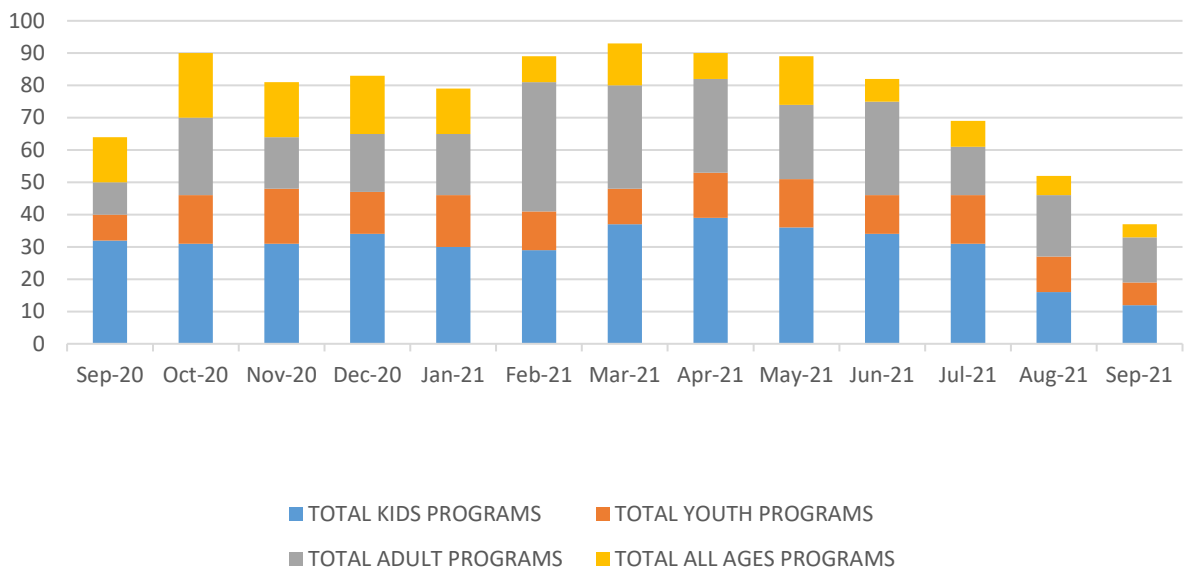
## September 2021 Executive Summary – Charts



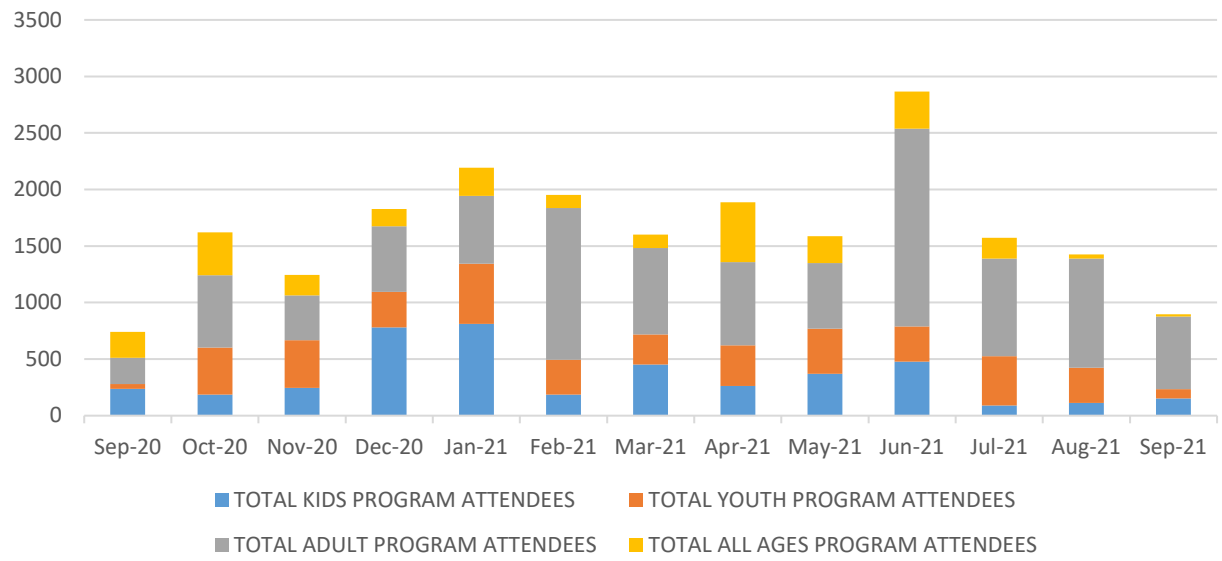
### Virtual Circulation 2020 vs 2021



### Virtual Programs



## Virtual Program Attendance





**FULTON PUBLIC LIBRARY SYSTEM**  
**Customer Service Comments**  
**Quarterly Report**  
**July, August, September 2021**

	July	August	September	3rd Quarter Total 2021	2019 Year to date (July- Sept)	2020 Year to date (Jul- Sept)
• <b>Total Customer Comments Received:</b>	333	525	395	1,253	745	2,617
• <b>Types of Comments:</b>						
▪ Compliment	95	116	84	295	128	357
▪ Suggestion	37	65	41	143	63	57
▪ Complaint	16	28	33	77	161	100
▪ Inquiry	185	316	237	738	383	2,103
• <b>Format of Comments:</b>						
▪ Emails					633	
▪ Postcards					105	
▪ Direct Contact						

# FULTON COUNTY LIBRARY SYSTEM

## *Customer Service Snapshot*

*July, August, September 2021*

- **1,253 comments were received during the quarter.** The majority of comments were positive customer service responses by patrons for third quarter 2021. Many comments were reference, research, reader's advisory questions as well as circulation, electronic resources in the digital library. The remainder were directly related to reopening and resuming services. A sampling of complimentary quotes received include:
  1. Libanswers – "Thank you for the assistance finding an article".
  2. Libanswers – "Ask A Librarian" has been very useful for my research".
  3. Libanswers – "Thanks for the help with finding an electronic book".

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



## INTEROFFICE MEMORANDUM

**TO:** Board of Trustees, Fulton County Library System

**FROM:** Gayle H. Holloman, Executive Director *Gayle H. Holloman*

**DATE:** October 20, 2021

**SUBJECT:** Library Board of Trustees Meeting Schedule - 2022

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Please note the following Library Board of Trustees Meeting dates for 2022. This is an action item on your October 27, 2021 agenda.

January 26, 2022

February 23, 2022

March 23, 2022

April 27, 2022

May 25, 2022

June 22, 2022

July 27, 2022

August 24, 2022

September 28, 2022

October 26, 2022

November 16, 2022\*

December 21, 2022\*

Board of Trustees meetings are held the 4<sup>th</sup> Wednesday of each month at 4:00 p.m. The \*November and \*December meeting will be held on the 3<sup>rd</sup> Wednesday at 4:00 p.m. due to the Fulton County holidays.

Thank you.

GHH/zrc



**FULTON  
COUNTY  
LIBRARY  
SYSTEM**

## Fulton County Library System

### 2022 HOLIDAY/CLOSING CALENDAR

DATE	DAY OF THE WEEK	HOLIDAY	DESCRIPTION
January 1, 2022	Saturday	New Year's Day	Holiday – Library Closed
January 2, 2022	Sunday	New Year's Day	Holiday – Library Closed
January 3, 2022	Monday	New Year's Day	Holiday – Library Closed (Fulton County Closed)
January 17, 2022	Monday	Martin Luther King, Jr.	Holiday – Library Closed (Fulton County Closed)
February 21, 2022	Monday	President's Day	Holiday – Library Closed (Fulton County Closed)
April 17, 2021	Sunday	Easter	Holiday – Library Closed
May 30, 2022	Monday	Memorial Day	Holiday – Library Closed (Fulton County Closed)
June 19, 2022	Sunday	Juneteenth Day	Holiday – Library Closed
June 20, 2022	Monday	Juneteenth Day	Holiday – Library Closed (Fulton County Closed)
July 4, 2022	Monday	Independence Day	Holiday – Library Closed
September 5, 2022	Monday	Labor Day	Holiday – Library Closed (Fulton County Closed)
October 17, 2022	Monday	Staff Development Day	Library Closed
November 11, 2022	Friday	Veterans Day	Holiday – Library Closed (Fulton County Closed)
November 23, 2022	Wednesday	Thanksgiving Holiday	Library Closes at 6:00 p.m.
November 24, 2022	Thursday	Thanksgiving Holiday	Holiday – Library Closed (Fulton County Closed)
November 25, 2022	Friday	Thanksgiving Holiday	Holiday – Library Closed (Fulton County Closed)
December 23, 2022	Friday	Christmas Holiday	Holiday – Library Closed (Fulton County Closed)
December 24, 2022	Saturday	Christmas Holiday	Holiday – Library Closed
December 25, 2022	Sunday	Christmas Holiday	Holiday – Library Closed
December 26, 2022	Monday	Christmas Holiday	Holiday – Library Closed (Fulton County Closed)
December 30, 2022	Friday	New Year's Day Holiday	Holiday – Library Closed (Fulton County Closed)
December 31, 2022	Saturday	New Year's Day Holiday	Holiday – Library Closed
January 1, 2023	Sunday	New Year's Day Holiday	Holiday – Library Closed
January 2, 2023	Monday	New Year's Day Holiday	Holiday – Library Closed (Fulton County Closed)