



**FULTON
COUNTY**
LIBRARY
SYSTEM

BOARD OF TRUSTEES

MEETING
INFORMATION PACKET

JANUARY 26, 2022



**FULTON
COUNTY
LIBRARY
SYSTEM**

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VIRTUAL MEETING

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

**FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES VIRTUAL MEETING
JANUARY 26, 2022 – 4:00 P.M.
AGENDA**

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda* Doc. #22-02
- IV. Approval of Minutes – December 15, 2021* Doc. #22-01
- V. Chairman's Report
- VI. Work Orders Report – Paul Kaplan
- VII. Director's Reports Doc. #22-06
 - Monthly Financial Report Doc. #22-03
 - Monthly Usage Summary Doc. #22-04
 - Customer Service Comments - Quarterly Doc. #22-05
 - Library Closure Report - Quarterly
- Unfinished Business
 - A. Central Library – Update
 - B. Impact Initiatives for the Unhoused
- VIII. New Business
- IX. Executive Session
- X. Adjournment

*Action is anticipated on this item

Doc. #22-01



**FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES MEETING
CENTRAL LIBRARY
DECEMBER 15, 2021 – 4:00 P.M.**



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

Members Absent: Jordan, Linda
Piontek, Joe

Also In Attendance: Holloman, Gayle H. - Executive Director
Black, Francesca, County Attorney
Claxton, Zenobia - Assistant to the Director's Office
Strange, Claudia, PR & Marketing Manager

Chairman D. Chip Joyner called the meeting to order at 4:08 p.m.

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(REGULAR MEETING BEGAN AT 4:08 P.M.)

CALL TO ORDER

CHAIRMAN D. CHIP JOYNER: Welcome to the Fulton County Library System Board of Trustees meeting for December 15, 2021, our last meeting of the year. Following the call of order, are there any public comments, Mrs. Claxton?

MRS. ZENOBIA CLAXTON: No, there are no public comments.

CHAIRMAN D. CHIP JOYNER: Thank you. Hearing none, is there a motion to adopt the agenda?

21-64 ADOPTION OF THE AGENDA

MOTION

MR. PAUL KAPLAN: I so move.

MRS. MARJORIE KIMBROUGH: Second.

MRS. PRISCILLA BORDERS: We're going to be changing the order the agenda.

CHAIRMAN D. CHIP JOYNER: Okay.

MRS. PRISCILLA BORDERS: The Code of Conduct is going to -- I propose the Code of Conduct to be before the library presentation, marketing presentation.

CHAIRMAN D. CHIP JOYNER: Okay. So there's a motion by Mrs. Borders to move the Code of Conduct Policy from Unfinished Business, Section B to Section 4B, following the approval of the minutes. Are there any other comments? So there's a motion by Mrs. Borders, is there a second for that motion?

MR. PAUL KAPLAN: Second.

CHAIRMAN D. CHIP JOYNER: There's a second by Mr. Kaplan. All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Any nays? Motion approves. Thank you, Mrs. Borders.

21-65 APPROVAL OF THE MINUTES FROM NOVEMBER 17, 2021 MEETING

MOTION

CHAIRMAN D. CHIP JOYNER: Okay. So following the adoption of the agenda, has everyone had the opportunity to read their minutes in advance of the meeting? Very good. Is there a motion to approve the minutes?

MRS. PRISCILLA BORDERS: So moved.

CHAIRMAN D. CHIP JOYNER: There's a motion by Mrs. Borders, is there a second?

MRS. MARJORIE KIMBROUGH: Second.

CHAIRMAN D. CHIP JOYNER: Second by Mrs. Kimbrough. All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Any nays? Hearing none, the minutes are approved. I know we made a modification to how the minutes will be presented and they were outstanding. So thank you so much, for making those small changes. We really appreciate Mrs. Claxton and the court reporter, thank you.

21-50 CODE OF CONDUCT POLICY - UPDATE

CHAIRMAN D. CHIP JOYNER: All right. So following the approval of minutes, we will now move to the Code of Conduct Policy. There is a copy in the back of your book that you received. Moving to that, if there are no changes, is there a motion to approve the Code of Conduct Policy?

MR. PAUL KAPLAN: I make a motion to approve the Code of Conduct.

MRS. PRISCILLA BORDERS: Discussion?

CHAIRMAN D. CHIP JOYNER: Hearing a discussion.

MRS. PRISCILLA BORDERS: Discussion. I would like to bring everyone's attention, under Section 3: Prohibited activities which are criminal under 3.5, it discusses prohibited activities of consuming or possessing alcohol or illegal drugs or to be intoxicated or under the influence of alcohol or illegal drugs on the library premises. I make motion to an amendment to 3.5 to reflect that since this is going to be an Event Center as well that alcohol use will be permissible. So I'm asking that we consider an extension to that sentence to include: Comma except this shall exclude alcohol consumed at a library-sanctioned event. So alcohol will be permissible on the premises in the Central Library as long as it's sanctioned. And that, the term, sanctioned, will be determinative on the library and the Executive Director. So I'm proposing to add that language so that, that capability will be consistent with the Central Library in the Event Center. So it shall read as: Consuming or possessing alcohol or illegal drugs or to be intoxicated or under the influence of alcohol illegal drug on the library premises except this shall exclude alcohol consumed at a library-sanctioned event.

CHAIRMAN D. CHIP JOYNER: Very good. Are there any comments?

MS. FRANCESCA BLACK: I just wanted to introduce myself. I apologize for my tardiness. My name is Francesca Black. I'm one of the Assistant County Attorneys with the County Attorney's Office. So I just wanted to let you all know that I'm here. And again, introduce myself and apologize for my tardiness. I didn't anticipate the traffic to be what it was coming back in person.

CHAIRMAN D. CHIP JOYNER: Welcome, thank you.

MS. FRANCESCA BLACK: I understand that you all are -- it sounds like you all are going through the Code of Conduct?

CHAIRMAN D. CHIP JOYNER: Yes. We were just voting to approve it, but then there was one modification. And we were about to -- either it's open for discussion now or we're going to approve the Code of Conduct with that modification.

MS. FRANCESCA BLACK: Okay.

CHAIRMAN D. CHIP JOYNER: Did you -- do you need to hear it again?

MS. FRANCESCA BLACK: Well, I'm here on standby. I mean, that would be helpful. From what I understand, there was a question. I believe my office was doing some research surrounding it, whether the library could serve alcohol during an upcoming function. I'm not quite sure where my office landed on it, as far as -- I'm sorry, Mrs. Holloman, you have more insight?

MRS. GAYLE H. HOLLOMAN: Yes.

MS. FRANCESCA BLACK: Okay. You probably do. I know you communicated with Dominique.

MRS. GAYLE H. HOLLOMAN: Dominique stated that she was checking into making sure that it would be, okay, for us to do so. And she said, the only thing she would need would be a copy of the pour license --

MS. FRANCESCA BLACK: Right.

MRS. GAYLE H. HOLLOMAN: -- with the bartender or whomever --

MS. FRANCESCA BLACK: Right.

MRS. GAYLE H. HOLLOMAN: -- would -- should have.

MS. FRANCESCA BLACK: Right. I think there may have been a concern also because the event is scheduled on a day that the library is closed as early as anticipated. From

what I understand, it'll be open until 8:00 as opposed to 6:00. So I think that's particularly important having copy of the pour license. I assume it will be a closed event. But in the event that there is a number of the public who wanders in, we want to ensure that, you know, we got our I-s and cross our T-s as far as, ensuring that no one is served under age alcohol and everyone has the appropriate licenses to pour anything, whatever you want.

MRS. GAYLE H. HOLLOMAN: Well, that date is a date that we're open until 8:00 because it's a Tuesday night. However, it's by invitation. And then other piece is that, you know, I can go back to the chairperson of the Foundation and let them know that they might need to change it to Wednesday or whatever, to another date that we're not open late if that's what we need to.

MS. FRANCESCA BLACK: I think if that's feasible, or provide some sort of mechanism in place to just to ensure that only those who are invited to actually attend. Because, you know, inevitably, whenever there's -- there appears to be free food, or free alcohol --

MRS. GAYLE H. HOLLOMAN: Right.

MS. FRANCESCA BLACK: -- especially, you're going to have people who may wander in and want to partake. And so, we don't want to open ourselves up to any potential liability associated with that. So that's why it's also important to make sure we have a copy of the license, the appropriate permits and licenses for whomever you all select as a vendor for the event.

MRS. GAYLE H. HOLLOMAN: When we have these events, we have security present. And depending upon if it's the Commission or the county leadership, we also have police presence. Like tomorrow, we're having a big event here and the police will be heavily present.

MS. FRANCESCA BLACK: Okay, great. And that's all, thank you. I apologize for the interruption.

CHAIRMAN D. CHIP JOYNER: Should we read the amendment one more time while you're here?

MS. FRANCESCA BLACK: Sure.

CHAIRMAN D. CHIP JOYNER: Do you have a copy of the Code of Conduct Policy?

MS. FRANCESCA BLACK: I have -- so I don't know but I think the most recent copy that I have, I think may be from potentially from November 16th.

MRS. GAYLE H. HOLLOMAN: I think that's the most recent one.

MS. FRANCESCA BLACK: Oh, thank you, okay.

CHAIRMAN D. CHIP JOYNER: Vice Chair Borders --

MRS. PRISCILLA BORDERS: Yes. Specifically referring to Section 3: Prohibited activities which are criminal. 3.5 where it says, consuming or possessing alcohol or illegal drugs or to be intoxicated or under the influence of alcohol or illegal drugs on the premises. We will add the caveat of: comma (,) except this shall exclude alcohol consumed at a library-sanctioned event.

MS. FRANCESCA BLACK: Okay. So I do think we want to keep -- I think we need to make it clear that alcohol can be provided at a library-sponsored event. But we -- I want to make sure we don't -- we're not modifying it since that it could be read as, permitting a person to be intoxicated or under the influence of alcohol or illegal drugs at a library-sponsored event.

MRS. NINA RADAKOVICH: I think we have the change right after, consuming or possessing. The word, or, I think that would take care of it.

MS. FRANCESCA BLACK: Yeah.

MRS. NINA RADAKOVICH: And then, the, to be (unintelligible) a separate violation, yeah, or rather a separate ground for banning.

MS. FRANCESCA BLACK: Right. So you would make that a period?

MRS. PRISCILLA BORDERS: So Nina, you're proposing: Consuming or possessing alcohol, comma (,) except this shall exclude alcohol consumed at a library-sanctioned event comma (,) or illegal drugs?

MRS. MARJORIE KIMBROUGH: She's talking about the, or to be intoxicated.

MRS. PRISCILLA BORDERS: Oh, I see.

MS. FRANCESCA BLACK: Right. Because just because you're at a library-sponsored event, we don't want to -- we don't want the language to read as, it's, okay, to be intoxicated --

MRS. PRISCILLA BORDERS: Right, it's like, one or other.

MS. FRANCESCA BLACK: -- consume illegal drugs, et cetera just because you happened to be a library-sponsored event. So --

MRS. NINA RADAKOVICH: I think --

MRS. GAYLE H. HOLLOMAN: Can you just put a comma after intoxication and take off, or?

MRS. NINA RADAKOVICH: I think if we put this first, it won't apply to the intoxication. We say, consuming or possessing alcohol, other than consuming alcohol at a library-sanctioned event. Maybe we need to start a new sentence at the end of this section and say: This shall not include consuming alcohol at a library-sanctioned event.

MS. FRANCESCA BLACK: I think that's probably going to be the clearest and simplest is to make it a separate sentence, that part of, for library-sponsored events.

MRS. NINA RADAKOVICH: Then we still -- it's confusing if we change the text from consuming to consume. We can still say, consuming at the end. So we can say: However, at the very end of 3.5, however this shall not include consuming alcohol at a library-sanctioned event.

MS. FRANCESCA BLACK: Right.

MRS. NINA RADAKOVICH: It's a well-established policy that the library requires licenses and permits and all that. Since we don't want to get into permits for (unintelligible) that would be covered in a separate thing, separate policy perhaps. Mrs. Holloman, if you like to have that, if it doesn't exist in writing, we should probably get it.

MRS. GAYLE H. HOLLOMAN: Okay.

MRS. NINA RADAKOVICH: But Priscilla, what do you think about putting it at the end?

MRS. PRISCILLA BORDERS: I think its two different thoughts, what's permissible and what's not.

CHAIRMAN D. CHIP JOYNER: Okay. So do we have our rereading of the statement?

MRS. PRISCILLA BORDERS: Okay.

CHAIRMAN D. CHIP JOYNER: So that we can make a motion on it?

MRS. PRISCILLA BORDERS: 3.5 shall read: Consuming or possessing alcohol or illegal drugs or to be intoxicated or under the influence of alcohol or illegal drugs on library premises period. However, this shall not include consuming alcohol at a library-sanctioned event.

MOTION

CHAIRMAN D. CHIP JOYNER: All right. Do we have a motion to approve the Code of Conduct Policy with the edit just read by Vice Chair Borders?

MR. PAUL KAPLAN: I'll so move, with the modifications that we just did to the Code of Conduct.

CHAIRMAN D. CHIP JOYNER: Okay. There's a motion by Mr. Kaplan, is there a second?

MRS. MARJORIE KIMBROUGH: Second.

CHAIRMAN D. CHIP JOYNER: Seconded by Mrs. Kimbrough. All those in favor of the Code of Conduct Policy to be passed say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Any nays? The Code of Conduct Policy passes. And I want to say, thank you to everyone who was involved and the feedback, going back and forth over the last six months in this. And our esteemed attorneys and legal minds really, really took a lot of time, and we really appreciate that. All right. Today we have a special guest. We have Mrs. Claudia Strange, our PR and Marketing Manager for Fulton County Library Systems.

LIBRARY MARKETING PRESENTATION 2022

MRS. CLAUDIA STRANGE: I'm just going to pass out just a little -- it's a lot info in case you want to have something to refer back to. We will share the presentation with everyone after if you would like.

CHAIRMAN D. CHIP JOYNER: As we mentioned before, we wanted to invite several department heads with expertise, who specialize different missions of the library and this is a very special one. She is our Head of Communications, I should say.

MRS. CLAUDIA STRANGE: The most important one, I would say. All right. Well, thank you for having me. It's been a while since I've had a chance to share everything our awesome team is doing. So thanks for the opportunity to do that. I put together a quick presentation. I will try not to blather on and on so you're not here all night. By all means, feel free to stop me, or if anyone has questions, we can take them at the end. Sound good? All right. So this is the Fulton County Library PR and Marketing Team overview. We're going to through kind of where we've been, what our goals are, where we're going. I'm going to start with where we've been. And I want to share kind of, we haven't met since before COVID, and a lot obviously happened in the last two years that involved my team and the work that we do. So I just wanted to quickly run through some of the things that we were able to accomplish during the last couple years 2020, 2021. And that included the completion of all of the reopening celebrations for 11 branch library renovations, obviously, the coronation promotion, and execution of the grand opening for the Central Library. We of course, did all of the curbside services work in developing signage, operations plans, public and employee FAQs during the beginning of COVID and when we started to kind of get back in place for curbside services. During the last couple years, we kicked off the Resolve to Read Program, as well as its website presence. We helped develop the virtual programming platform and training graphic support during COVID for all of the libraries and the branch staff that participated in virtual programming. Also during COVID, we created the library's first ever branding guidelines and style guidance. And it was very important to us as a team, I think, as an organization. Not only because the library -- I mean, the county, excuse me, had over gone -- had undergone a

huge re-branding for Fulton County Government, we felt to kind of stay in line with the County's re-branding, we really went through everything that we create, everything that represents Fulton County Library System and just kind of, you know, made sure everything was the same, as in the same style, the same colors. And it was a really great opportunity during COVID because we were really in such a huge online presence. Like the successful launch of the new Fulton Library Website and Event System; and of course, completed all our annual and quarterly customer satisfaction surveys and reporting for library PPS. We developed virtual tours, which was a pretty huge undertaking, which is that we created a video tour of every single library in the system after a completed renovation. That is, of course, including our last two that are in the leased facilities. We have virtual tours for every single library in the system available online. Those were all done in house with my team; conducted virtual trainings and all training materials for library staff working remotely during COVID-19 including training in Canva, which is our graphics program, social media website and video recordings for it. We also created too, some of you participated in, all-virtual library social media takeover days. The first was Read Across America Day, where we had staff, county leadership, and library leadership reading books online for an entire day. Coordinated the recording and the scheduling and the editing of all of that video for both Read Across America Day and Drop Everything and Read Day. All right. We'll move on to where we're going, which is, you know, the Fulton County Library System, obviously, we want to continuously support the digital library usage that has grown so much over the last two years in line with library goals and objections, as well as Fulton County Government's established KPIs for the library. We are also seeking to further our partnerships with local schools through our CLASS Pass Program and other branch outreach opportunities, which will be supported by Marketing as applicable. The library will continue to develop content for social media including our library's Facebook, Twitter, Instagram, and YouTube. Part of the beginning of 2022, we're really excited by launching our new email marketing tool. Those of you who are receiving our emails on a weekly basis right now. While fun and full of great information, are not the most effective way to communicate with our patrons via email. So we will be working with BiblioCommons, who is already hosting our website, our events, and our catalog to also launch our email marketing. It will allow us to do some more audio-segmentation, allow us to really speak to the audiences with the information that they want from the library. If you are a parent of a child, you want to know information for your children. You want to know what kind of stuff they want to check out, what kind of events they want to attend, what kind of online programming is available to them. This will really allow us to segment our outreach efforts a little bit more towards the person who is receiving it. If you're an adult who is looking adult services, that's what we're going to send you. So that's really exciting and coming to launch in the first quarter of '22. We will be also further developing content for our library podcast. So we launched the library podcast quite some time ago. And then really during COVID, kind of worked with a team of folks that were interested in doing some audio recording for us helped really get the team in order, get them trained up, make sure they had processes in place to ensure this could be something ongoing in '22, we're hoping to really take that up to the next level and get that podcast really launched fully with great content on a regular basis. We will further develop video content with the rollout of the YouTube channel and website with the goal of highlighting patron experiences at the library. Now, we'll move on to who we

serve. Target audiences for all of our communications activities are, of course, our residents, adults, teens, and children. We also try to make sure that our communications are reaching community groups, businesses, county employees, schools, and always looking for additional partnership opportunities. Our PR marketing goals, our goals are always to raise library awareness, social engagement, drive website traffic, help improve production of programming and create additional media content. More specifically, our goals include increasing awareness of the library's collection programs and services, increasing engagement on all of our social media platforms, and driving more traffic to the library website. We also want to drive traffic to library catalog. We want to continue the production of virtual program, content, and partnership with our library administrators and our branch staff. We are also looking to develop a more thorough monthly contact calendar for our social media and our website so we can be more targeted about how we're posting things, when they're being posted, how long they're staying up and keeping our content really fresh for the public. We are hoping in '22 to develop a website content and review committee. That is the next logical step in the -- after the launch of our new website is to create a committee of folks that will make sure that we're keeping content fresh, that we're making sure it's in line with the goals of the system, and that it's also in line with trends across the country. That is really exciting part of -- for us in 2022. We're going to work with the county to make sure that we are launching the county's official social media policies and they're in line with our library's goals and standards. Just a background on that is that the county has had, for some time, just some basic, like, guiding principles for social media. There's not a board-approved policy that they have been working on one for a couple years. But we're hoping that in '22 that will finalize so that we can finalize the library social media policies and make sure that those are in place, and we'll have those to share, of course, with Director Holloman that she will, in turn, share with you. We hope to continue, we've actually started doing some of that already and at the end of this year, we'll continue into next year to continue staff training on website marketing tools and graphics. We have been conducting some trainings in house and around the county for our library staff to make sure that they have all the marketing and tools that they need at the branch level to market their programs, and that they know how to use them, and that they know how to use our website. That is our most important tool is our website, and we have to make sure that our staff knows how to use it, they know how to use it effectively, know how to create the content that we know the public wants to see. So that's been a big part of our Q4 this year and we'll continue into Q1 next year. We'll continue to work with local media in telling the library story, and that's something that we are always doing year around and we'll continue to do. We are also working with the Central Library Administrator to develop content for the artist and residents program here and the exhibits and displays here at the Central Library. I'm going through this all. I'm sure you guys are well aware of all the communications tools we use. I'm sure you hear from us more than some days you'd like to. But really quickly, the obviously, the library website, social media sites, library newsletter, and the development of the audience segmentation that I was just talking about with our email marketing. Fulton County's website and newsletter is also a great tool for us. Our library podcast, I hope to grow that as a tool. Printed materials that you'll see in the buildings here and obviously, it's the Central Library, but around the county, video segments, digital signage in the library branches including Central and Auburn as well as the Georgia Public

Library Service and other professional library associations. Social media plans, we will continue the development of press releases for all key library programs for next year. Those programs will include, our major programs will include the One Book One Read Program, which is obviously, his launching in January. I'm sure you've all heard more about it than I need tell you now. So I will leave it at that. The Children's Book Festival, which we're hoping will take place in May. We don't have a date quite yet, but May-ish time frame. National Library Week, which takes place in April, our Summer Reading Program, which of course, we all know takes place in June and July. And then our Library Card Signup. Those are our kind of signature big countywide system-wide programs. We'll further develop posting of library programs to more neighborhood-based digital outlets including AJC, Neighbor Newspapers, NextDoor, Patch, and other local newspapers, both print and digital. We'll continue to develop personal stories on a quarterly basis. We're looking to try to make sure that each quarter, we have one good public story, a story from a member of the public that has been changed by something that they did at the library. So that's our kind of tell the story of the library goal for next year. We will continue to work with local media and FGTV to distribute that. Talking about graphics, I'm sure you all have seen in the last couple of years how improved our graphics game has been. I hope you have noticed, we, during the pandemic, took on an additional staff member to help us with graphics, which has been one of the most positive changes we've seen during COVID. So for our team that meant it was just myself and Rachel, who is our kind of resident video person. We now have a resident graphics person, who has just brought such great value to our team. That person will continue working to develop our annual year-end review slash annual report; helping to support our library branches with all their promotional needs, working to ensure that we are consistent branding, system-wide, branch-wide with all of the things that we develop, posters, flyers, bookmarks, everything that we're creating is in line with library branding, and our graphic person is making sure that happens. They are also working with Central Library staff to develop templates for things like media towers that we now have here at Central, display boards that we wear, art exhibits. With all of this great technology, with all of these great ways to promote ourselves, we've had, you know, we've really had to learn how to use everything and develop signage and graphic packages and everything to -- in order to really implement a proper, like, signage program across the County. So that's been a big part of what we've been doing the last couple years is developing these templates, trying to make sure that we understand how everything works. Learning how to use that digital sign out front, was act in of itself. So just kind of getting all of that in a place where we are all comfortable using it, we are comfortable sharing that information with our staff, and letting them kind of -- empower them to be able to promote things with their own in-house digital marketing tools. We're also working to develop marketing packages for our visiting artist and art installations at Central Library. We are continuing to support library staff and branches with graphic needs for both Biblioweb and Biblioevents, which is our online website and events system. We also are creating framework for staff to create engaging blog content and book reviews. I think that's part of that training that we're continuing to do and making sure that folks know how to use the systems we have in place, they know how to create content that we know the public wants to see, and we know that it looks good, and that it's in line and that when you see it, you will know it comes from Fulton County Library. I just wanted to share some of the,

like, miscellaneous things that we do in PR and Marketing that you might not expect to think that we do in PR and Marketing. One of the important things that we do is that we work with the Fulton County Film Department on all library commercial filming projects. So as many of you have already seen the millions of times we have filmed major motion pictures, television shows, commercials, music videos at the library, that is my department's responsibility to manage, make sure that everything looks the way it's supposed to when they arrive and when they leave; that they are completing proper contracts with the County and that the County is being paid, and that everything that happens on site is communicated to our employees so that employees can continue to get in and out of the buildings, for example; that they're aware when there are major motion pictures filming on site; and that everybody can peacefully coexist when those things are happening. So our team has been responsible for that and fully hope to continue to be responsible for that. It's a lot of fun, a lot of work but we're doing it. Obviously, the announcement of all your meetings, minutes, and agendas on our website, I manage all of that. Communicating all relevant changes to library policies and procedures to the public, I manage all that. Much like what you just approved, I will be responsible for making sure that gets communicated to the public through our website and through our other communications tools. I also work with the Library Foundation to support all their major programs and initiatives like the One Book One Read Program and like many of the things that they do throughout the years, I work with them to make sure that it's publicized through our communications tools and that we're sharing it through the county as well. Also, we coordinate all PR and Marketing efforts with the Fulton County Government External Affairs Department. So that is the county's PR team. They are always aware and in the loop and working with us to make sure that our needs and our communications efforts are being highlighted and complimented with theirs. I believe -- I know I talk fast. Is it -- questions?

MR. PAUL KAPLAN: What do you do on your off day?

MRS. CLAUDIA STRANGE: Playing with little children. Yes, I don't -- I don't have a lot of time off. But I try to get to sleep once and a while.

CHAIRMAN D. CHIP JOYNER: Wow. Any comments? Any questions?

MRS. NINA RADAKOVICH: I'd like to say, thank you for all that you have done in distributing information about the Foundation Fundraising campaigns.

MRS. CLAUDIA STRANGE: Of course.

MRS. NINA RADAKOVICH: You send out emails at strategic time and they're gentle, they're not pushy, but they're making people aware of the fact that there is a fundraising campaign and that the money goes to special programs of the library. You pointed that out and we've raised a lot more money this year. I'm sure a lot of it has to do with your communications.

MRS. CLAUDIA STRANGE: Well, thank you.

MRS. NINA RADAKOVICH: The other thing is in the last few days, there was an email that had employee book reviews in it. It was so much fun that you're increasing the number of those, and there were two people in my branch, Northside that had reviews in there. I was just so happy to see that they were reading without even having to go in there. So that's a treat. It's always fun to hear what other people are reading.

MRS. CLAUDIA STRANGE: Yeah. I think that's one -- I mean, we all know COVID-19 has been a nightmare and it's has been a rough couple of years. But it is one of the, I

think, really positive things that's come out of it is that we found really interesting ways to share content, you know, online. That book review effort was the result that, and I think we will -- that is something that I think we'll continue to do whether we're in person or not. I think it's, you know, every week, it's a new book review for an adult title and a new book review for a youth title. I think it's like you said, it's nice to see, like, your person that you're used to seeing every week at the library, be featured in there. I'd like to see us doing more of that.

MRS. NINA RADAKOVICH: Also, it sparks you to have interest enough to read the book.

MRS. CLAUDIA STRANGE: Right.

MRS. NINA RADAKOVICH: Because someone you know recommended it.

MRS. CLAUDIA STRANGE: Exactly, thank you. I appreciate you reading that all the way to the end.

CHAIRMAN D. CHIP JOYNER: Well, Mrs. Strange, thank you so much. That's outstanding. It's a lot of work. I didn't know you were doing that much. So that kind of presentation, that kind of content, can make us feel really proud, as the Board of Trustees, the stewards of the library that you guys run. And something we can speak to and it's important for us to have these kind of things to record so taxpayers will know what their money is paying for. Top quality work presented in way that you capture them, keep their attention, and we're here for them. So I really appreciate you --

MRS. CLAUDIA STRANGE: Thank you.

CHAIRMAN D. CHIP JOYNER: -- on behalf of the Board, coming in here and sharing that with us.

MRS. CLAUDIA STRANGE: My pleasure.

CHAIRMAN D. CHIP JOYNER: We get so many questions I have -- it'll be great if perhaps, you can come back maybe twice year.

MRS. CLAUDIA STRANGE: Okay.

CHAIRMAN D. CHIP JOYNER: Or once a quarter, and one thing would, you know, what we want to do is really kind of measure our progress. Perhaps you can share with us, how you measure success. You know, I'm not an expert social media so forth.

MRS. CLAUDIA STRANGE: Sure.

CHAIRMAN D. CHIP JOYNER: Is it clicks, is it --

MRS. CLAUDIA STRANGE: So we measure -- we -- I mean, we do a few things. So we, of course, do our quarterly customer satisfaction survey. So that's a major way that we measure satisfaction, and that's more satisfaction from the public about all of our services. So we did quarterly surveys as well as our annual survey that we do every year. In addition, we have a tool called Meltwater that we use to track all of our social media efforts, whether it's Facebook, Twitter, Instagram, or YouTube. That allows us to see on a week-to-week basis what our engagement rates are, what our impressions are. So how many times things are seen, like, you all pick up a phone and scroll through some feed of some kind or another on a daily basis, right? So it just kind of tells you, how many people have laid eyes on what you posted that day. So we track that and that allows us -- it's one of the main ways that we use to kind of schedule out all of our weekly programs. It actually really allowed us see what are the times of the days that we have eyes on, say, Facebook. What are the times of days that people are looking at YouTube, and with data and by following that data week to week, especially during the beginning of the pandemic, it obviously dropped off as people started to get back to reality and back to work and stuff.

But as that data came in week to week, it kind of let us say, okay, 10:00 o'clock in the morning isn't the best time for this programming. We need to move this to, say, Thursdays at 3:00 because that's when we're going to see more eyes of this age range. So that's what we use our analytics through Meltwater to kind of track what time of day people are looking at our content, what age they are, male-female, just depending on who we're trying to reach with our programming, what is it, you know, that allows us to specifically target we want to, you know, what time of day we want to send it to them.

CHAIRMAN D. CHIP JOYNER: Well, great. So perhaps, you know, if you share those analytics maybe --

MRS. CLAUDIA STRANGE: Sure.

CHAIRMAN D. CHIP JOYNER: -- with the Director, then she can bring to the Board meetings.

MRS. CLAUDIA STRANGE: Of course.

CHAIRMAN D. CHIP JOYNER: Maybe once a quarter.

MRS. CLAUDIA STRANGE: Okay.

CHAIRMAN D. CHIP JOYNER: So just we -- it's another piece that we can share and discuss or just have knowledge of when we speak with the Commissioners.

MRS. CLAUDIA STRANGE: That would be my pleasure. We have it, we have the tool. I look at it all the time. Sometimes I think, I geek out of these stats probably more than most, but happy to share.

CHAIRMAN D. CHIP JOYNER: Well, we like to see positive numbers.

MRS. CLAUDIA STRANGE: Yeah, for sure.

CHAIRMAN D. CHIP JOYNER: Even if it's just one point.

MRS. CLAUDIA STRANGE: I mean, and frankly, you know, our social media -- I will tell you, like, some of the numbers that I think that are most impressive is that through our email marketing efforts, we are reaching 120,000 people every single week. So that's just through our email marketing. That is our -- what we'll be transitioning to the new system. But it is how many people we're able to reach. Through our Facebook page, we reach -- we have over 10,000 followers on Facebook. When I got here, we had about 400. So that's been an incredible change in just five years. Our YouTube presence has grown from about less than 100 followers to like over 300 now. So, you know, just everything is just slowly growing and through the time that we were at home and really working through the pandemic to grow all of these platforms. It's all -- it's been nothing but positive because we really had nowhere to go, but up. So everything's on a good upward trajectory. We just have to keep going.

CHAIRMAN D. CHIP JOYNER: Thank you.

MRS. CLAUDIA STRANGE: Happy to share all that with you guys.

CHAIRMAN D. CHIP JOYNER: Thank you so much.

MRS. GAYLE H. HOLLOMAN: Claudia and her team are very small. They need some more people.

MRS. CLAUDIA STRANGE: Yeah. We're small, but mighty.

MRS. GAYLE H. HOLLOMAN: They do a tremendous amount of work. I mean, at 10:00 o'clock at night, any of them, you know, they're on the phone with each other, they're on the phone with me. I mean, it's amazing, the work that they put out to be just three people. So I'm just very proud of what they've done.

CHAIRMAN D. CHIP JOYNER: Oh, I didn't realize it was just three people.

MRS. CLAUDIA STRANGE: Yes.

MRS. GAYLE H. HOLLOMAN: Yeah. That's a lot of work for three people.

MRS. CLAUDIA STRANGE: It is. It is.

MRS. GAYLE H. HOLLOMAN: So --

MRS. CLAUDIA STRANGE: We are -- we have -- we kind of stole somebody during COVID that was working previously with the Outreach team. But we just -- we saw that she was a very talented graphic designer who was just not working in her schooled field. And so we kind of brought her in because, you know, we had an urgent need and we had to kind of stop and pivot to what the need was at the time. But we -- I think, it's just really allowed us to grow as an organization and really get our -- what we -- how people see us in the public in a much better light. So we have that, we have a video person, and we have me. It's -- I mean, it's a lot. It's a lot. I'm not going to lie to you. We -- there are some weeks where it's more than three people should be managing. We could always use more people. But we have a mighty team and they're pretty awesome.

MRS. GAYLE H. HOLLOMAN: And we're working on addressing those types of things in 2020 and 2023 -- 2022 and 2023, and try to figure out how to get more staff as well as us.

CHAIRMAN D. CHIP JOYNER: With that kind of presentation, I think you're -- I think it shows what you would do with additional staff. What you're doing and how you're managing your time. So just thank you so much.

MRS. CLAUDIA STRANGE: Of course, my pleasure.

CHAIRMAN D. CHIP JOYNER: Really good work.

MRS. CLAUDIA STRANGE: Thank you for having me. Y'all know where to find me if you ever need anything. All right. I'm going to excuse myself unless you want me to stay.

CHAIRMAN D. CHIP JOYNER: That's fine.

MRS. CLAUDIA STRANGE: Okay.

CHAIRMAN D. CHIP JOYNER: All right. There's no Chairman Report to update today. The work orders report, Mr. Kaplan.

WORK ORDERS REPORT

MR. PAUL KAPLAN: Okay. This will be for the 1st of October to the 31st, we had 140 work orders that came through and 86 of them are already completed. That's about 60-some percent already, and basically, what's happening with work orders, its routine things that to maintain libraries. I mean, there's bulbs, electrical work, moving some stuff around, things are broken, doorknobs, locks, anything that you need, you constantly need somebody doing it, doing that work. The way its going now is, something happens and then they get called in. They get the work order, then they'll bring the guy out. We're really -- and I'm looking at Gayle again. We're hopefully going to get somebody on board that's going to handle all the work together. And they're working on it, they're getting it completed. Basically, the main stuff is always HVAC, electrical. Plumbing is going down, so that's a good thing. So things are working. A lot of miscellaneous, which requires some maintenance guy to come there to do the work. So it's coming along. I talked to - I called Evan Jahn. Evan Jahn is the, I think, they call him Director of Programming. I had a long talk with him. I think he's Vice President now, I'm not sure. But he's taking the place of -- he's helping out Al Collins, who right now is recovering. And the punch lists are going along. They're getting the stuff done and some other particular library they have to work harder. But he says it's moving along. It's getting there. They haven't

stopped working, so that's a good thing for us. So he's on top of it and he knows what it is. I'm also going to (inaudible) to see what was happening. I did talk to Al Collins on the phone and I told him, relax, take it easy. I didn't ask many questions. I just said, hello and happy holidays and hope you recover soon --

CHAIRMAN D. CHIP JOYNER: How's he doing?

MR. PAUL KAPLAN: -- because we need you back.

CHAIRMAN D. CHIP JOYNER: Is he doing, okay?

MR. PAUL KAPLAN: He's doing, okay.

CHAIRMAN D. CHIP JOYNER: Great. Great.

MR. PAUL KAPLAN: It just takes a while. But other than that, I think it's going well. Gayle might have insight on some things I don't know what's happening, some key issues. But, you know something, it is working, we're getting it done.

CHAIRMAN D. CHIP JOYNER: How about the light bulbs? How are we doing with those?

MR. PAUL KAPLAN: They know about that. I talked to Evan about that. He heard about it, but he hasn't addressed it. Right now, he's addressing punch list items, but as far as the lift is concerned, Gayle, you can fill me in. I think Wolf Creek, they bought a lift for Wolf Creek. But you can't move it.

MRS. GAYLE H. HOLLOMAN: Right.

MR. PAUL KAPLAN: That's the problem. It's there to work and -- but in order to move it some place, they have to get a truck to move it. So they're trying to work out something with this. I don't know exactly what they're going to do. But that's a problem was, getting up these --

CHAIRMAN D. CHIP JOYNER: They can't rent it for a day? They have rental companies that will drop it off.

MRS. GAYLE H. HOLLOMAN: Yeah. They've some of that in the past, but not lately. It's either at Wolf Creek or it's at South Fulton. But there's a lift that the --

MR. PAUL KAPLAN: I think there was two places.

MRS. GAYLE H. HOLLOMAN: Right.

MR. PAUL KAPLAN: Wolf Creek and some other.

MRS. GAYLE H. HOLLOMAN: For the whole system, it's to be used, but it's just a problem with, like Mr. Kaplan said, getting it moved back and forth. It's quite an undertaking. But we need to set up some dates so we can actually maybe move within quadrants or something, you know, and have it go where it needs to go, over a set period of days or weeks or something. So I'm going to be working and talking with Joe Davis about that. He's of course, the Director of DREAM. But things are going better overall, as Mr. Kaplan has said. I mean, right here at Central, we're having been quite a few issues with HVAC on the lower floors being really hot. This floor is pretty comfortable. But when you get down below, we've had some problems over the last three weeks with that. Today it's much better. But they are coming out. It's a warranty situation. So they are working on that, and then we have, every now and then, some elevator issues. But nothing like we were having early on when Central reopened, so it's definitely much better. People have been -- they've been very responsive and DREAM. So we have a very good working relationship. When we call about anything, they take off immediately and attend to it. So that's been real positive.

CHAIRMAN D. CHIP JOYNER: So the elevator, it's not any hazard?

MRS. GAYLE H. HOLLOMAN: No, it's not a hazard. It's just, every now and then, something just gets up out of aligned or something. And it just seems to be very sensitive, is what a couple of technicians have said. And so they are trying to address, you know, why this sensitivity. But right now, it's doing well for the most part. And like I said, the HVAC has been the biggest concern we had hit Central. And some of the branches experience plumbing issues early on. But that's been addressed now. And they're going around now, putting in place a process where they're going to review all of the plumbing at all of our libraries, and then get a report together and figure what to do from that.

MR. PAUL KAPLAN: They have a company, an engineering company that's really very good at this and knows exactly what's happening, and then when that report comes through, I'll get a chance to read it also and see what's happening and what we need to do to correct it.

CHAIRMAN D. CHIP JOYNER: But we're not -- the light bulbs aren't going to slip the crack when we're looking at that.

MR. PAUL KAPLAN: No, they know about it. They do realize it. Because like I said, Evan, I said, looks like there some fixtures we're going to have to replace because there's no bulbs for them. But it's something he's address it at this point, that's going to fall on us to get the contract with.

CHAIRMAN D. CHIP JOYNER: Thank you, Mr. Kaplan. Anything else, any other questions on maintenance? All right. The Director's Report.

21-68 DIRECTOR'S REPORT

21-66 MONTHLY FINANCIAL REPORT

MRS. GAYLE H. HOLLOMAN: Okay. Good afternoon, everyone. The report shows that we're at 78 percent committed in our budget. It's really better than that. I can't tell you exactly what it is, we still have one more -- one more final payroll in this month, in the month of December and other invoices that are coming in to be paid. So we expect that we'll be probably around 88 to 93 percent, if not better in our expenditures. But the payroll, you know, is really about 86 percent of our budget goes to pay salaries and also to pay benefits. So that's a large part of it and least the rest. Did anyone have any questions, as you read through, about the financial picture?

CHAIRMAN D. CHIP JOYNER: No questions today.

MRS. GAYLE H. HOLLOMAN: Okay. The next thing I wanted to mention is, some of the things that happened during the month of November. Again, the staff worked -- we were called upon to work Registrations and Elections. Some of the staff worked the November 30th Run-off Special Elections to select the next Mayor. The Mobile Career Center visited us, started visiting our libraries on Tuesdays and that has been really well received. They are able to offer job searching, resume writing techniques, things like that that will help people. They've been in some our smaller libraries and they're going to be moving around through some sort of a schedule that we'll be working with them on. Also, our managers have been very heavily involved with the community conversations that are going on with the strategic planning consultants, Martha Greenway, with the -- she's the President and CEO of Greenway -- is it Incorporated? Greenway Strategies, Greenway Strategy, Incorporated. So they have been working very hard with us to help us to get through the whole understanding of the community conversations. They actually had a workshop for the managers to teach us how you do it, what exactly is you're -- the routine, and what exactly is the process, and I think that went very well. They've actually started

to community conversations, and I'm told that it's been well received. Some that were -- the timing, the time of day, they're doing this by Zoom. So the time of day needs to be adjusted because some of them might be like in the morning. But that community may be more prone to have people working at that time. So what's going to happen is, I think, it's wonderful that Martha is planning in January to go back and set up some additional dates where they may have had low turnout, to change the date or time rather, to a different time of day. If it was at 10:00 before, maybe make it at 5:30 or 6:30. So that others can get off work and hopefully, get it front of their machines and be on Zoom to do it. It doesn't take long. But it's just that you got to be there to do it. So their doing it all by virtual processes and I think it's going to be a good idea to do that. She stays in touch with me constantly. We have numerous conversations at least every other week. So is the same with Aarti Sharma, who is the Executive Director of the Foundation and it's just been a really good relationship I think. Staff also is working real hard on the One Book One Read program. In fact, yesterday we received training, and I was a part of it as well, on just how to facilitate the training, and so I think that went over well. That was led by Victor Simmons, who is the Administrator of Auburn Avenue Research Library. He put together a very good video. I think it's a product that they can use even after, they want to have a reminder. For those who are unable to attend, will be able to view it and just understand what's expected and understand how to go about it. So, you know, everybody may have a different approach to some degree. But that gave them a basics to start with. So I think people really appreciated it. It was yesterday morning and it was a good thing to have done. So we've got a lot of things happening. We are planning on a lot of things coming up in the New Year and you'll be kept abreast of them as we do them. We got a lot of partnership opportunities with the County as well as with other entities. We're going to be working hopefully more and more with the business community around the Central Library. So there a lot of activities that are planned for Central. The Central Library Administrator, Dr. Cheryl Small is working very hard on all of that. Zenobia has worked - - Zenobia Claxton has worked very hard with the people who want to have space or use space here the Central Library on the fifth floor. She and Dr. Small have worked cohesively to make those things happen and so we've got a lot of usage out of these rooms here and the spaces here and it continues. Almost every single day, it's like somebody is calling morning, noon, and night wanting to have some use of this place. So more and more as they use it, they tell others about it, and that's a good thing. So at some point, we're going to see about saturation. But right now, we seem to be doing pretty good. But anyway, I just think it's a wonderful opportunity for us and we have really, since that Cybersecurity Event, Cybersecurity Summit Event, we have really learned a lot. I think through IT and others, who have worked with us and worked with Cheryl as well as with Zenobia, I think it has come down to whether we've almost got it down to a science, as they say and it's working very well. So that speaks very well for people's attention and attention to detail, I think. Some I'm excited about that.

CHAIRMAN D. CHIP JOYNER: Good.

21-67 MONTHLY USAGE SUMMARY

MRS. GAYLE H. HOLLOMAN: Usage, when we talk about our usage and all that, it is getting better. What we have though, is that people are now wanting to come in -- because they're coming inside more, because they're excited to get back in and don't have to be on Zoom every day. They are now requesting more print materials. They

want to be able to come in, sit or whatever, or just come in, grab a book and go. They don't necessarily want to have to wait for it be on hold and pick it up later. So we're trying to work to address that. We're asking for additional funding. One of our enhancement requests was for additional one million to allow us to have more print materials. Its sounds positive in that, we may be able to get some funding for that. They were actually supposed to talk about that today at the BOC meeting. It lasted quite a lot time and had to end up leaving at 3:15 to get back here. But they didn't get to it before I left, so I'm hoping that they will think real hard and approve it in January when they approve the regular 2022 budget. But the reason we're asking for that, some of you may know, or may have forgotten that when we started in phase one of the libraries, all of those libraries -- most of those libraries except for Auburn, were brand new. So of course, they had to have new collections and an opening-day collection. That did not -- there was no funding for that in phase two because libraries were all being renovated and they had collections that were older, but they had collections. So we asked the staff to, of course, read those -- read according to our collection development policy, and they did that. But we did not have any special funding to buy books and other materials, especially print materials. That's because out of the bond program, you cannot use that bond money for that purpose. So now, that's why we're asking for an infusion of dollars to be able to bring everybody up a little bit more into it to have more items, to have newer items, to buy bestsellers, to have more things available when people walk in. So that's what that is about. So I'm hoping that we'll get the funding for it and very excited to know that the Commissioners were very open to it when they briefly discussed it at the meeting before today's meeting. So that's to sort of bring you up to snuff on that, up to speed on that one. Anyway, that's all I have right now until we get to the unfinished business.

UNFINISHED BUSINESS

CHAIRMAN D. CHIP JOYNER: Okay. Well, what for the unfinished business -- for the sake of time, we got started a little bit late and I know there was traffic coming in and traffic going out. So does anyone have anything specific questions relative to the unfinished business? A couple of us are sensitive to the time today. So were there any specific questions relative to -- we passed the Code of Conduct Policy, Central Library, any questions on Central Library? Any quick updates that we need to understand about Central?

CENTRAL LIBRARY - UPDATE

MRS. GAYLE H. HOLLOMAN: It's going along well. We have a few challenges and things we're trying to do. People are coming back. They know that we're here. A lot more people are walking by and discovering us. I think the media tower is, I mean, it is an awesome thing to bring people in. People are seeing it from far and beyond and they responding to that and I think that's something that we really, really needed. So I think, pulling all these things together, our Marketing Department's efforts, they actually handle the media tower as well. All that content that goes out, all the things that people are seeing us do, the fact that we're now going to do these artists and residents programs and all those things that Claudia talked about. I think it's going to propel us to heights that we've ever seen coming into the New Year. So we're very exciting about it and people are very excited, it seems to me, to be working together from on all of this.

CHAIRMAN D. CHIP JOYNER: Very good. Very good. Are there any other questions relative to Central Library? We can start off the next meeting in January to discuss, you

know, our further plans and some for the ideas for the unhoused. We want to keep that front of mind.

MRS. GAYLE H. HOLLOMAN: Yes.

CHAIRMAN D. CHIP JOYNER: We have a new format going into the new year, just with a couple of changes. But I just want to say, thank you for everyone, for serving this year. We're ending the year and hopefully it's on a high note. We see what Marketing has done, we're in a great facility. You know, we hope that COVID is behind us, you know, that remains to be seen. But hopefully, we're coming out of that and we have a new Attorney joining us. But just want to say, thank you for everyone for the year and I hope everyone has a good and safe holiday. So with that, is there a motion to adjourn?

ADJOURNMENT

MOTION

MRS. PRISCILLA BORDERS: So moved.

CHAIRMAN D. CHIP JOYNER: Motion by Mrs. Borders. Is there a second?

MR. PAUL KAPLAN: Second.

CHAIRMAN D. CHIP JOYNER: Second by Mr. Kaplan. All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Meeting adjourned. Thank you.

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

January 20, 2022

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

December 2021

Award and Recognition

The Auburn Avenue Research Library on African American Culture and History participated in a project with over 11,500 pages of digitized African American funeral programs from Atlanta and the Southeast. The collection is now freely available in the Digital Library of Georgia. The collection of 3,348 individual programs span the dates of 1886 to 2019. Auburn's very own Archivist, Derek Mosley, was awarded and recognized by the Georgia Historical Records Advisory Council (GHRAC) for his outstanding efforts in archives and records work in Georgia, and for his participation in the project.

Community Conversations and Staff Training

Managers received training on facilitating the upcoming Community Conversations that will be a focus of the Library System's strategic planning process. The training was facilitated by the strategic plan consultants. The Library's strategic plan is funded by the Library Foundation.

Displays and Highlights

- During the month of December, branch displays featured Hanukkah, Christmas, and Kwanzaa throughout the Library System. Story time programs, book talks and online programs were offered; among them were virtual cooking classes.
- Many of the libraries presented special displays to showcase the "One Book, One Read" program selection, *Caste: The Origins of Our Discontents*, by Isabel Wilkerson. Many patrons are checking out and reading the book in preparation for the author's visit to the Auburn Avenue Research Library on March 27th.

Public Participation in Community Conversations

Members of the public, in the communities served by the libraries, were invited to join the conversations virtually and to provide their thoughts about library service. Their feedback will be incorporated in the strategic plan.

Volunteer Services

All 34 library locations were open and 18 libraries hosted volunteer orientations and projects. Since meeting rooms have been reopened some program volunteers returned. The Office of Volunteer Services had 282 volunteers who served 2,535 hours at various libraries, assisting with shelving, programs and planning book sales.

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF DECEMBER 31, 2021

Doc. #22-03

SERVICE	2021 BUDGET	DECEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,585,852	1,389,707	12,223,792	-	12,223,792	84%	2,362,060
PART TIME SALARY	484,240	22,370	301,348	-	301,348	62%	182,892
BENEFITS	7,904,733	1,679,553	7,313,228	-	7,313,228	93%	591,505
BOOKS	3,841,399	835,032	3,789,273	-	3,789,273	99%	52,126
OFFICE EQUIP. REPAIR	6,610	4,164	5,774	-	5,774	87%	836
EQUIPMENT	20,604	14,842	19,123	-	19,123	93%	1,481
PROFESSIONAL SERV	28,337	5,240	20,854	-	20,854	74%	7,483
COPIER MACHINE	229,068	19,727	226,494	-	226,494	99%	2,574
SUPPLIES	94,300	14,475	79,557	-	79,557	84%	14,743
COMPUTER HARDWARE	382,000	-	381,934	-	381,934	100%	66
RENT	228,847	21,744	201,116	-	201,116	88%	27,731
OTHER SERVICES	548,573	36,003	488,899	-	488,899	89%	59,674
TRAVEL	600	-	555	-	555	93%	45
HOPITALITY	2,000	-	1,992	-	1,992	100%	8
VEHICLE MAINTENANCE	12,291	2,241	11,653	-	11,653	95%	638
GENERAL INSURANCE	622,596	51,883	622,596	-	622,596	100%	-
CONTINGENCY	13,834	-	-	-	-	0%	13,834
TOTAL	29,005,884	4,096,979	25,688,187	-	25,688,187	89%	3,317,697

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

AS OF DECEMBER 31, 2021

ORGANIZATION	SERVICE	2021 BUDGET	DECEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE	REG SALARY	11,504,328	1,090,061	9,601,984	-	9,601,984	83%	1,902,344
	PART TIME SALARY	484,240	22,370	301,348	-	301,348	62%	182,892
	BENEFITS	6,278,575	1,307,703	5,798,924	-	5,798,924	92%	479,651
	BOOKS	3,341,399	835,032	3,289,273	-	3,289,273	98%	52,126
	OFFICE EQUIP. REPAIR	6,610	4,164	5,774	-	5,774	87%	836
	EQUIPMENT	17,000	14,531	16,755	-	16,755	99%	245
	OFFICE FURNITURE	-	-	-	-	-	0%	-
	PROFESSIONAL SERV	22,987	240	15,704	-	15,704	68%	7,283
	COPIER MACHINE	209,365	2,187	208,954	-	208,954	100%	411
	SUPPLIES	24,600	3,893	22,729	-	22,729	92%	1,871
	RENT	228,847	21,744	201,116	-	201,116	88%	27,731
	OTHER SERVICES	323,533	14,756	300,620	-	300,620	93%	22,913
	VEHICLE MAINTENANCE	200	-	23	-	23	11%	177
	GENERAL INSURANCE	404,826	33,736	404,826	-	404,826	100%	-
	CONTINGENCY	13,834	-	-	-	-	0%	13,834
Total		22,860,344	3,350,417	20,168,030	-	20,168,030	88%	2,692,314

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

AS OF DECEMBER 31, 2021

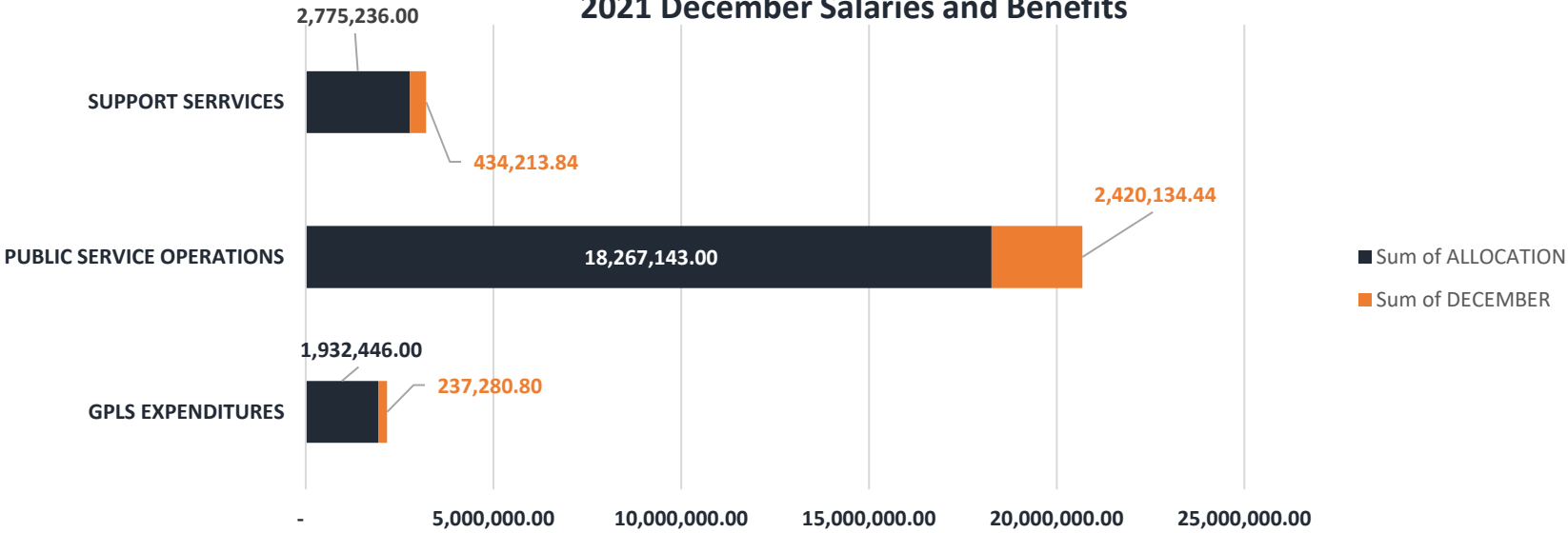
ORGANIZATION	SERVICE	2021 BUDGET	DECEMBER	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERRVICES	REG SALARY	1,770,026	156,732	1,382,494	-	1,382,494	78%	387,533
	BENEFITS	1,005,210	277,482	914,540	-	914,540	91%	90,670
	OFFICE EQUIP. REPAIR	-	-	-	-	-	0%	-
	EQUIPMENT	3,604	311	2,368	-	2,368	66%	1,236
	PROFESSIONAL SERV	5,350	5,000	5,150	-	5,150	96%	200
	COPIER MACHINE	19,703	17,540	17,540	-	17,540	89%	2,163
	COPIER PAPER	-	-	-	-	-	0%	-
	SUPPLIES	69,700	10,582	56,828	-	56,828	82%	12,872
	COMPUTER HARDWARE	382,000	-	381,934	-	381,934	100%	66
	OTHER SERVICES	173,214	21,247	136,454	-	136,454	79%	36,760
	TRAVEL	600	-	555	-	555	93%	45
	HOPITALITY	2,000	-	1,992	-	1,992	100%	8
	VEHICLE MAINTENANCE	12,091	2,241	11,630	-	11,630	96%	461
	GENERAL INSURANCE	217,770	18,148	217,770	-	217,770	100%	-
Total		3,661,268	509,281	3,129,254	-	3,129,254	85%	532,014

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

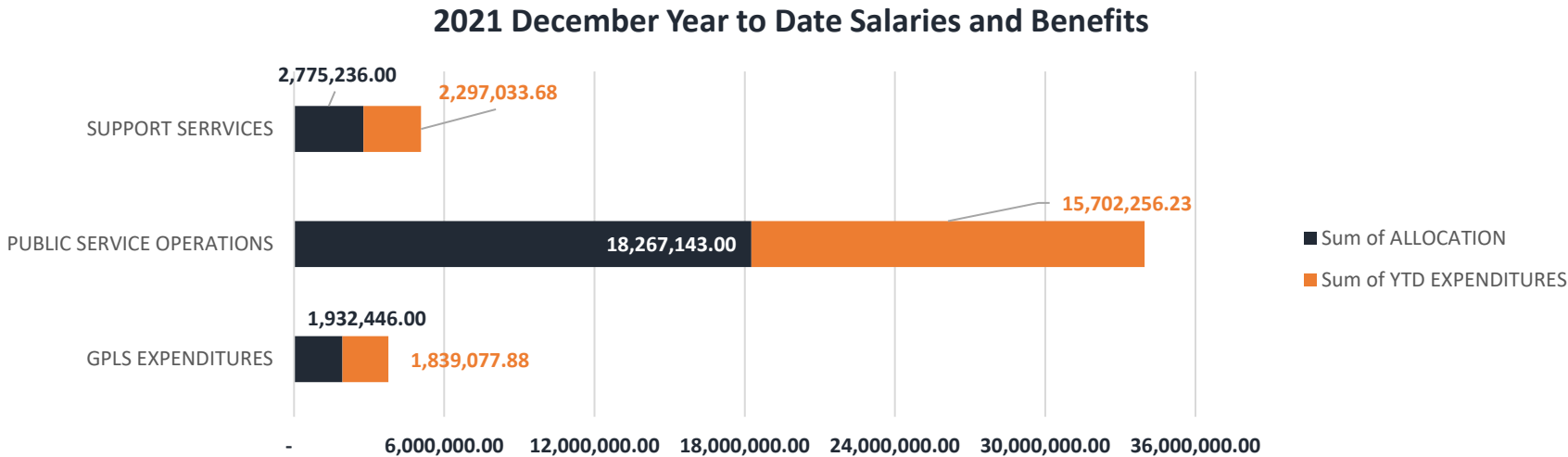
AS OF DECEMBER 31, 2021

ORGANIZATION	SERVICE	2021 BUDGET	DECEMBER	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	142,913	1,239,314	-	1,239,314	94%	72,184
	BENEFITS	620,948	94,367	599,764	-	599,764	97%	21,184
	BOOKS	500,000	-	500,000	-	500,000	100%	-
	OTHER SERVICES	51,826	-	51,825	-	51,825	100%	1
Total		2,484,272	237,281	2,390,903	-	2,390,903	96%	93,369

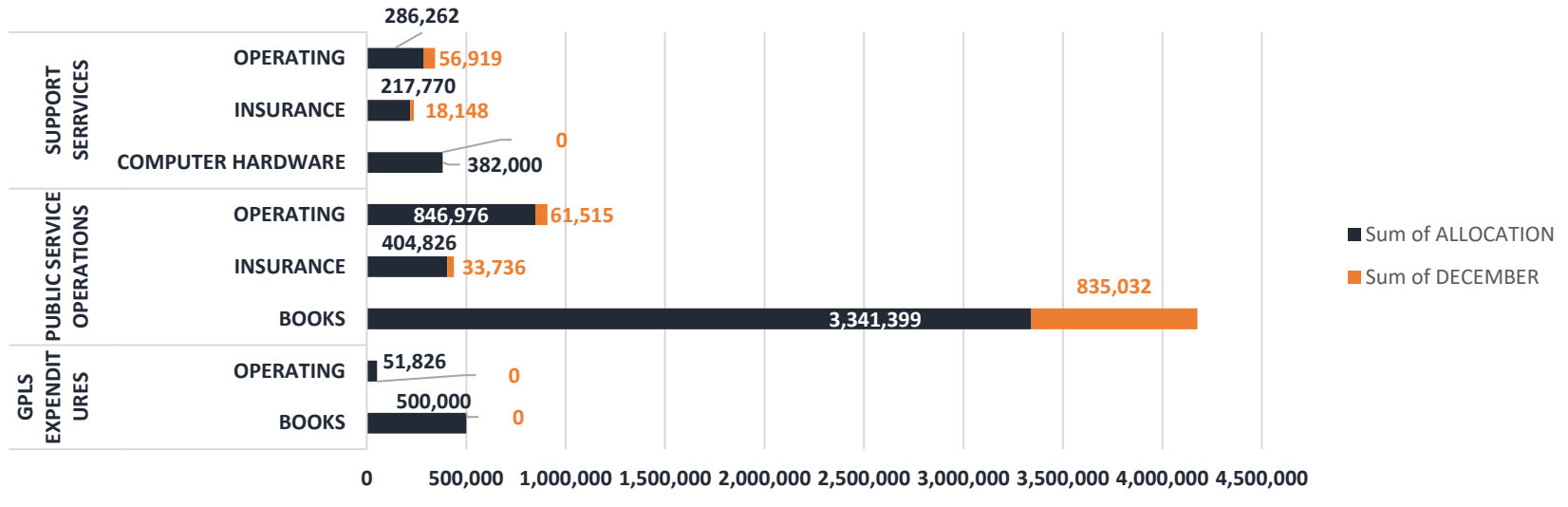
2021 December Salaries and Benefits



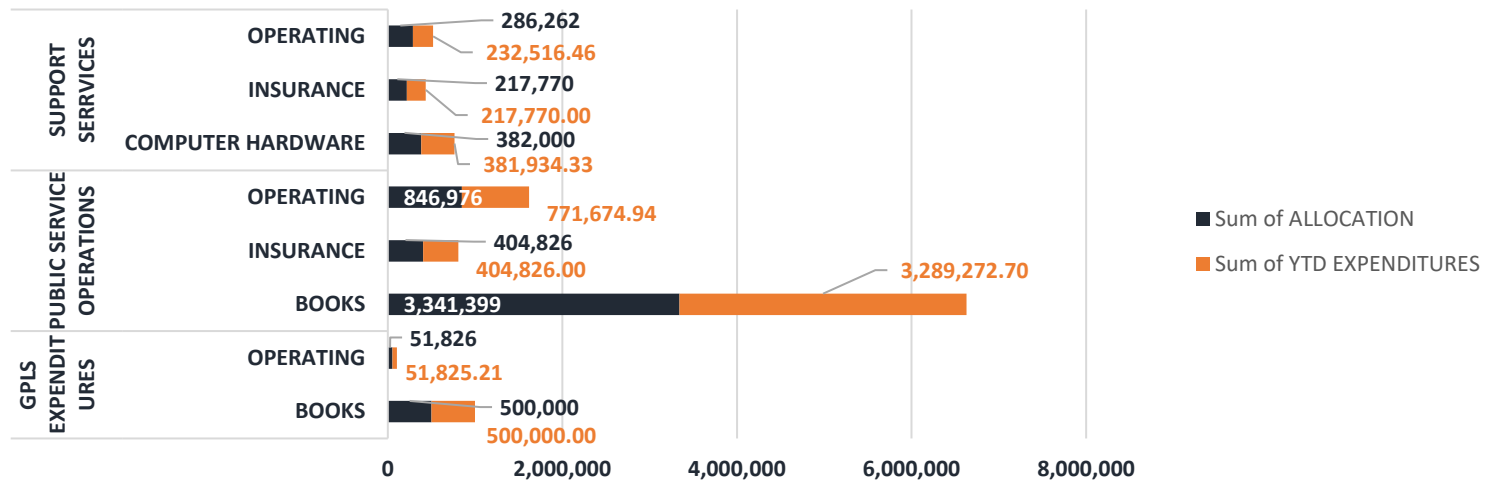
2021 December Year to Date Salaries and Benefits



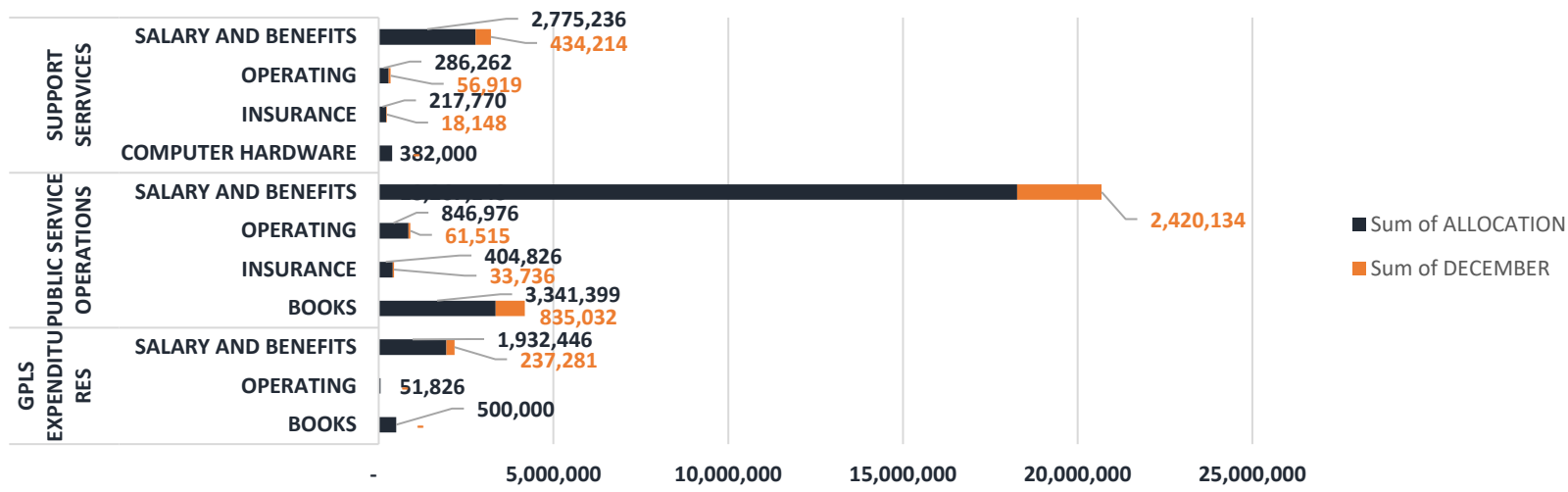
2021 December Operating Expenses



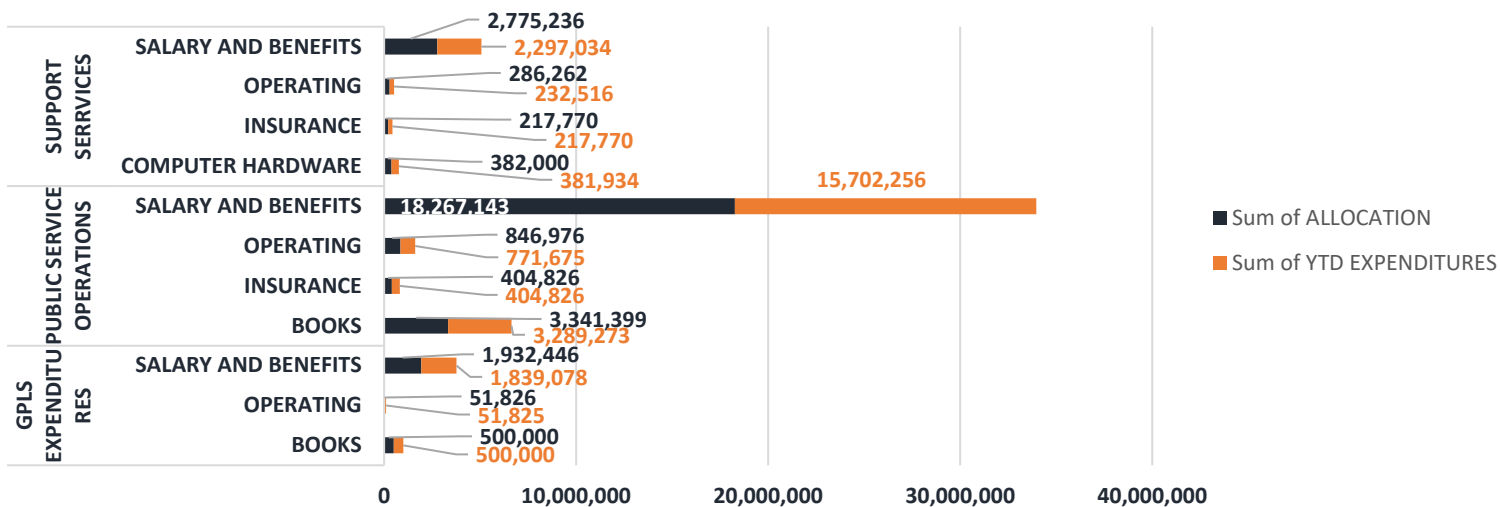
2021 December Operating Year to Date Expenditures



December Grand Total Expenditures



Year to Date Grand Total Expenditure



Monthly Usage Summary - December 2021

Doc. #22-04

Activity and Description	2021		2020		YTD % +/-
	December	YTD	December	YTD	
Circulation					
Total number of items checked out of the library	155,527	1,736,383	74,670	973,423	78%
Holds					
Number of requests by patrons	37,750	598,896	51,718	443,117	35%
Visits					
Number of people entering a library for any reason	121,874	972,214	0	539,692	80%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	24,709	157,720	0	145,866	8%
Number of hours of computer use	11,807	76,414	0	47,621	60%
Web Page Visits					
Number of times people have visited the library's websites	744,758	*9,392,761	675,635	6,500,565	44%
Web Visitors					
Number of people who visited the library's websites	110,483	1,366,402	98,536	1,206,723	13%
Virtual Circulation					
Number of materials downloaded or streamed	118,669	1,281,451	114,069	1,309,442	-2%
Virtual Circulation Users					
Number of people who downloaded or streamed	21,625	275,057	24,246	267,322	3%
Children's programs					
Library sponsored programs offered for children (birth - 12)	169	1858	156	1194	56%
Number of people attending programs	1893	29279	2570	49827	-41%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	6	287	13	230	25%
Number of people attending programs	95	3960	315	7024	-44%
Adult Programs					
Library sponsored programs offered for adults (18 +)	87	836	30	1366	-39%
Number of people attending programs	591	17,326	718	132355	-87%
Programs - Total					
Library sponsored programs offered (includes all-ages not counted above)	290	3492	275	2942	19%
Number of people attending programs	3,431	58,968	6,107	196933	-70%
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%

* The 2021 YTD web page visits reflects the higher updated totals from Feb-Oct.

Fulton Library System Circulation Stats - December 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	465	432	28		925	290	635	218.97%	8,714	5,105	3,609	70.70%
ADAMSVILLE/COLLIER HEIGHTS	519	284	28	1	832	569	263	46.22%	9,234	3,407	5,827	171.03%
ALPHARETTA	5,770	12,121	593	4	18,488	7,921	10,567	133.40%	196,657	146,826	49,831	33.94%
BUCKHEAD	3,455	3,375	198		7,028	3,280	3,748	114.27%	77,228	16,075	61,153	380.42%
CLEVELAND AVE	238	199	42		479	362	117	32.32%	11,739	2,057	9,682	470.69%
COLLEGE PARK	531	628	29	2	1,190	433	757	174.83%	11,194	8,027	3,167	39.45%
DOGWOOD	359	316	60		735	332	403	121.39%	7,406	7,835	-429	-5.48%
EAST ATLANTA	1,708	2,795	117		4,620	1,963	2,657	135.35%	50,028	11,318	38,710	342.02%
EAST POINT	570	190	37	1	798	798	0	0.00%	11,443	12,739	-1,296	-10.17%
EAST ROSWELL	4,210	5,211	274	11	9,706	5,933	3,773	63.59%	118,073	85,616	32,457	37.91%
EVELYN G. LOWERY @ CASCADE	778	662	65		1,505	689	816	118.43%	14,808	16,100	-1,292	-8.02%
FAIRBURN	603	441	30		1,074	455	619	136.04%	10,909	7,598	3,311	43.58%
FULTON	871	1,447	91		2,409	899	1,510	167.96%	21,624	22,368	-744	-3.33%
HAPEVILLE	351	380	21		752	2	750	37500.00%	8,015	153	7,862	5138.56%
JOAN P. GARNER @ PONCE DE LEON	3,965	4,211	206	11	8,393	4,668	3,725	79.80%	90,800	19,875	70,925	356.86%
KIRKWOOD	1,117	2,904	88		4,109	1,841	2,268	123.19%	45,602	32,868	12,734	38.74%
ATLANTA	397	1,280	39		1,716	1,019	697	68.40%	21,506	17,006	4,500	26.46%
MARTIN LUTHER KING, JR	484	376	32		892	799	93	11.64%	11,243	12,871	-1,628	-12.65%
MECHANICSVILLE	191	171	27	3	392	218	174	79.82%	5,035	1,599	3,436	214.88%
METROPOLITAN	1,468	2,451	88		4,007	1,537	2,470	160.70%	35,906	29,699	6,207	20.90%
MILTON	3,895	7,279	400	3	11,577	6,405	5,172	80.75%	147,337	89,510	57,827	64.60%
NORTHEAST/SPRUILL OAKS	2,256	5,690	299		8,245	3,637	4,608	126.70%	95,894	19,068	76,826	402.91%
NORTHSIDE	2,774	4,189	238	5	7,206	2,684	4,522	168.48%	72,707	13,868	58,839	424.28%
NORTHWEST @ SCOTTS CROSSING	995	2,145	119	1	3,260	1,322	1,938	146.60%	32,139	32,776	-637	-1.94%
OCEE	4,075	9,507	739	10	14,331	6,055	8,276	136.68%	154,575	36,572	118,003	322.66%
PALMETTO	377	520	27		924	346	578	167.05%	10,464	6,997	3,467	49.55%
PEACHTREE	2,655	2,125	154	7	4,941	3,744	1,197	31.97%	53,158	62,861	-9,703	-15.44%
ROSWELL	5,427	5,762	318	11	11,518	6,158	5,360	87.04%	138,861	78,495	60,366	76.90%
SANDY SPRINGS	6,223	8,881	417	8	15,529	7,095	8,434	118.87%	176,547	105,460	71,087	67.41%
WASHINGTON PARK	386	930	64	1	1,381	446	935	209.64%	12,935	10,117	2,818	27.85%
WEST END	578	666	60		1,304	866	438	50.58%	13,298	9,883	3,415	34.55%
WOLFCREEK	970	1,254	101	3	2,328	1,671	657	39.32%	28,301	32,494	-4,193	-12.90%
BRANCHES TOTAL	58,661	88,822	5,029	82	152,594	74,437	78,157	105.00%	1,703,380	957,243	746,137	77.95%
CENTRAL	1,502	1,017	314	3	2,836	231	2,605	1127.71%	13,494	6,765	6,729	99.47%
OUTREACH SERVICES					0	2	-2	-100.00%	66	742	-676	-91.11%
AUBURN AVENUE RESEARCH	97				97	0	97	#DIV/0!	19,443	8,673	10,770	124.18%
SYSTEM TOTAL	60,260	89,839	5,343	85	155,527	74,670	80,857	108.29%	1,736,383	973,423	762,960	78.38%

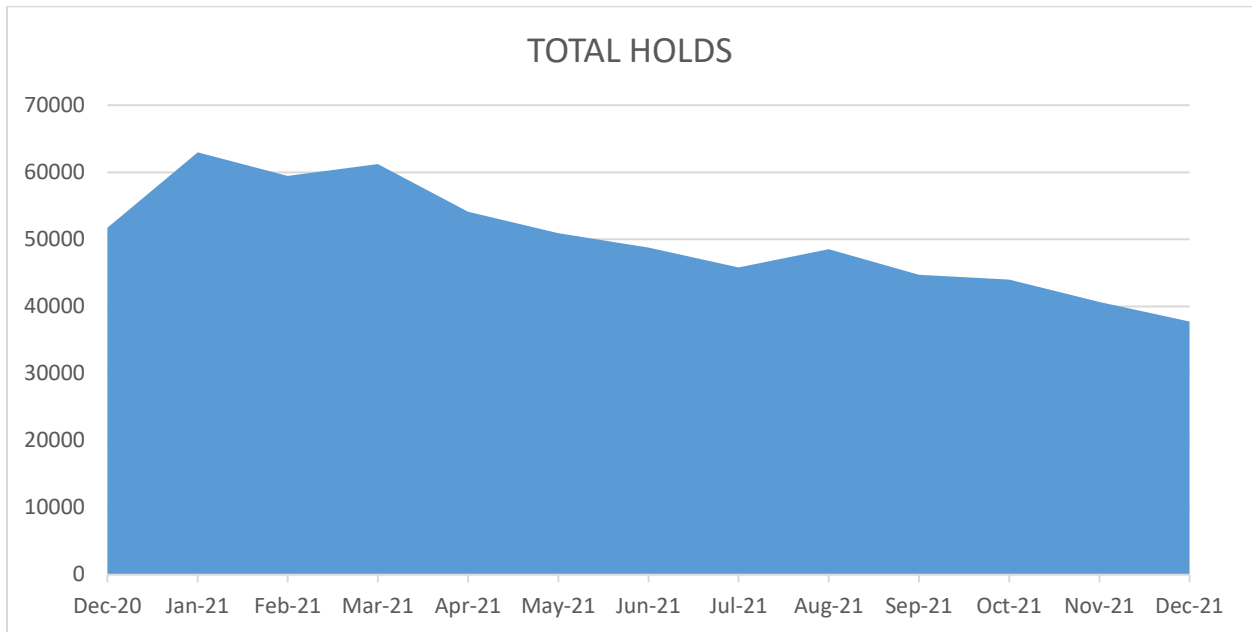
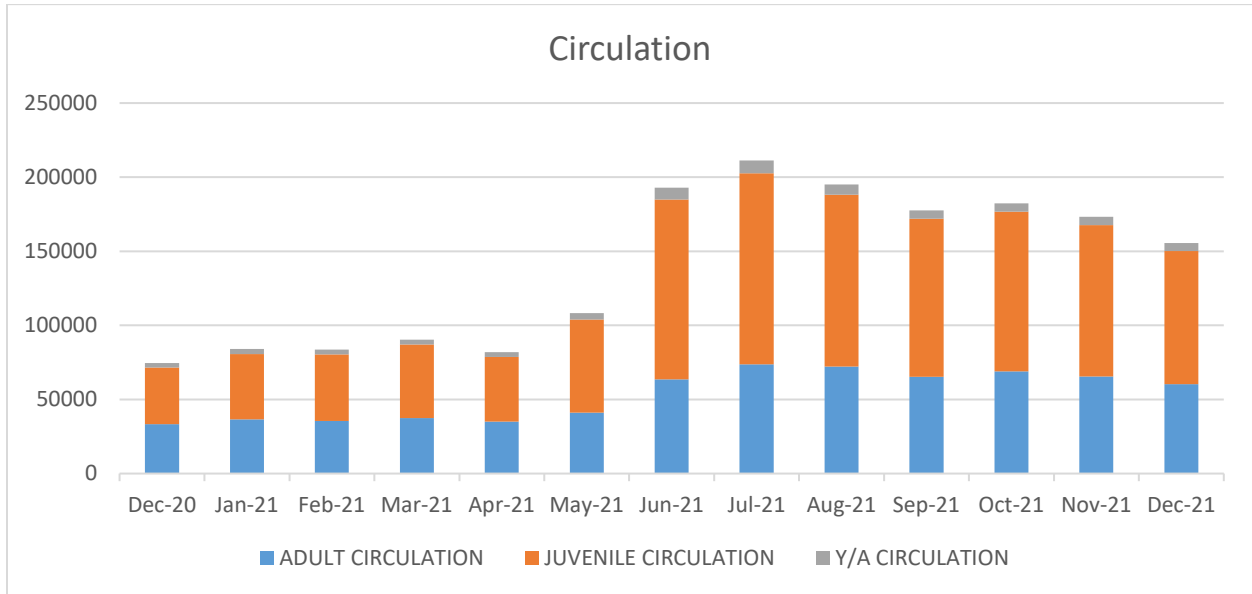
FULTON COUNTY SYSTEM STATS AT A GLANCE - December 2021

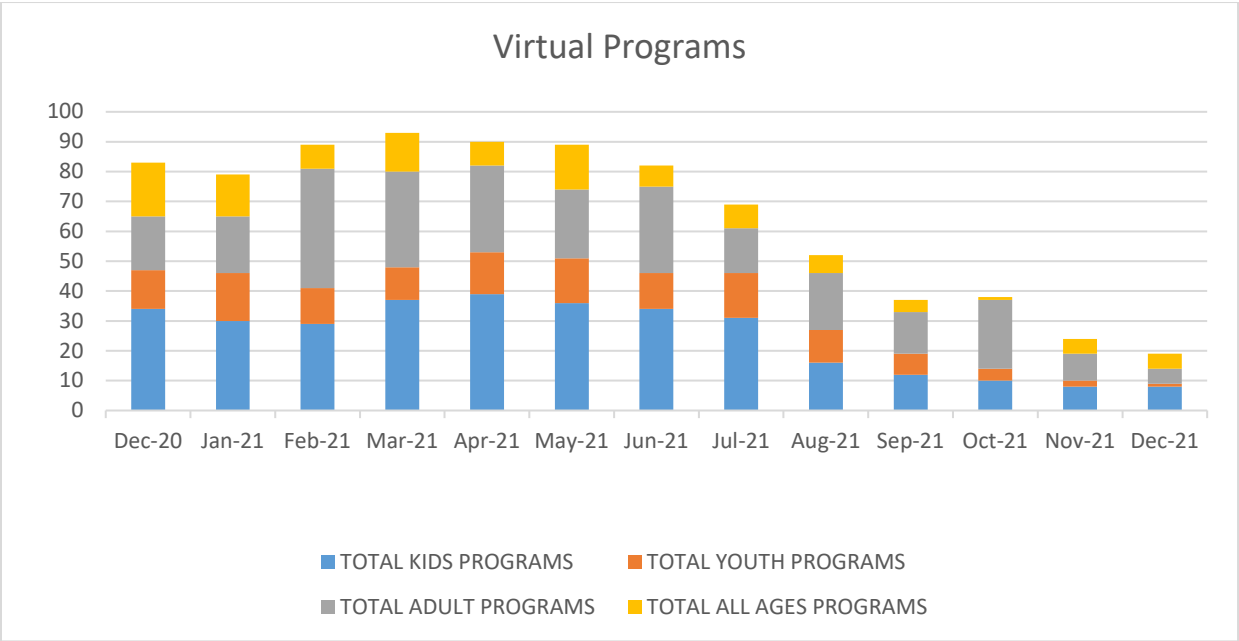
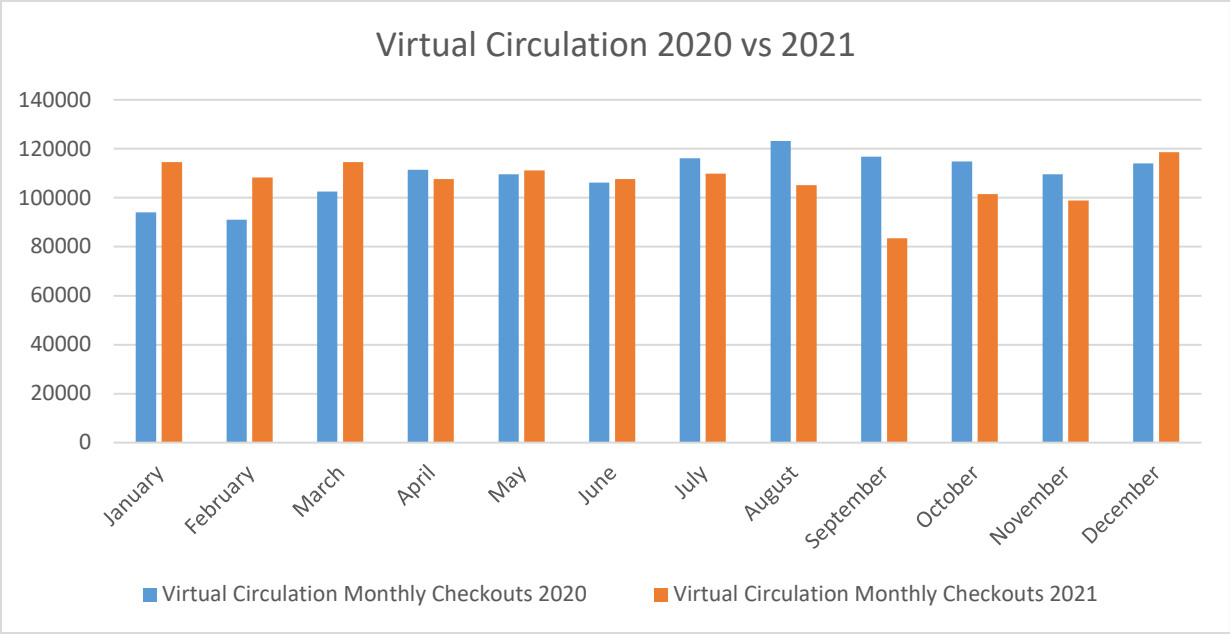
AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATION
ADAMS PARK	925	61	631	2,257	16	47			
ADAMSVILLE/COLLIER HEIGHTS	832	53	976	2,243	1	10			
ALPHARETTA	18,488	535	743	7,477	10	338			25
BUCKHEAD	7,028	423	877	7,671	25	142			2
CLEVELAND AVE	479	25	366	1,397	0	0			1
COLLEGE PARK	1,190	83	1,082	2,320	7	41			
DOGWOOD	735	19	267	2,358	3	3			
EAST ATLANTA	4,620	194	525	5,718	8	66			
EAST POINT	798	124	1,359	3,675	0	0			
EAST ROSWELL	9,706	251	438	3,775	8	168			
EVELYN G. LOWERY @ CASCADE	1,505	118	1,235	4,830	4	29			
FAIRBURN	1,074	59	336	1,902	6	37			5
GLADYS S. DENNARD LIBRARY @ SOUTH FULTON	2,409	147	859	5,363	11	34			3
HAPEVILLE	752	51	352	1,736	0	0			
JOAN P. GARNER @ PONCE DE LEON	8,393	381	1,055	4,649	0	0			
KIRKWOOD	4,109	141	190	2,932	7	163			
LOUISE WATLEY LIBRARY @ SOUTHEAST ATLANTA	1,716	36	684	1,949	1	0			
MARTIN LUTHER KING, JR	892	68	262	937	1	11			
MECHANICSVILLE	392	32	298	1,403	0	0			
METROPOLITAN	4,007	115	767	3,438	8	178			
MILTON	11,577	281	196	3,602	14	138			2
NORTHEAST/SPRUILL OAKS	8,245	199	218	3,244	24	520			
NORTHSIDE	7,206	157	267	2,763	5	4			
NORTHWEST @ SCOTTS CROSSING	3,260	95	435	1,962	7	83			1
OCEE	14,331	277	270	5,851	19	301			2
PALMETTO	924	34	217	2,025	6	27			
PEACHTREE	4,941	273	1,014	0	9	20			4
ROSWELL	11,518	394	620	5,908	19	173			7
SANDY SPRINGS	15,529	476	1,193	12,299	22	248			
WASHINGTON PARK	1,381	23	474	2,037	3	15			
WEST END	1,304	72	734	3,027	4	26			
WOLFCREEK	2,328	137	318	3,002	2	17			
BRANCHES TOTAL	152,594	5,334	19,258	113,750	250	2,839	0	0	52
CENTRAL	2,836	252	5,428	6,097	14	96			
VIRTUAL PROGRAMS					19	223			
OUTREACH VIRTUAL PROGRAMS	0	3			1	15			
AUBURN AVENUE RESEARCH	97	1	23	2,027	6	258			
SYSTEM TOTAL	155,527	5,590	24,709	121,874	290	3,431	0	0	52

FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE Q4 2021

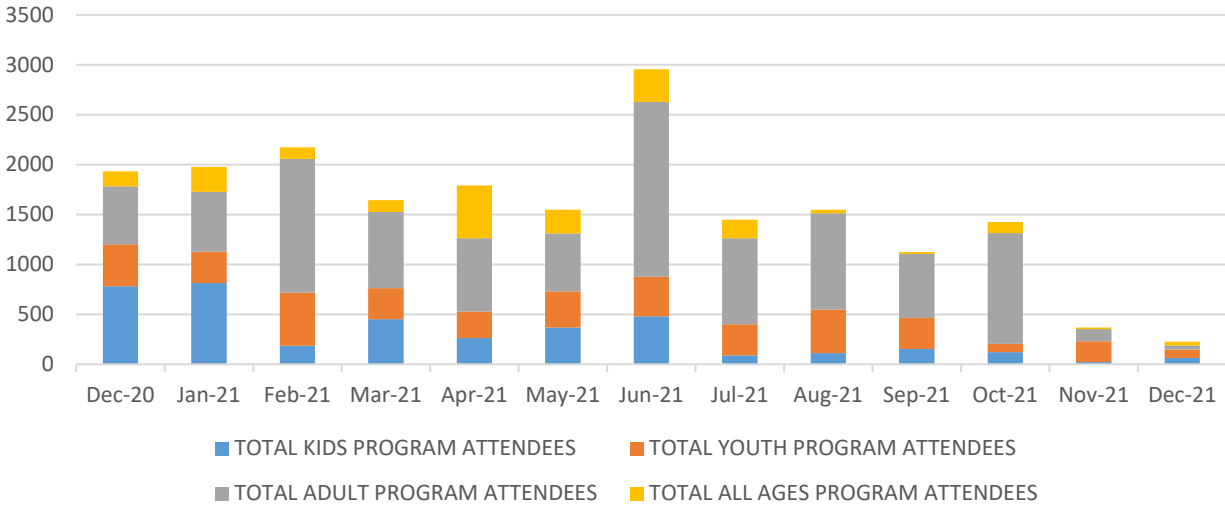
AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATION
ADAMS PARK	3,212	219	1,887	6,899	6	102	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	2,865	250	2,931	6,631	17	37	0	0	2
ALPHARETTA	58,012	1,885	2,532	28,552	13	194	0	0	125
BUCKHEAD	23,349	1,487	2,972	16,436	8	34	0	0	7
CLEVELAND AVE	1,975	112	1,401	4,185	0	0	0	0	3
COLLEGE PARK	3,871	306	3,055	7,826	3	21	0	0	0
DOGWOOD	2,877	90	848	5,973	46	71	0	0	4
EAST ATLANTA	15,409	704	1,677	22,042	4	127	0	0	0
EAST POINT	2,691	440	3,997	11,122	0	0	0	0	1
EAST ROSWELL	32,285	1,000	1,246	16,240	16	359	0	0	0
EVELYN G. LOWERY @ CASCADE	4,722	468	3,283	11,194	23	107	0	0	0
FAIRBURN	3,528	303	1,095	8,128	2	28	0	0	5
GLADYS S. DENNARD @ SOUTH FULTON	7,862	610	3,069	11,547	12	47	0	0	3
HAPEVILLE	2,546	153	1,349	8,871	4	52	0	0	0
JOAN P. LOWERY @ PONCE DE LEON	27,194	1,387	3,288	19,135	0	0	0	0	0
KIRKWOOD	14,276	469	610	6,293	10	227	0	0	0
LOUISE WATLEY @ SOUTHEAST ATLANTA	5,770	140	2,563	5,959	0	0	0	0	0
MARTIN LUTHER KING, JR	2,930	193	1,064	5,126	2	12	0	0	0
MECHANICSVILLE	1,518	111	1,011	4,316	0	0	0	0	7
METROPOLITAN	12,229	470	2,632	12,177	13	503	0	0	0
MILTON	38,834	945	649	12,314	24	207	0	0	2
NORTHEAST/SPRUILL OAKS	26,330	629	828	8,652	25	592	0	0	0
NORTHSIDE	22,739	602	773	6,084	11	32	0	0	0
NORTHWEST @ SCOTTS CROSSING	10,253	404	1,435	21,938	9	113	0	0	7
OCEE	44,537	1,028	847	17,175	14	308	0	0	3
PALMETTO	3,529	161	731	4,953	25	169	0	0	0
PEACHTREE	15,997	873	3,405	4,988	13	0	0	0	4
ROSWELL	37,528	1,321	1,879	18,065	29	610	0	0	12
SANDY SPRINGS	50,467	1,749	3,457	45,451	33	636	0	0	0
WASHINGTON PARK	4,736	121	1,556	6,264	13	212	0	0	7
WEST END	3,624	269	2,481	9,663	4	33	0	0	0
WOLFCREEK	8,228	549	1,416	9,020	4	41	0	0	0
BRANCHES TOTAL	495,923	19,448	61,967	383,219	383	4,874	0	0	192
CENTRAL	8,361	1,082	12,332	20,492	18	32	0	0	0
VIRTUAL PROGRAMS	0	0	0	0	62	1,795	0	0	0
OUTREACH VIRTUAL PROGRAMS	5	11	0	0	3	256	0	0	0
AUBURN AVENUE RESEARCH	7,011	6	203	4,069	9	208	0	0	0
SYSTEM TOTAL	511,300	20,547	74,502	407,780	475	7,165	0	0	192

December 2021 Executive Summary – Charts





Virtual Program Attendance



FULTON COUNTY LIBRARY SYSTEM
Customer Service Comments
Quarterly Report
October, November, December 2021

	October	November	December	4th Quarter Total 2021	2019 Year to date (Jan- Dec)	2020 Year to date (Jan- Dec)
• Total Customer Comments Received:	325	215	243	783	745	2,167
• Types of Comments:						
▪ Compliment	88	53	48	189	128	505
▪ Suggestion	27	20	36	83	63	107
▪ Complaint	15	8	57	80	161	122
▪ Inquiry	195	134	102	431	383	1433
• Format of Comments:						
▪ Emails					633	
▪ Postcards					105	
▪ Direct Contact						

FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot

October, November, December 2021

- **783 comments were received during the quarter.** The majority of comments were positive customer service responses by patrons for fourth 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 resuming services and general self- help resources. A sampling of complimentary quotes received include:
 1. Libanswers – “Thank you for the efficiency in answers”.
 2. Libanswers – “The Librarians on very cordial.”
 3. Libanswers – “Thank you for being helpful in my search for information”

83 disappointments and suggestions for improvement were received as a result of COVID -19 protocols.