



**FULTON  
COUNTY**  
LIBRARY  
SYSTEM

# **BOARD OF TRUSTEES**

MEETING  
INFORMATION PACKET

APRIL 26, 2023



**FULTON  
COUNTY  
LIBRARY  
SYSTEM**

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FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING  
APRIL 26, 2023



**FULTON COUNTY LIBRARY SYSTEM  
BOARD OF TRUSTEES MEETING  
APRIL 26, 2023 - 4:00 P.M.**

**AGENDA**

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda\* Doc. #23-18
- IV. Approval of Minutes - March 22, 2023\* Doc. #23-17
- V. Chairman's Report
- VI. Central Library Security - Update
  - A. Kenneth Schierle, Fulton County Police Captain
  - B. William Wade Yates, Fulton County Chief of Police
- VII. Jamar Parker, Library Financial Systems Manager - Update
- VIII. Brazos Price, Collection Management/Technical Services Administrator - Update
- IX. Work Orders Report - Paul Kaplan
- X. Director's Reports Doc. #23-21
  - Library Services and Trends
  - Monthly Financial Report Doc. #23-19
  - Monthly Usage Summary Doc. #23-20
  - Closure Report - 1<sup>st</sup> Quarter
- XI. Unfinished Business
  - A. Central Library - Update
  - B. Memorandum of Understanding with the AFPL Foundation\* Doc. #23-22
  - C. 2023 Key Performance Indicators (KPI) - Quarterly
  - D. Remaining Capital Improvement Projects - Update
- XII. New Business
  - A. TAD Fund Request\* Doc. #23-23
- XIII. Adjournment

\*Action is anticipated on this item

**Doc. #23-17**



**FULTON COUNTY LIBRARY SYSTEM**

**BOARD OF TRUSTEES MEETING**

**MARCH 22, 2023 – 4:00 P.M.**



Members Present: Borders, Priscilla – Vice Chair  
Denson, Damian J.  
Joyner, D. Chip, Chairman  
Kaplan, Paul  
Piontek, Joe  
Radakovich, Nina  
Rice, Beverly

Members Absent: Jordan, Linda

Also In Attendance: Holloman, Gayle H. – Executive Director  
Claxton, Zenobia – Assistant to the Director's Office  
Culler, Jennifer – Supervising County Counsel  
Vilela, Carlos – Assistant County Attorney

Invited Guest: Pearson, Peter – Library Foundation Executive Director (via Zoom)

Guests: 4 Virtual Attendees

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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:** All right. Calling to order, Fulton County Library System Board of Trustees Meeting, dated March 22, 2023; it is now 4:00 p.m. Are there any public comments?

**PUBLIC COMMENTS**

**MRS. ZENOBIA CLAXTON:** There are no public comments at this time.

**23-13 ADOPTION OF AGENDA****MOTION**

**CHAIRMAN D. CHIP JOYNER:** Hearing no public comments. Is there a motion to adopt today's agenda?

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

**CHAIRMAN D. CHIP JOYNER:** There's a motion by Mr. Kaplan.

**MS. BEVERLY RICE:** Second.

**MR. JOE PIONTEK:** Second.

**CHAIRMAN D. CHIP JOYNER:** There's a motion by Mr. Kaplan, there's a second by Mr. Piontek and Ms. Rice. All those in favor say, aye.

**TRUSTEES:** Aye.

**CHAIRMAN D. CHIP JOYNER:** Any opposed? Hearing none, the agenda is adopted. Is there a motion for the approval of the minutes, dated February 22, 2023?

**23-12 APPROVAL OF MINUTES - FEBRUARY 22, 2023****MOTION**

**MRS. PRISCILLA BORDERS:** I have corrections.

**CHAIRMAN D. CHIP JOYNER:** Corrections are being noted by Vice Chair Borders.

**MRS. PRISCILLA BORDERS:** On page -- where was that? On page 8, under Chairman Chip Joyner, it's in the middle of the page, where it start -- the sentence, what slash did he have a conversation because that something indigenous --

**CHAIRMAN D. CHIP JOYNER:** Indigenous, I saw that.

**MRS. PRISCILLA BORDERS:** Indigenous, it's, I don't think that's the word. But I know it's not indigenous.

**CHAIRMAN D. CHIP JOYNER:** All right. That's so noted.

**MRS. PRISCILLA BORDERS:** On page 10, again, it was Chairman Chip Joyner, it starts, one thing I want to say this is outstanding, this is a perfect baseline for the team to reach to improve every number by 20 percent next year.

**CHAIRMAN D. CHIP JOYNER:** Not member.

**MRS. PRISCILLA BORDERS:** Right.

**CHAIRMAN D. CHIP JOYNER:** Correct. I have the same thing highlighted. Thank you so much, so noted.

**MRS. PRISCILLA BORDERS:** Page 13, I just want to clarify that with Executive Director Holloman, where it says, Mrs. Gayle Holloman will, we use the Fulton County website primarily, that's it except that the oppositions; is that correct?

**MRS. GAYLE H. HOLLOMAN:** I'm not sure. I'm not seeing it.

**MRS. PRISCILLA BORDERS:** It's in the in middle.

**MRS. GAYLE H. HOLLOMAN:** In the middle of the page?

**MRS. PRISCILLA BORDERS:** Yes. It's with you, it says, well, we use of the Fulton County website primarily. That's it, except that the oppositions --

**MRS. NINA RADAKOVICH:** Notifications?

**MRS. GAYLE H. HOLLOMAN:** I'm still not seeing it. I'm sorry.

**CHAIRMAN D. CHIP JOYNER:** On the middle of page 13. I think your third comment -  
-

**MS. BEVERLY RICE:** No, positions, is it?

**MRS. PRISCILLA BORDERS:** I don't think it's oppositions.

**MS. BEVERLY RICE:** Is that the positions?

**MR. JOE PIONTEK:** It's positions.

**MRS. PRISCILLA BORDERS:** Positions, yes. It's --

**MRS. GAYLE H. HOLLOMAN:** Oh, yes, jobs.

**MRS. PRISCILLA BORDERS:** -- we were talking about the jobs.

**CHAIRMAN D. CHIP JOYNER:** Oh, probably --

**MRS. PRISCILLA BORDERS:** But I knew it wasn't oppositions.

**MRS. ZENOBIA CLAXTON:** I'm sorry? Oh, I see it. Well, before you move forward, you're talking about right here? One, two, the third time Gayle speaks on page 13?

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

**MRS. ZENOBIA CLAXTON:** Okay.

**CHAIRMAN D. CHIP JOYNER:** Line 2.

**MRS. PRISCILLA BORDERS:** My last one is on page 15. Last statement, the -- Director Holloman. It's in the middle of the paragraph. It says, nothing like the last one, which was quite a, it needs to be time, not tome.

**MRS. GAYLE H. HOLLOMAN:** Oh, yes.

**MRS. PRISCILLA BORDERS:** That's it.

**MR. JOE PIONTEK:** No, it was quite a tome.

**MRS. GAYLE H. HOLLOMAN:** Is it okay if I offer one here, because I found something.

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

**MRS. GAYLE H. HOLLOMAN:** Okay.

**MR. JOE PIONTEK:** I believe she did use -- I believe that was your phrasing. You were saying that was quite a tome.

**MRS. GAYLE H. HOLLOMAN:** No, I didn't. I don't usually use tome. I have used it when I'm talking about --

**MR. JOE PIONTEK:** A log book?

**MRS. GAYLE H. HOLLOMAN:** -- old English literature or something.

**CHAIRMAN D. CHIP JOYNER:** But, Vice Chair Borders, so noted. Director Holloman.

**MRS. GAYLE H. HOLLOMAN:** Yes. On page 19 at the bottom of the page, one, two, three -- seven lines up with the bottom, it says -- it reads, it's although we have staffing issues and all that, and on the desk eight hours a day. It should be, no one is on the desk eight hours a day. Although we have staffing issues, no one is on the desk eight hours each day.

**CHAIRMAN D. CHIP JOYNER:** Okay. Director Holloman, so noted.

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

**CHAIRMAN D. CHIP JOYNER:** Are there any other corrections?

**MR. CARLOS VILELA:** Yes.

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

**MR. CARLOS VILELA:** Page 7, the first time Chairman Joyner speaks, the word Dream, DREAM is in all -- must be in all capitals.

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



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

**MR. CARLOS VILELA:** That was it for us.

**CHAIRMAN D. CHIP JOYNER:** So noted. Thank you. Any other comments or corrections? Hearing no further comments or questions, is there a motion to approve the minutes?

**MRS. PRISCILLA BORDERS:** Some moved.

**CHAIRMAN D. CHIP JOYNER:** Motion by Vice Chair Borders, is there a second?

**MS. BEVERLY RICE:** I second.

**CHAIRMAN D. CHIP JOYNER:** Second by Ms. Rice. All those in favor say, aye.

**TRUSTEES:** Aye.

**CHAIRMAN D. CHIP JOYNER:** Any opposed? Hearing none, the minutes are approved. Well move to Work Orders Report, Mr. Kaplan.

### **WORK ORDERS REPORT**

**MR. PAUL KAPLAN:** Okay. The work orders report last month is, we had 219 work orders. I have to tell you that over 74 percent was completed. Nothing really large except a couple of them that we talked about in Roswell with the gas piping. Right now, they have spot coolers in there, which are actually going to be heaters right now, trying to keep the heat up because it's been cold almost every morning to a point that by the Friends' Group, it's very cold in that area. So they have spot coolers going. I do not know when they're going to do the cap on the gas line. But we have -- I told the manager there that it's under our -- it's not under our control anymore. It's under control of the gas company and also it goes to Roswell. So, the gas company has to do the cap first and then it goes up to put the meter in. But until it gets capped, nothing happens. You can't push them, they tried to push, but you don't push utilities. The more you push, I think, the more they slow down. They say I'm on a recording, and I'll probably get a phone call tonight. But anyway, other than that -- and so as far as work orders is concerned everything else other than security, again, we've had issues again, 19 or 20 of them.

**CHAIRMAN D. CHIP JOYNER:** Nineteen or 20 security issues?

**MR. PAUL KAPLAN:** Security issues, odds and ends. I will tell you now that I do -- I'm not here prepared to give a report on the security. A new IT person just started with Fulton County about two weeks, maybe three weeks, now. I think he had a --

**MRS. GAYLE H. HOLLOMAN:** I'm having a meeting with him on next week.

**MR. PAUL KAPLAN:** Next week.

**MRS. GAYLE H. HOLLOMAN:** The 28<sup>th</sup>.

**MR. PAUL KAPLAN:** So he needs to get familiar with what's going on and what's happening. Once does that, then I can talk with him. But for me to talk to him now, he really doesn't know.

**MRS. GAYLE H. HOLLOMAN:** Yes, for the IT portion of it, has to do with cameras. Then the rest of this is the Police Department.

**MR. PAUL KAPLAN:** Yes. So we're going to see what happens, what we can do. But other than that, that's pretty much it.

**CHAIRMAN D. CHIP JOYNER:** Okay. Now, maintenance has been doing an outstanding job.

**MR. PAUL KAPLAN:** Yes, they are.

**CHAIRMAN D. CHIP JOYNER:** On the last report you were at 74 percent completion.

**MR. PAUL KAPLAN:** Yes.

**CHAIRMAN D. CHIP JOYNER:** Are they still in the same ballpark?

**MR. PAUL KAPLAN:** Yes, yes.

**CHAIRMAN D. CHIP JOYNER:** Outstanding.

**MR. PAUL KAPLAN:** They're right -- they're right on with it. They're moving along.

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

**MR. PAUL KAPLAN:** They're getting it down. He has a good -- he has a good group working.

**CHAIRMAN D. CHIP JOYNER:** Now, has there been -- this is directed to Director Holloman. Have there been any new issues with the security after hours or in the stairwell, anything reported?

**MRS. GAYLE H. HOLLOMAN:** Well, I'll talk about security down --

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

**MRS. GAYLE H. HOLLOMAN:** -- under unfinished business.

**CHAIRMAN D. CHIP JOYNER:** That'll be fine.

**MRS. GAYLE H. HOLLOMAN:** But nothing in the stairwells, not right now.

**CHAIRMAN D. CHIP JOYNER:** Okay. Then Mr. Kaplan, is that the full report?

**MR. PAUL KAPLAN:** Yes.

**CHAIRMAN D. CHIP JOYNER:** Thank you so much. One last thing, have we heard any updates on any of those lights and the scissor lift --

**MR. PAUL KAPLAN:** No.

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

**MR. PAUL KAPLAN:** In fact, I saw them walking around. I wanted to talk to them, but no, nothing yet.

**MRS. GAYLE H. HOLLOMAN:** Well, we had a lift a few days ago. I'm not exactly sure what they lifted, what are they using it for. What did they use it for --?

**MRS. ZENOBIA CLAXTON:** On the fifth floor.

**MRS. GAYLE H. HOLLOMAN:** -- on the first floor?

**MRS. ZENOBIA CLAXTON:** Fifth floor projector.

**MR. PAUL KAPLAN:** Projector?

**CHAIRMAN D. CHIP JOYNER:** So are we just waiting for the right light fixtures again, or is there --

**MR. PAUL KAPLAN:** You know something, I'm going to have to really get into that, find out what's happening and who's designing it and what kind of fixtures we put in. I don't know that.

**MRS. GAYLE H. HOLLOMAN:** I have not been told. Al and Evan were looking into it, but I don't --

**MR. PAUL KAPLAN:** Al is here. Al is walking around now.

**MRS. GAYLE H. HOLLOMAN:** Right. I don't think they've decided on anything yet.

**MR. PAUL KAPLAN:** No.

**CHAIRMAN D. CHIP JOYNER:** For everything to be done so well, we just hate to have that remain outstanding.

**MR. PAUL KAPLAN:** Right.

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

**CHAIRMAN D. CHIP JOYNER:** All right. Well, thank you, Mr. Kaplan. Director Reports, Director Holloman.

### **23-16 DIRECTOR'S REPORTS**

**LIBRARY SERVICES AND TRENDS**  
**23-14 MONTHLY FINANCIAL REPORT**  
**23-15 MONTHLY USAGE SUMMARY**

**MRS. GAYLE H. HOLLOMAN:** Yes, okay. Good afternoon, everybody. It's good to see you. Just wanted to first talk about the library services and trends. We've had -- the branch managers have truly embraced our partnership that we've started again. We had some years back, which it's been a number of years, actually. But it's a partnership with AARP, not just a tax aide, which we brought back this year, but also, it's a program that allows senior citizens to work up to 18 hours a week to gain job skills and to back into the flow of things with work. So, we have them now at 17 of our library branches and it has really turned out quite well. So, we're very proud of that and the managers have really worked hard to identify those persons who had the skill sets that they were needing at that particular locations. So we're looking forward to that continuing -- to continuing with that program. Other than that, you saw the report for the month. But we've done -- just done a quite a lot of things with regard to -- I'll talk more about the numbers. But we've also -- we brought back the family reading. It's called Prime Time Family Reading. We had that many years ago, we got it at the same branch now, Mechanicsville. It worked out very well for us probably a good seven years ago, and so we brought back. It's through a grant process with the Louisiana Endowment for the Humanities. It focuses on bringing families in in the evening. There's a meal that's offered to the family members with the children. Then they are read to, and they have little, sometimes craft programs and things that go as a part of it. The whole idea is to get mothers and fathers engaged in reading to their children, reading with their children. So it really is a wonderful program. So we've got that started again.

**CHAIRMAN D. CHIP JOYNER:** Director, one question on that. Who provides the meal? It says there's a meal that's served.

**MRS. GAYLE H. HOLLOMAN:** I think that they provide the funding for it, and then staff purchases it.

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

**MRS. GAYLE H. HOLLOMAN:** But I have to verify that.

**CHAIRMAN D. CHIP JOYNER:** Okay. Is that with a private company?

**MRS. GAYLE H. HOLLOMAN:** It was through the -- the money comes through the Louisiana Endowment for the Humanities.

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

**MRS. GAYLE H. HOLLOMAN:** So that's how we get the funding for it. All the details, I would have to find out.

**CHAIRMAN D. CHIP JOYNER:** Then the other question on the AARP tax aid assistance, is it that they're getting training on how to do tax preparation?

**MRS. GAYLE H. HOLLOMAN:** No, no, no. That's two separate things. The tax preparation is one.

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

**MRS. GAYLE H. HOLLOMAN:** But this other program we've gotten back into, it's totally separate and it's funded by AARP. So that's how they get paid.

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

**MRS. GAYLE H. HOLLOMAN:** Then all we have to do is account for the hours and assigned them duties. A lot of times they can't do things like, a lot bending and stooping.

But other things that they can help with, craft programs, other program opportunities, and it's working out quite well. In fact, we're working with Mr. Roshell. He is the one that leads that project. So we're very, very excited to be working with him on that.

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

**MR. JOE PIONTEK:** Mrs. Holloman, I see that you noted 198 Chromebooks were checked out --

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

**MR. JOE PIONTEK:** -- or -- we have more though, right?

**MRS. GAYLE H. HOLLOMAN:** We have 100 -- we had 1,000 -- we have --

**MR. JOE PIONTEK:** We have 1,000, yes.

**MRS. GAYLE H. HOLLOMAN:** -- 1,000 all total. We're gradually putting them out. So, 180 -- 198 went out this month.

**MR. JOE PIONTEK:** That's cools.

**MRS. GAYLE H. HOLLOMAN:** So, we're very excited about that.

**MR. JOE PIONTEK:** We have hotspots that go along with that too?

**MRS. GAYLE H. HOLLOMAN:** No, we do not.

**MR. JOE PIONTEK:** Okay.

**MRS. GAYLE H. HOLLOMAN:** That's a problem. Hotspots, we did years ago and it cost us all sorts of money.

**MR. JOE PIONTEK:** Yes.

**MRS. GAYLE H. HOLLOMAN:** It added up and we had to find extra funding for it. Because it's 32 to \$34 a month --

**MR. JOE PIONTEK:** Wow.

**MRS. GAYLE H. HOLLOMAN:** -- for each hotspot. So it really adds up.

**MR. JOE PIONTEK:** Yes.

**CHAIRMAN D. CHIP JOYNER:** So, there would be a new hotspot per library?

**MRS. GAYLE H. HOLLOMAN:** Well, no, no, the hotspots were bundled with the Chromebooks, so that when a person checks it out, they have a hotspot to take with them.

**CHAIRMAN D. CHIP JOYNER:** Oh, okay.

**MRS. GAYLE H. HOLLOMAN:** But it became very costly monthly, per hotspot. So it's very expensive.

**MR. JOE PIONTEK:** Yes, that's \$30,000 a month just for hotspots. There's no way.

**MRS. GAYLE H. HOLLOMAN:** We tried it for a little while, but it didn't work well.

**MR. JOE PIONTEK:** Well, it's exciting to have the computers anyway.

**MRS. GAYLE H. HOLLOMAN:** It is, because people do need them, and they get checked.

**MR. JOE PIONTEK:** Yes.

**CHAIRMAN D. CHIP JOYNER:** Are there programs where companies provide that for free?

**MR. JOE PIONTEK:** There's reduced rates that Xfinity provides to certain households. That's right to the house itself though.

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

**MR. JOE PIONTEK:** So this would be -- I mean, the hotspot, you could use anywhere. You could go out in a field and use one of these, but that's far too expensive to be able to provide that. But to have -- be able to take a computer home, for example, most homes do have internet now.

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

**MR. JOE PIONTEK:** We hope. But even if they don't, Xfinity does provide a discounted program for that. It's ten bucks a month.

**MS. BEVERLY RICE:** In addition to that, also, most phones have hotspots too.

**MR. JOE PIONTEK:** Oh, yes.

**MS. BEVERLY RICE:** So when they take the computer home, they should be able to attach it to their phones and use the phone.

**MR. JOE PIONTEK:** Sure, that's a great idea.

**CHAIRMAN D. CHIP JOYNER:** So, these are good points. Are we getting any information from those checking out the Chromebooks on whether they need a hotspot or not? Because maybe we can --

**MRS. GAYLE H. HOLLOMAN:** Well, their assumption is that they can use it because they checked it out and there isn't one with it. So that's basically the -- no one has told us that, I checked it out, but I couldn't use it.

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

**MRS. GAYLE H. HOLLOMAN:** So -- and they know now that we don't offer hotspots. So of course, you can do it the other way, but there are still the people who don't have anything at all. You know, we're not -- they just know that they can't use it, so they don't try to check it out. So that's kind of where we are.

**CHAIRMAN D. CHIP JOYNER:** Do we have any profile information on who's checking them out? Are there more senior, more students, younger, older --

**MRS. GAYLE H. HOLLOMAN:** It tends to be students.

**CHAIRMAN D. CHIP JOYNER:** College students or high school --

**MRS. GAYLE H. HOLLOMAN:** Well, it's both. During the pandemic, we had some to lend out and there were college students who were about to -- because of the time period that it happened, there were students who were trying to do their finals, and we actually had staff who met. Someone picked up the Chromebook and then delivered it to the person because we were not, you know, open to the public at the time. So it was a lot of college students at that time. It was two or three of us, and they brought -- were brought to our attention by Georgia Public Library Service made us aware that we were able to set it up. But it's been primarily students.

**CHAIRMAN D. CHIP JOYNER:** Okay. So if you check out a Chromebook, it's tied to your library card?

**MRS. GAYLE H. HOLLOMAN:** Yes. You check out with your card.

**CHAIRMAN D. CHIP JOYNER:** Then do we have profile information though the library card on where they live, what their ages are or anything like that?

**MRS. GAYLE H. HOLLOMAN:** Well, we really can't profile people that way, so --

**CHAIRMAN D. CHIP JOYNER:** Is there any data we can retrieve from the usage?

**MRS. GAYLE H. HOLLOMAN:** I can talk with Brazos about it. I think we can, maybe, get this -- the area of town or the actual library where it was checked out, that type of information.

**CHAIRMAN D. CHIP JOYNER:** Nothing privileged, but maybe --

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

**CHAIRMAN D. CHIP JOYNER:** -- it would be interesting to know, you know, who's using the Chromebooks.

**MR. JOE PIONTEK:** If it was a voluntary survey, if they filled something --

**CHAIRMAN D. CHIP JOYNER:** Voluntary survey, yes, yes, because that data is important and maybe we could really target how we market to certain demographics.

**MR. JOE PIONTEK:** Are they checked out like a normal book?

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

**MR. JOE PIONTEK:** If you're in, like, in Roswell or something, you would just put a hold on one and --

**MRS. GAYLE H. HOLLOMAN:** Exactly.

**MR. JOE PIONTEK:** -- one would be delivered up to the branch?

**MRS. GAYLE H. HOLLOMAN:** Exactly, if there's not one available at the time.

**MR. JOE PIONTEK:** Yes, cool.

**MRS. GAYLE H. HOLLOMAN:** But Claudia handles our surveys two or three times a year. So, we may could just add a question about it.

**CHAIRMAN D. CHIP JOYNER:** That would be great because then maybe we can, you know, say, maybe look a year head especially when we go on to budgets and say, okay, based on, you know, a thousand Chromebooks going out, 25 percent of them are in this part of town. Maybe we could find some assistance from some large providers in that area and give them some data where it's attractive to them to maybe provide some support.

**MRS. GAYLE H. HOLLOMAN:** Some hotspots? That's an idea.

**CHAIRMAN D. CHIP JOYNER:** Did you say you want to take that on?

**MR. JOE PIONTEK:** I'm all about that.

**CHAIRMAN D. CHIP JOYNER:** But if we can get, maybe if Claudia can --

**MRS. GAYLE H. HOLLOMAN:** We'll put it in the survey.

**CHAIRMAN D. CHIP JOYNER:** -- help us understand what we can find -- and then patron appreciation.

**MRS. GAYLE H. HOLLOMAN:** Patron appreciation on here?

**CHAIRMAN D. CHIP JOYNER:** On page 1 of the Director's Report.

**MRS. GAYLE H. HOLLOMAN:** I'm sorry.

**CHAIRMAN D. CHIP JOYNER:** Just, I guess, someone from the staff directed someone on how they can use LinkedIn --

**MRS. GAYLE H. HOLLOMAN:** Oh, yes. Oh, I'm sorry. I'm sorry, I was not looking at that. Yes, that was very helpful too. You know, we get people who come in all the time who are not familiar with the products and the things that we offer. So we're able to sit with them or to get with them and show them just what can happen. That patron was very, very excited by being able to be just walked through how that process works. We do it all day, I mean, and whether it's a reference interview or whether it's someone needing to get their Snap put in place to get funding, or if they want to get an online phone, you know, they do all this stuff with Consumer Cellular or the phone. So we help them with any way that they want to be a help, we try and work with that.

**CHAIRMAN D. CHIP JOYNER:** Excellent.

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

**CHAIRMAN D. CHIP JOYNER:** How do we celebrate that employee that did that?

**MRS. GAYLE H. HOLLOMAN:** Well, we do have, the County offers various -- what do they call them?

**MS. BEVERLY RICE:** Incentives?

**MRS. GAYLE H. HOLLOMAN:** Incentives, which allows each of us to identify someone that we want to receive a Focus Award, or any other customer service award. Now, the Library has not gone into those types of things in the past. Because years and years and years ago when we did things like that, there were people who were very bothered by the fact that they never got selected. They felt like it was thing where a lot of friends were picking friends, and so we just stop doing it. But the County does allow for some of that recognition. In fact, we just had a recognition with Georgia Public Library Service of Ruby Allen, who is the Assistant Branch Manager at the Sandy Springs Library. She's a long-term employee, and she was recognized. You can send the name into Georgia Public Library Service and then that person was selected. So Ruby, in case, Ruby Allen was selected. So we do have some opportunities, and we want to create more. But -- and we probably need not worry so much about people's opinions. But it really became quite an upset back when some other people were Director, so we just didn't do it anymore.

**CHAIRMAN D. CHIP JOYNER:** Okay. All right, well, thank you. Are there any other questions or comments on the Director's Report? Okay. Library security. Well, no, no, I'm sorry. The monthly financial report.

**MRS. GAYLE H. HOLLOMAN:** Unless you have some questions about it, we are at a budget balance at 23 percent of our budget right now. We've committed 23 percent of it, so, of our budget. We have 23 million left. So we're -- we're working really hard. As you know, most of our funding, about 84 to 86 percent of our budget goes to salaries. We still have 70 vacancies, and so we're working very hard. Our interviewing starts again next week. We're really trying to hire Library Associates, Library Assistants, and Librarian 1s. The thing is, as I mentioned, I think I mentioned to you at the last meeting that we're now on a County requirement of doing staggered hiring. It's a very interesting process. We've never done it before, but I do think it's going to work out in the long run. But we can only hire so many at certain periods of time. Then if you don't, then that money builds up, which is a real help at that point because then you could bring on more people than you are planning to bring on. So it gives us sort of a plan of action as far as how we're -- how we're interviewing and hiring. So there are mixed thoughts about it, but it is working out.

**CHAIRMAN D. CHIP JOYNER:** All right. Any further questions on monthly financial report or usage summary?

**MRS. GAYLE H. HOLLOMAN:** The usage summary has really -- it really shows us how we're improving. People are coming back in, and people are really using our -- circulating our books and checking the actual physical books out. I mean, it is amazing the fact that our things are starting to turn back around, pre-COVID. That has been a real problem for us, not just us, but around the nation. We're a part of the ULC, which is the Urban Libraries Council. I meet with them at least I think it's once a week. We have these calls, these Zoom calls. Everyone on the calls always talking about the problems that's facing libraries, where people are just beginning to start coming back into action. Even the bigger libraries, the Seattle Public's, and all those. So we're kind of right in the margins of that whole conversation. But it's really great because the staff has really worked real hard to put on more activities, more story times and other programs, in spite of the fact that we don't have the staffing levels that we need, which is why we can't do Sunday service right now. But it has really worked out nicely, and I'm very proud of the fact that people are coming back. Activities are being scheduled in our meeting rooms, meeting

room usage up by 158 percent. Attendance at meetings using our meeting rooms, 339 percent. So it's just really a good thing for us to see that activity.

**CHAIRMAN D. CHIP JOYNER:** What's impacting library-sponsored programs for children?

**MRS. GAYLE H. HOLLOMAN:** We're having a lot more story time programs than we were able to have before.

**CHAIRMAN D. CHIP JOYNER:** But it says the year-to-date, we're down 29 percent. It's the only negative number on the report.

**MRS. GAYLE H. HOLLOMAN:** Oh, children birth to 12, yeah. Now, birth to 12 has been kind of problematic for us because a lot of people are not able to come in and bring their kids like they were doing. At one point we had a lot of daycare centers, and they were able to bring the smaller kids in a lot more than they are now. Some of it, they say is due to transportation, and then we're not sure what the rest of it's due to. But we do have a lot of tweens that are coming in and teens that seem to be coming in more. Some of that, we think is driven by STEM and STEAM programs. There are a lot that we're putting on here at Central, for instance, when the kids come in in the afternoons. So, we're just not quite -- we really got to focus a little bit more on just what's happening and why. But we do know that the daycare centers have not been able come as often. Then we have several libraries that had big -- like, the Peachtree Library, they used to have real huge attendance of kids being brought over. Even from the daycares, and that has really gone down a lot. Our clientele at Peachtree has changed. That has somewhat changed for the negative. So, that is kind of effecting who comes and when. Then we haven't had a Children's Librarian there in while. So we're in the process of hiring a Librarian I for that position, for that branch. So those are some of the things. Some of our security situations are affecting some of that to some extent. We don't know exactly how much. But we do know that people are afraid to come in, they're afraid be there because of various things that just continually happen at some of the libraries as well as some of the impact that various groups have caused to happen. So we're working closely to making sure we're doing more cleaning and we're doing more things that will make the branches more attractive and all that, but it's taking a lot of time.

**CHAIRMAN D. CHIP JOYNER:** Would you say, this would be reflective pretty much across the system?

**MRS. GAYLE H. HOLLOMAN:** It is.

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

**MS. BEVERLY RICE:** I would like to suggest that perhaps when the weather gets nicer, you know, more people will start coming in and the kids will start coming on the bus. But the weather has been so iffy and --

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

**MS. BEVERLY RICE:** -- cold and, you know, this kind of thing, and kids have colds and flu. So perhaps, when the weather gets nicer, it'll pick up.

**MRS. GAYLE H. HOLLOMAN:** Also, we can have more programs outside.

**MS. BEVERLY RICE:** Yes.

**MRS. GAYLE H. HOLLOMAN:** Some of our managers do a lot of programming outside on the -- they have little patio areas or other outside areas. That makes it very nice to do programs. So that's a great point.



**MRS. PRISCILLA BORDERS:** Is there opportunities to bookmobile, just to make sure that's targeting --

**MRS. GAYLE H. HOLLOMAN:** Our bookmobile is going to get part -- it's part of our Impact Plan for the Strategic Plan. We're going to be setting up actual stops like we used to do in the past, where the bookmobile is set up to go on a certain day and a certain time and we advertise that. Right now what we've been doing is responding to partnership requests and requests from Commissioners for us to have the bookmobile present.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Any other questions on the Director's Reports? Okay. Thank you. Unfinished business, Central Library update. Actually, if I can insert, we have a guest here. If we don't mind changing the agenda just so we can give a few minutes to one of our guests for the Library Foundation.

**MRS. GAYLE H. HOLLOMAN:** Sure.

**CHAIRMAN D. CHIP JOYNER:** Just to perhaps, share a few remarks as we get ready to discuss the Library Impact Plan the next section. So is there any objection to having our guest speak?

**MR. PAUL KAPLAN:** No.

#### **LIBRARY FOUNDATION UPDATE - PETER PEARSON**

**CHAIRMAN D. CHIP JOYNER:** Thank you. Mr. Pearson, Peter Pearson from the Library Foundation, you have the floor for a few minutes. Thank you for joining us.

**MR. PETER PEARSON:** Thanks, Chip, and thanks to all of you for giving me a few minutes in your meeting. It's good to be with you, even virtually. Just wanted to just give you a little bit of update on things that are happening at the Library Foundation. We would love to continue some sort of communication between the Trustees and the Library Foundation on an ongoing basis so each of us has a little bit better idea of what other is involved in. So first to just let you know, I am the Executive Director of the Library Foundation. About a year and a half ago, the Foundation went through a planning process because they wanted to become a better fundraising partner to the Library. So, we spent a little over a year really looking at what would it take for the Foundation to become a better fundraising partner. We came out of that process with three big recommendations. The first was that the Foundation needed to add Board Members and we needed to add more influential Board Members, who had access to some of the corporate foundation funding that's in Fulton County area. So, we really been making a concerted effort to adding that type of Board Member. We've added seven Board Members just within the last year to the Foundation Board. We're now a Board of 18, we'd like to add three to four more this year and another three to four in 2024. So eventually, would be a Board of about 25 people. The second thing we came up with in our planning process of how we could become a better partner to the Library with fundraising, is that we should pay for a Strategic Plan for the Library, which we did, which was completed last year. The reason that people felt this was so important was this would give the Foundation really a roadmap for how we should do fundraising in the future because we're eager to get started to help you with implementing parts of that Strategic Plan. I know Gayle and her staff are hard at work coming up with that impact plan. Once that's in place that should give us an idea of what types of major fundraising, we could do that would help you implement some of those plans. Then the third recommendation about how we could improve our fundraising was that in the past we've always had a half-time Executive Director. It was felt that in order to really become a fundraising

organization, on par with many of the others in Fulton County that we needed a full-time Executive Director, and we needed the help of a part-time grant writer. So, both of those were added in the last year. I think we've made some headway already. For many of the past years, I know that the Foundation's support of the Library was to provide funding for the Summer Reading Program, and then also funding for the Library's Staff Development Day. For this year, I'm really happy to say that our financial support of the Library is going to be about \$108,000. We've asked Gayle for a wish list that she and her staff came up with. We are able to put up all the things that they had on their wish list into our budget that we'll be able to provide support for this year. The Foundation also wanted to develop a closer collaboration with the Library and the Trustees. Some of the things that we're doing to move in that direction are first, our Board Chair and I and our Board Vice Chair have a monthly meeting with Gayle, Cheryl Small, and Claudia Strange, where we just share information. We, you know, begin to plan for some of the programming and that type of thing. Well, we've had these monthly meetings now for quite a while. On the Foundation side, we're really happy that we can have those to feel that we have this regular communication. We've also for the first time, created a committee that has Co-chairs, one from the Trustees and one from the Foundation. -- Advocacy Committee that I'm sure you'll be hearing more about from Chip. Chip is Co-chairing that with one of our Board Members, Maria Balais. We've also clarified this year that two of the big programs that were begun last year, the One Book Program and the Children's Book Festival, we've clarified that the Library will be the lead agency for those programs. The Foundation is here to provide funding. We're here to provide whatever other support is needed. The Library has been really good about involving me in all the planning for those. But that acknowledgment, we had to have an acknowledgment of who's the lead, and that was a little bit unclear last year and led to confusion. So, we're hopeful that identifying that definitely the Library leads in these program areas, will help us be more collaborative in the future. We'd also like within our -- we only -- our Board only meets four times a year. We'd like to open up a point in our agenda where we would have one of you as Trustees, come and report to our Board about some of the updates from the Trustees. We would really appreciate that. We'll get -- maybe we'll work through you, Chip, to identify somebody each month. Most of our meetings are by Zoom, but we're going to have two in person this year. Our next meeting is May 9<sup>th</sup>, and that's going to be an in-person meeting at the Mechanicsville Library. Then we'll have another meeting in September, which will be remote, and then our last meeting of the year is in December, and again, that would be an in-person meeting. Then the other thing that we're doing, hoping to create a more collaborative relationship with Library Trustees and Foundation Board Members, is when the final stages of trying to approve an MOU, memorandum of understanding. What we -- had several drafts go back and forth between us, and I think we're moving in the right direction. Hopefully that'll all be decided in the very near future. The Foundation's also done internal organizational work that I'll just report on briefly. This year, we're going to do our open strategic planning. It's not going to be anything as complex as the Library's. But we have budgeted some funds this year to use an outside facilitator to help the Foundation figure out some of its priorities going forward based on what the Library has already done. We're redesigning our website right now. We had a recommendation from Ken Zeff on our Board, from a group that's very good with nonprofits. They're doing it for a very reasonable price. We had a grant at the end of last

year that actually will pay for the redesign of the website. We're hoping to make it easier for people to navigate our website, have it more visually appealing, and also have it easier for people to make donations on our website. Ways in fundraising that we're increasing, our fundraising internally, this year we're going to have four separate solicitations of individuals throughout the year. We are having our first solicitation coming up in the next couple of weeks, for what is called a Library Giving Day, which is the 1<sup>st</sup> week of April. Then we're going to do a solicitation of individuals in May for the Summer Reading Program. We're going to do another one in August for back to school. Then we do the final one of the year in November/December, our typical annual fund. You have to remember three years ago; we were just doing one solicitation a year. So this is a big jump in what we're trying to do fundraising-wise. We're also continuing to expand the Board, like I said earlier, with our Governance Committee, we'll be adding three to four more Members for the next two years. Then finally, we will be launching a search for a permanent Executive Director for the Foundation probably in the next month. The Executive Committee of our Board is serving as the search committee for the Foundation. We're going to use the services of a support organization on a very limited basis, not to do a complete search, but at least to just help us identify some potential candidates. But then the search committee of our Board, and then finalize a request -- or excuse me, a hiring hopefully by late summer, early fall, would be our goal to have a new Executive Director on board. So I'll stop there. I'd be happy to answer any questions that any of you have about the Foundation, and again, just appreciate you giving me the time to give you this update.

**CHAIRMAN D. CHIP JOYNER:** All right. Thank you. Thank you, Mr. Pearson. That's an outstanding update and we're happy to hear about all the moves and changes and improvements you're making to the Foundation for the benefit of the Library. So I'll open the table up if there are any questions for Mr. Pearson. Okay. Well, if you can just share with us, those dates and any kind of summary, or we'll hear from one of your members, Judge Nina, in our next meeting, if there's anything additional to share. Or you can always send email to any -- any one of us through Mrs. Claxton, all right?

**MR. PETER PEARSON:** I will -- truly, it's wonderful that Nina is on the Foundation Board. Feels like we have this connection already that we know is ongoing, which we really appreciate.

**CHAIRMAN D. CHIP JOYNER:** Great. Yes, we agree. Thank you so much, Peter.

**MR. PETER PEARSON:** Good to see all of you. Thanks again for giving me the time.

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

**MS. BEVERLY RICE:** Thank you.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Okay. To return to the unfinished business, Central Library.

### **UNFINISHED BUSINESS**

#### **CENTRAL LIBRARY - UPDATE**

**MRS. GAYLE H. HOLLOMAN:** Yes. The Central Library is coming along well. We had a few things to happen this week, primarily being the middle public elevator door has been kind of out of order. They fixed it and they had to come back and fix it again; I think it's working now. Before we came into the meeting, I received an email saying it's working. We are at -- we still have the ongoing problem with the main door that enter -- that you use to enter the parking garage. We still have a few more weeks. They just say, you

know, it costs a lot and takes a long time to get that door in place again. So we have to keep a guard up at the top of the ramp in order to monitor who comes and goes, particularly who comes in. So that has been kind of a situation we don't need because especially when it was colder. Now as we get warm, it's not so bad. But it's kind of difficult for the security staff to maintain, but they're doing it. So we're looking forward to that door being replaced. Also, we have a lot of requests consistently on a daily basis, for meeting room space here at the Central Library. Zenobia can tell you, she's the one who handles all of it, all these people calling in and wanting to use the different rooms. We, Dr. Cheryl Small and I still serve for the last three years, on a Rental Agreement Policy Committee with the County. They halted it a couple of times, and so we've gone back and forth. Right now, we're kind of at another standstill because the person who was working with us ended up leaving. So, what the deal is, is that we're going to be a part of the overall County plan of being able to go online and determine or request a space, a meeting room space. It will not be anything to do with study rooms, they won't be a part of that. But the actual big meeting rooms will be. So we're still working closely with them to see how it's all going to look. But we're also putting our auditoriums in there. That would be the auditorium here at Central, at Auburn, and at Alpharetta. Those are the three that have auditoriums. So, we will -- we don't know exactly how that's going to look, but we're still working with them on all of that. So it's looking good. Security is working well here for the most part. The magnetometers have made a huge difference, and x-ray machines have made a huge difference in how that operation is able to function every day. We've seen it really cause us to have fewer problems than we were having before with things being brought in that should not be brought in and things of that nature. Any questions on that?

**CHAIRMAN D. CHIP JOYNER:** Hearing no questions, Library Impact Plan.

**MRS. GAYLE H. HOLLOMAN:** Library security?

**LIBRARY SECURITY - UPDATE**

**CHAIRMAN D. CHIP JOYNER:** Oh, Library security.

**MRS. GAYLE H. HOLLOMAN:** Meeting -- I'm meeting on Friday with the County Manager, the head of security for the company, the security company's head person, as well as our Chief of Police. We're going to have a lengthy discussion about where we are with security. We need security at all of our libraries. But in the request that we made for funding, that's a little prohibitive at a point of \$2.5 million a year to operate that. So we were also asked to include libraries that are in dire need. So, we've identified those libraries that we think are in critical need of additional security in some fashion. So we'll be discussing it out on Friday, and just, this will be the first discussion with the County Manager. So we will hopefully get some type of direction and some sort of decision about how that's going to look. I understand there is -- there has been funding placed for it, but we just don't -- we haven't been told what that funding is and how we are to use it. So we're got to work very closely with Security and the Police Department because the Police Department will actually fund it. The money will be earmarked for the Library System Security, but the Police Department will actually administer the funds. So we will see how -- and what comes out of that meeting, and we hope that those come out in our favor, as well as to be able to start very quickly.

**CHAIRMAN D. CHIP JOYNER:** Okay. Can we invite them to a meeting again?

**MRS. GAYLE H. HOLLOMAN:** Oh, sure, sure.

**CHAIRMAN D. CHIP JOYNER:** It's been about two years since they --

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

**CHAIRMAN D. CHIP JOYNER:** -- last came to --

**MRS. GAYLE H. HOLLOMAN:** Once we get this in place that would be a good thing to do is to have them come and talk about it.

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

**MR. PAUL KAPLAN:** You know what our funding was? I remember, we took care of security. That was part of our funding. How much went over to the Police Department? We took that line item out of the budget and it went over to them. How much was it then?

**MRS. GAYLE H. HOLLOMAN:** I would have to check.

**MR. PAUL KAPLAN:** Okay.

**MRS. GAYLE H. HOLLOMAN:** I don't know if -- looks like it was about 800 and something thousand --

**MR. PAUL KAPLAN:** Something like that.

**MRS. GAYLE H. HOLLOMAN:** -- 880,000.

**MR. PAUL KAPLAN:** Now we're talking about 2.5 to do what we need to be done?

**MRS. GAYLE H. HOLLOMAN:** Right, 2.5 will allow us to have an armed guard at every location. Armed guards are more expensive than the unarmed ones. That would allow us to do it in all 34 libraries. Of course, we have about eight guards here at Central. We have four or so, I think, at Auburn on a regular rotating basis. So that is the expense that we would incur. That's -- it's kind of, you know, it's very costly to do it, but it's needed. Things are just happening that you just wouldn't expect. It has turned around just in the last -- I mean, just since we've kind of came back from the original concerns we had with COVID, it seems that things have just turned upside down. The behavior of people, and these are not kids, these are not teenagers, these are adults.

**MR. PAUL KAPLAN:** Right.

**MRS. GAYLE H. HOLLOMAN:** We know that there are problems with, you know, all kinds of other ills the cause things, you know, like, perhaps mental illness and all kinds of other things, homelessness, perhaps in some ways. But it's just -- it's just really overwhelming, the things that people do and say and act out. We're just constantly surprised. But we don't know what's triggering it, if there's any one thing, probably not any one thing. But there's just so much of it. It's different in different places. It's not necessarily the same, it's not manifesting itself in the same way everywhere.

**MRS. PRISCILLA BORDERS:** So of the libraries, which are the ones are the most critical?

**MRS. GAYLE H. HOLLOMAN:** Well, I probably shouldn't name those at the moment.

**MRS. PRISCILLA BORDERS:** Okay.

**MRS. GAYLE H. HOLLOMAN:** Because we don't know how it's going to turn out. Then we'll have somebody say, well, why didn't she put us in there? You know, and all -- and that type of thing. We really want everybody to have it, because we've staff that are very, very concerned about it, and I understand that. But we just can't make promises that we can't afford. We can't afford it if we can't get the funding. I just keep telling them that we're working on it, we've been talking about it and talking about it. Now we're at critical mass. We just need to do something. Because right now, we have this rotating schedule, as you probably remember, where one officer might be assigned five locations and they

rotate throughout the day. But by the time he leaves one library and gets to another one, something's happened at the one he just left.

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

**MRS. GAYLE H. HOLLOMAN:** So, you know, that's kind of the problem. Then they're not all armed, so that's another problem. Sometimes the people who come in are armed, and so what are you going to do if you're unarmed and you're supposed to be the security? So, there's just a lot of things that need to be discussed and figured out how we're going to do it. Sometimes it changes. It, you know, one week it seems like it's the same group of problems at the same place, and then it moves to another one that becomes even more dire than the location. So that's why sometimes it's kind of hard to fall back on the original number that we gave them. If we can't do 34, than do this number. So, we're just going to wait and see. But I'll be able to give you a report as to how that turns out.

**CHAIRMAN D. CHIP JOYNER:** So do you think we can get them at the next meeting?

**MRS. GAYLE H. HOLLOMAN:** I will try real hard to.

**CHAIRMAN D. CHIP JOYNER:** Yes, it was really helpful when they came before and shared with us kind of the process and the approach and their concerns and how they're trying to address it. So, if we can get that update again, I think that would be helpful.

**MR. PAUL KAPLAN:** They actually did a survey, if you recall, as to which libraries need it and which libraries didn't need it.

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

**MR. PAUL KAPLAN:** I remember that report.

**MRS. GAYLE H. HOLLOMAN:** Yes. They've done another one as well.

**MR. PAUL KAPLAN:** Oh, they have?

**MRS. GAYLE H. HOLLOMAN:** They've sent -- sent a guard -- sent one of their staff members out to talk with those librarians at those libraries that seem to have the most concerns. So that's been happening over the last month or so. So we'll see.

**MRS. PRISCILLA BORDERS:** I think I remember they're supposed to give training to the employees. Did that --

**MRS. GAYLE H. HOLLOMAN:** Yes, they provided -- but it's been a time gap since the last one.

**MRS. PRISCILLA BORDERS:** Okay.

**MRS. GAYLE H. HOLLOMAN:** But we did have -- Captain Schierle did at least two in the last two years. But the reason -- he wanted to do another one, but he wanted to do it in person at each location. His schedule has not allowed him to complete it. He started out only with one or two, I think, and then he had a lot of training that he was assigned to go to himself. So he hasn't completed it. But he did do a large one here at the Central Library in the auditorium about maybe six months ago for all of our managers.

**MS. BEVERLY RICE:** One of the things that you can suggest perhaps, is that the Police Officers, especially at the smaller locations, if they can just maybe, you know, when they're sitting, if they can just pull into the library and sit there periodically from time to time. We find that that work in our neighborhood, and I live off Martin Luther King. So what we do, we just kind of have them, while they're riding, just to just go sit for a few minutes and, you know, just and build a relationship, especially ride by people in the library --

**MRS. GAYLE H. HOLLOMAN:** Right, that does work.

**MS. BEVERLY RICE:** -- the staff. Yes.

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

**CHAIRMAN D. CHIP JOYNER:** Have we addressed the concern about the security leaving before the last person here at Central?

**MRS. GAYLE H. HOLLOMAN:** Yes, we did address that. That was an -- all of a sudden that started happening. So, I think it's worked now. Dr. Small has made it quite a point, meeting with the head of the security company and making the case that we can't do that. So, to my knowledge, that has stopped.

**CHAIRMAN D. CHIP JOYNER:** At every library, no one leaves alone, correct?

**MRS. GAYLE H. HOLLOMAN:** No one is being -- well, no one should be left alone in the building; is that what you mean?

**CHAIRMAN D. CHIP JOYNER:** Correct.

**MRS. GAYLE H. HOLLOMAN:** Right. That's include staff. We have to have at least two staff people all the time.

**CHAIRMAN D. CHIP JOYNER:** Right.

**MRS. GAYLE H. HOLLOMAN:** So -- to open and they should be there at closing. We shouldn't leave people in the building. There have been a couple of little dicey moments. In fact, like last week, I think we had one, where there was an emergency and one person was there to close out. It was like, a quarter to 5:00 p.m.; we close at 6:00 p.m. But we hurried and got someone over there, from here, from Central, to be able to make that closing possible. Because there was no guard available at that moment.

**CHAIRMAN D. CHIP JOYNER:** Thank you. Any other questions on security, or is that the full report?

**MRS. GAYLE H. HOLLOMAN:** Yes. On the security, yes.

**CHAIRMAN D. CHIP JOYNER:** Okay. All right, and Library's Impact Plan.

#### **LIBRARY'S IMPACT PLAN - UPDATE**

**MRS. GAYLE H. HOLLOMAN:** The Library's Impact Plan is going along well. We've had two workshops that were facilitated by Jeffrey Dinkins, who works in the department of HR and the County level. I thought it was important to get someone who was not directly invested in what we do and someone who could be more impartial. So what he did was he facilitated a workshop for our Administrative Team. Then about two weeks later, he came back and facilitated the same meeting with our Managers. It went over very well to be able to get them to start thinking about what we could do, what we could do differently, what things we could bring back that maybe we did in the past and let go for whatever reason. So that has been really good. So now what has happened is, we are divided -- I'm not part of it, but the rest of the Administrative Team is divided into three groups. Those groups are Literacy in Action, Partnerships in Action, and Digital Inclusion in Action. They are then going to bring to the committees of other additional staff, which are Managers, to start putting these things in place. They're going to be -- they are asked to identify those things that we might want funding for and need funding in order to make it happen, those things that which we need more staffing to make it happen, and those things that we could do now to get going and get started. The idea is that we would get started in the month of May with these changes so the Strategic Plan can be realized. I think we're on good pace to make that happen. There are just some things we got to differently. So, we -- a part of all of that is developing a set of SOPs for everything. It's going to include what we expect from each position level, what we expect

you to do and all of that. Because, as you probably remember, the County does not at the moment have a formal plan for each position as to what your duties are. We haven't had one in about five years, and they're still working toward that. So we've not -- we don't have a formal evaluation plan and schedule. But we are still expected to identify those things that people are supposed to do. Basically, what has happened is, people just continue to do the things that they've always been asked to do in the way they were asked to do it. But we need to formalize it -- somewhat formalize it by putting it in writing in a set of SOPs, so that's what we're going to do. I think those procedures will kind of make it a little bit easier for people to not say, I didn't know. So, that's what we're looking toward. We think that's going to go a long way toward making Strategic Plan doable and actionable.

**CHAIRMAN D. CHIP JOYNER:** Okay. It's neat that the Foundation and people on your team are working together monthly.

**MRS. GAYLE H. HOLLOMAN:** Oh, yes. Oh, yes, we meet, as Peter said, we meet with them all the time about various aspects of it. We are meeting ourselves much more, we will be, with regard to the Strategic Plan and its implementation because we have to get it kicked off in May.

**CHAIRMAN D. CHIP JOYNER:** Excellent. Thank you. You will also provide another update in next meeting in April, correct?

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

**CHAIRMAN D. CHIP JOYNER:** Okay. That's super. All right. Any questions on Impact Plan? Okay. Moving on, One Book, One Read.

#### **2023 ONE BOOK, ONE READ EVENT - UPDATE**

**MRS. GAYLE H. HOLLOMAN:** The One Book, One Read Event is coming along nicely. It's going to be held on September 30<sup>th</sup>. The two authors are finally on -- we're finally able to negotiate with the -- their contract through the Foundation because the Foundation is funding it again. So, they will both be here for the book, it's called the --

**CHAIRMAN D. CHIP JOYNER:** Personal Librarian.

**MRS. GAYLE H. HOLLOMAN:** Personal Librarian. The two authors have done a wonderful job. You could actually go online and view some of their different events that they've had at other Library Systems. It has been very, very good. They did one at the Glendale Public that's online, on YouTube that can see. They really lead the discussion, and they really are very engaged and engaging. I think that was really what was so good. They actually almost didn't need a moderator because they are just so in tune with each other and so able to kind of get the audience going with the questions and everything. So it's very, very good if you want to take a look at that. But I'm excited about it. I think that it's a great opportunity for us, and we had a lot of participation, over 900 people even with it being on Zoom the last time. So this is going to be in person. They're going to actually be here and -- here at the Central Library. We're just very excited about it. We want to do something special for our Book Club members. So we're trying to work through how we'll make that happen. So, we have a committee together and they've started meeting, and we're going to just keep it going until we get to that date. Peter is working with us very closely. We met this week with him and with the other committee members. Then there are going to be others added to the various aspects of the committee.

**CHAIRMAN D. CHIP JOYNER:** Is Fulton County TV going to be there?



**MRS. GAYLE H. HOLLOMAN:** At the -- they usually -- well, they didn't cover -- I don't know, did they cover it last time? I don't think they did. But we're asking them to.

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

**MRS. GAYLE H. HOLLOMAN:** In fact, we wanted one of the people who works there on a regular basis to be the moderator for it, but she was unable to do it. So we're looking for another moderator at the moment.

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

**MRS. GAYLE H. HOLLOMAN:** But we'll make sure.

**MRS. PRISCILLA BORDERS:** Has marketing starting yet?

**MRS. GAYLE H. HOLLOMAN:** Not yet. That's what we're getting ready to kick off. But we're trying to get the name of the moderator and all that before we do it.

**CHAIRMAN D. CHIP JOYNER:** But it's official, we can start sharing with our --

**MRS. GAYLE H. HOLLOMAN:** Oh, yes, yes.

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

**MRS. GAYLE H. HOLLOMAN:** It's the Personal Librarian, and it's September 30<sup>th</sup>. The time of day is not quite ironed out yet.

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

**MRS. GAYLE H. HOLLOMAN:** But we think they're going to come at 5:00 o'clock. There was a situation of whether or not we wanted -- what we were going to do about a reception. So it's -- we're trying to figure out how to make the logistics work.

**CHAIRMAN D. CHIP JOYNER:** Okay. All right, new business.

### **NEW BUSINESS**

#### **CHILDREN'S BOOK FESTIVAL 2023**

**MRS. GAYLE H. HOLLOMAN:** The Children's Book Festival 2023 will be half a day on October the 19<sup>th</sup> and half a day on October 20<sup>th</sup>. The reason for that is the 19<sup>th</sup> is a Friday. We're trying to get more children involved so that we can have some out -- some things ongoing, going on simultaneously hopefully at the various schools that may want to participate. So you'll hear more about that. That's really what was causing us to have the 19<sup>th</sup>. Last time, we did a one day, and it was a Saturday. Then on the 20<sup>th</sup>, it would be for families, is what we're going to market it to be. It would be a half-day program. We're not sure exactly what time of day yet for either of them. But we have gotten word that the Atlanta Public Schools would be able to have some kids bussed in to come here to Central for one thing, on the 19<sup>th</sup>. So that was another reason for creating that Friday.

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

**MRS. GAYLE H. HOLLOMAN:** Any questions about it? We are also trying still to secure the main speaker, the main writer. We've had some not quite good luck with some famous authors that the children would recognize. So, we've asked a few, they -- they're schedules are already filled up. We're just hoping -- we were going to do it in May, so we switched the date to this past week to October. That's because APS informed us that that would be a good month for us to do it. So that's why October instead of May. It was kind of bumping up against the end of school as well as testing. Yes, so --

**CHAIRMAN D. CHIP JOYNER:** Capital improvement projects.

#### **REMAINING CAPITAL IMPROVEMENT PROJECTS**

**MRS. GAYLE H. HOLLOMAN:** The capital improvement projects are moving along well. We've had our -- we've had two meetings now at the East Point Library. What we're doing there is, we are -- it was renovated. But we're doing an enhancement, is what we're

calling it. Almost 2000 square feet will be added so that the public will have more space with computers. We will be able to have a larger area for other events such as, perhaps, some form of makers space materials, as well as a slightly bigger space for the staff. So it's going to kick off with us doing that. The Martin Luther King, Jr. Library, we've had two meetings now, one with the staff to ask what they would like to see happen with that renovation. The meeting with the public, the meeting with the public was last week, to see what they would like to see happen. That meeting was really, really well attended. We had at least 13, I think it was 13 people from the community who came out from all walks of life to talk about what they'd like to see happen there. It's a very small space, and Peachtree and M L King are our two leased libraries, which is why they were put at the end of the renovation project. So, we can only do work inside, we really can't do an exterior work because we don't own it. But both of them are owned by architectural firms. So, we're in constant communication with them, as to their thoughts and the things that we want to do, making sure they're aware of it. Al Collins, of course, is still the Project Manager for it, along with Evan Jahn and the rest of the team. So we're looking forward to all those things. We hope that we'll be able to get all of that completed by the end of the year. Peachtree, we've not had the meetings yet. That whole set of paperwork is still in Purchasing, so we are not able to set the dates yet for the staff meeting, nor for the meeting with the public. But as soon as we have that, then we'll be able to get that done. Hopefully, it'll be in the next week or two. We can get that done, at least underway, so we'll know where we're headed.

**CHAIRMAN D. CHIP JOYNER:** Okay. Any questions on capital improvement projects? Okay. Annual Volunteers Recognition Reception Program.

### **32<sup>ND</sup> ANNUAL VOLUNTEERS RECOGNITION RECEPTION PROGRAM**

**MRS. GAYLE H. HOLLOMAN:** Yes, 32 years you all, of volunteers. The volunteers do so much that we depend upon them just immensely, we really -- it's an amazing what they do for us. From 1:00 p.m. to 3:00 p.m. on April 15<sup>th</sup> on the fifth floor, you will be invited, you are invited to attend. It's always a wonderful program to be part of to thank them for all that they do. In fact, on the cover of today's notebook or agenda, we have pictures of the two top volunteers, Ben Statham and Gerrie Fornek. Gerrie Fornek is the head of the -- to my knowledge, he's still the head of the Friends at the Alpharetta Library. Ben Statham usually, I believe, works out of Roswell. They have really worked so hard for so many years. I mean, almost the whole 32 years for both of them, just trying to do all they can to assist us in raising funds, and it's just phenomenal. The work that Ben Statham has done is just, just magnificent. He has a bar and I think in his home that he actually stores books and will bring those books out for sale and everything. He brings them -- he loads them up, he unloads them and brings them back next time. It is a tremendous amount of work that they contribute. So please, if you can attend, please do come because it's just very exciting to be able to give them some recognition for all the hard work. I mean, I know just for myself, how hard it is picking and lifting books and stacking books and moving books from all the years that I did it, so I -- and I was getting paid to do it. So it's just amazing, they're not getting paid. They still come to work, come there as though it's their job, as though it's a day at work. We can't thank them enough, so please do try to come.

**CHAIRMAN D. CHIP JOYNER:** Especially while we're so short.

**MRS. GAYLE H. HOLLOMAN:** Exactly.

**CHAIRMAN D. CHIP JOYNER:** Excellent. Any questions on the reception? 2023 Key -- or Key Performance Indicators KPIs.

**2023 KEY PERFORMANCE INDICATORS (KPI) (INCLUDING LIBRARY CARD INITIATIVES)**

**MRS. GAYLE H. HOLLOMAN:** Yes, our KPIs, we have to do them every year. Basically, what we resorted to over the last two years have been around doing surveys of the public. So, Claudia, again, puts those surveys together, and we ask how satisfied are you with the -- with customer service? How satisfied you -- are you with our various products, our books, our materials? How satisfied are you overall? However, this year, it was suggested by Dr. Roshell and other members of the leadership team that we look at our library card. How many people do we have who actually have library cards? Well, on the books, we have about a thousand library cardholders -- I mean, a million, I'm sorry, a million library cardholders. But in actuality, the usage shows that we have about 250,000 people who use a library card on a regular basis. So what we need to do is have a campaign that we talk about library cards. You probably remember that the library card sign up month is in September. But we don't want to wait until September. We want to get it going and maybe, some big splash in September, but we really need to push that. It's funny that it's actually been talked about by ULC Directors. In fact, I just got an informational email yesterday about one library system actually went on YouTube and actually paid money for video that they put out about library -- getting your library card. So, we're going to -- that put it in my mind that we need to ask how we can fund that. I'm not sure how we'll fund it. But if we could do it and see some sort of way that we can fund it that might be a good opportunity. They're just showing people using the library and asking people to think about getting a library card. So I think it will do well for us. Now, last year we did do a library card project, where we asked kids to create a library -- to create their own idea of a library card. So, we were able to put that in one of the Library Access publications that we did. So that was well received. A lot of the kids did an art project, which it was a lot of cute little library card thoughts. But this time we're not quite sure how we're going to approach it, because we are starting to think about it. So we'll get you more information about that as we proceed. But that is one of the other initiatives that we're going to have this year. That will be one of our KPIs. Our KPIs are also done in order to, if we meet our KPIs, if we've met all of our KPIs this past year, then they -- the idea is that we will get additional funding per staff member, additional -- we'll get a raise. Last time we were able to get, I think it was 3 percent or close to 3 percent, and that was about two or three years ago before the pandemic, we were able to get funding. This time we did not because we had, two years ago we received -- was it two years ago, 7.5 percent increase across the board? That was a COLA. So, they didn't pay us the KPIs - - the KPI additional funding because the 7.5 percent was the COLA. So now we're not sure what's going to happen because of the millage rate discussions that they're having. But we did make them. So if it happens then, you know, maybe by the time they have the midyear review in August, they'll let us know that since we made our KPIs along with some others in the County maybe we will also get another increase. We don't know what it would be or if it will happen. But we're still hopeful, and we're just glad that we made it.

**CHAIRMAN D. CHIP JOYNER:** That's evaluated at the end of the year?

**MRS. GAYLE H. HOLLOMAN:** At the end of year.

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

**MRS. GAYLE H. HOLLOMAN:** But we made them for 2022.

**CHAIRMAN D. CHIP JOYNER:** Okay. Excellent, excellent. Would you be able, at the next meeting, give us the quarterly KPIs, where you guys are quarterly?

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

**CHAIRMAN D. CHIP JOYNER:** Okay. Any questions on any of these subjects in new business? We went through them very quickly. Okay. Hearing no questions, I'm going to ask if Vice Chair Borders, if she has any updates she might want to share in regards to the MOU or any other items that we plan on following up on in the next meeting, or if there's anything that should be discussed today.

**MRS. PRISCILLA BORDERS:** Yes. I know that the Board Members should have received a couple emails for me --

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

**MRS. PRISCILLA BORDERS:** -- yes, last night. So just to reiterate, I sent the programming policy that the Board passed in 2020. That is subject to a three-year review, so we're reviewing that in September. So we sent it out to make sure everybody has a chance to review that in lieu of the upcoming deadline. But Chip, Nina, and I did have a chance to look at that. We, you know, still are aligned in thinking that that is a very good policy, judging from what's was happening now, irrespective of where we are, but it's happening. All the cultural issues are coming out. But we like the policy, but we want to make sure everybody had the opportunity to look at it. If you have any questions or comments, feel free to send them. I'll make sure I collect all of them, and once again, have the Attorney look at whatever changes we have with that policy. We also -- I also sent you a -- an updated version of the MOU. I'll make sure I get that to you tonight, it's in my notes. But it's basically -- it incorporates a recommendation inclusive of what the Foundation has submitted. So I put that in as much as I can, but I left language in there. Like, the specific language needs to be worked out by the County Attorney, but I'm going to make sure you get that. I wanted to let you know that Gayle has it. Doctor -- Director Holloman has it as well. So I want to give her time to review that share any concerns or I'll get updates or comments from her team and staff as well on that. But our goal is, hopefully, we'll get a final draft from the Attorney with all the recommendations for discussion for our April meeting. So, if you have any comments or questions, you can just send them to me, and I'll collect them all. I'll make sure we'll have a concise document that we can present to the County Attorney, so she does have a lot of multiple emails coming from everywhere.

**CHAIRMAN D. CHIP JOYNER:** Vice Chair Borders, would it be helpful if they gave those comments, say, by the end of next week, so then we can --

**MRS. PRISCILLA BORDERS:** That'll be --

**CHAIRMAN D. CHIP JOYNER:** -- give a chance to get it to the County Attorneys, so we can vote on it in the next meeting?

**MRS. PRISCILLA BORDERS:** That would be very helpful.

**CHAIRMAN D. CHIP JOYNER:** Well, is that enough time, do you believe?

**MS. JENNIFER CULLER:** Between end of next week and --

**CHAIRMAN D. CHIP JOYNER:** Into your office and then getting a response back to maybe, where we can take a vote on it at the next meeting?

**MS. JENNIFER CULLER:** Right. We had planned to, yes, continue working with you all through your April meeting targets. So, yes.

**MRS. PRISCILLA BORDERS:** Perfect.

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

**MRS. PRISCILLA BORDERS:** I'll make sure I'll follow up with anybody for any last-minute comments or questions or recommendations and make sure we'll get the County Attorney the changes or recommendations at the targeted date.

**CHAIRMAN D. CHIP JOYNER:** Then that's on both documents, the policy and on the MOU?

**MRS. PRISCILLA BORDERS:** MOU, yes.

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

**MRS. PRISCILLA BORDERS:** Our intent is not to discuss it, like, on September. The programming policy, we want to do it well in advance just in case, yes. So, but the programming policy most likely will not be in April. The MOU is our target date for April.

**CHAIRMAN D. CHIP JOYNER:** Okay. Any questions on that? Just want to say how much the Board, particularly myself, appreciates the work that Vice Chair Borders put in and Judge Radakovich put in, and then also what Paul does monthly. They work outside of just our meeting. This time taken from their personal lives, and we really appreciate all the work and effort. We want to be mindful of the sacrifice. So, thank you so much.

**MS. BEVERLY RICE:** Yes, thank you.

**CHAIRMAN D. CHIP JOYNER:** One thing I'm going to also ask and would like just to get a sense from the Board. In the next couple of meetings, or our next meeting, we're going to take action -- we hope to take action on the MOU and then also on the policy. We're going to maybe dig into a few more details, give a little more time for some -- for some reporting on Library Impact Plan from Director Holloman and her team. We do want to schedule within the next two meetings, both -- we want to invite the Security personnel and kind of give us an overview of what they see with the libraries and how they're going to address these concerns. We want to hear it from them. It's not fair for the Director to have to defend what they're doing or not doing. We'd like to hear from them so that as we're asked and tasked from our Commissioners that we can report what we heard and take our notes and share our feedback. So we want to put that on the schedule as well. But then also within the next couple meetings before May, ideally, I'm going to ask that the person in charge of the budget can kind of give us a 101 class, particularly because we have new members. But also, kind of give us a 101 on what's in the budget, how we can impact it, if we can, how we can advocate on behalf of Library for a few months in advance of the budgets being done in Q3 or the end of Q3. So maybe it'll be a learning experience. So please come with some questions after looking through this. I know we go through this quickly, monthly all the time. But let's try to sit back and maybe if we can give him -- and I don't -- what's his name again?

**MRS. GAYLE H. HOLLOMAN:** Jamar Parker.

**CHAIRMAN D. CHIP JOYNER:** Mr. Parker. If we can give him maybe 15 minutes of our time to kind of educate us on those things that we could some homework on and advocate before the next budget goes through. I'd like to, you know, just in these few suggestions, I'd invite the Board to share some feedback and say if that's okay. All right. So we'll still try to do it within our hour. But maybe forgive us if we end up an hour ten minutes, hour 15 minutes the next meeting. All right, okay. So, just didn't want to surprise you when they see next agenda. But I'm going to ask that, Mrs. Claxton and Director Holloman, you tell us what we could squeeze in as far as the security person and the budget person.

**MRS. GAYLE H. HOLLOMAN:** Okay.

**CHAIRMAN D. CHIP JOYNER:** They don't need to come on the same but --

**MRS. GAYLE H. HOLLOMAN:** Okay. Not on the same day? Okay. Yes, that'll work.

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

**MRS. GAYLE H. HOLLOMAN:** Or they may be able to come on the same day. It just depends upon what you all want to do.

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

**MRS. GAYLE H. HOLLOMAN:** Because I'm hoping to get some really good information or feedback with my meeting this week about security.

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

**MRS. GAYLE H. HOLLOMAN:** So, if that happens like we think, then we'll be able to have a great report, you know. I'm just wishing it'll all go the way we want it to go.

**CHAIRMAN D. CHIP JOYNER:** Well, security is most important.

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

**CHAIRMAN D. CHIP JOYNER:** So we'll, you know, let's get that in, and then if there's time in the next meeting or the following meeting.

**MRS. GAYLE H. HOLLOMAN:** Okay.

**CHAIRMAN D. CHIP JOYNER:** Then the Library Impact Plan, how much time do you think you'd want to --

**MRS. GAYLE H. HOLLOMAN:** Well, I need to figure out just how we want to approach that presentation. We can bring in several people from various committees. We just need to see how best to present it.

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

**MRS. GAYLE H. HOLLOMAN:** I would think, maybe, 30 minutes, 20 minutes.

**CHAIRMAN D. CHIP JOYNER:** Okay. So, let's allocate the time, Mrs. Claxton, I'm going to ask that you kind of, kind of assess on behalf of the Board, how we can squeeze that in and try to stay within an hour 15 minutes, perhaps.

**MRS. ZENOBIA CLAXTON:** Okay.

**CHAIRMAN D. CHIP JOYNER:** You have a good sense of how long it takes to go through these things. All right. But that's very important, so thank you, thank you for everyone for being willing to invite those guests. Okay. Any other questions or comments prior to a motion to adjourn? Such a lively group, you know. All right. Well, is -- hearing no further comments, is there a motion to adjourn?

## **ADJOURNMENT**

### **MOTION**

**MR. JOE PIONTEK:** So, moved.

**CHAIRMAN D. CHIP JOYNER:** There's a motion by Mr. Piontek. Is there a second?

**MRS. PRISCILLA BORDERS:** Second.

**CHAIRMAN D. CHIP JOYNER:** Seconded by Vice Chair Borders. All those in favor say, aye.

**TRUSTEES:** Aye.

**CHAIRMAN D. CHIP JOYNER:** Any opposed? Hearing none, the meeting is adjourned. Thank you.

**(Whereupon the Regular Meeting of the Board of Trustees concluded at 5:12 p.m.)**

**Fulton County Library System (FCLS)**

**Gayle H. Holloman**  
**March 2023**

**Around the FCLS**

Women's History Month dominated program and display offerings all around the Library System in March. St. Patrick's Day and Read Across America Day were also observed at the libraries. AARP-Tax Aides continued to fill appointments to assist patrons with their taxes. Yoga classes were offered, as well as math tutoring. Staff visited schools and book clubs met in branches throughout the FCLS.

**Bookmobile Outreach**

The bookmobile was again on the road during the month at many Commissioners' sponsored events. A list of regular and upcoming bookmobile stops is in development.

**Collections**

The Collection Management Team has worked diligently ordering and processing bestsellers. Funding of \$1M was requested, followed by an approval by the Fulton County Board of Commissioners to enhance the collections at all libraries. Patrons have commented favorably on the new titles, saying how much they are appreciated.

**Staff and Special Projects**

Planning continued with the implementation of the Impact Plan that will streamline the Library's Strategic Plan. Committees have been created to design the core components which are Literacy, Partnerships and Digital Inclusion. The Administrative Team is leading the work which will be shared with all staff.

Two special, signature programs will return in the fall, and staff are participating in the planning of them. They are the 2023 Children's Book Festival as well as the 2023 One Book, One Read program. The selected book is *The Personal Librarian* by Marie Benedict and Victoria Christopher Murray. Lots of activities are being planned for both events, with more information to follow. Both programs are generously funded by the work of the Atlanta-Fulton Public Library Foundation.

Staff are working to make the 2023 Summer Reading Program (SRP) a huge success. The SRP runs June 1<sup>st</sup> through August 1<sup>st</sup>.

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

AS OF MARCH 31, 2023

Doc. #23-19

SERVICE	2023 BUDGET	MARCH	2023 YTD	2023 YTD	2023 YTD	2023 YTD	BUDGET
TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,727,005	989,368	2,981,417	-	2,981,417	20%	11,745,588
SALARIES-OVERTIME	1,180	-	1,133	-	1,133	96%	47
PART TIME SALARY	456,408	16,183	45,175	-	45,175	10%	411,233
BENEFITS	8,222,678	516,355	1,562,739	-	1,562,739	19%	6,659,939
BOOKS	3,369,837	836,947	836,947	1,639,022	2,475,969	73%	893,868
OFFICE EQUIP. REPAIR	33,500	-	-	33,500	33,500	100%	-
EQUIPMENT	57,000	2,126	2,287	5,514	7,801	14%	49,199
OFFICE FURNITURE	3,000	-	-	-	-	0%	3,000
PROFESSIONAL SERV	25,800	1,875	5,375	1,500	6,875	27%	18,925
COPIER MACHINE	226,000	20,766	20,766	-	20,766	9%	205,234
COPIER PAPER	500	-	-	-	-	0%	500
SUPPLIES	76,300	6,569	10,140	139	10,280	13%	66,020
COMPUTER HARDWARE	735,000	639,443	639,443	-	639,443	87%	95,557
RENT	248,750	36,440	41,192	194,252	235,444	95%	13,306
OTHER SERVICES	604,429	20,005	62,200	24,389	86,590	14%	517,839
HOPITALITY	10,000	-	-	-	-	0%	10,000
VEHICLE MAINTENANCE	22,850	104	9,198	-	9,198	40%	13,652
GENERAL INSURANCE	622,596	51,883	155,649	-	155,649	25%	466,947
CONTINGENCY	387,033	-	-	-	-	0%	387,033
<b>TOTAL</b>	<b>29,829,866</b>	<b>3,138,062</b>	<b>6,373,662</b>	<b>1,898,317</b>	<b>8,271,978</b>	<b>28%</b>	<b>21,557,888</b>



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

AS OF MARCH 31, 2023

ORGANIZATION	SERVICE	2023 BUDGET	MARCH	2023 YTD	2023 YTD	2023 YTD	2023 YTD	BUDGET
TYPE	TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE	REG SALARY	10,970,228	742,420	2,244,189	-	2,244,189	20%	8,726,039
	SALARIES-OVERTIME	540	-	534	-	534	99%	6
	PART TIME SALARY	456,408	16,183	45,175	-	45,175	10%	411,233
	BENEFITS	6,286,444	392,488	1,189,752	-	1,189,752	19%	5,096,692
	BOOKS	2,869,837	836,947	836,947	1,639,022	2,475,969	86%	393,868
	OFFICE EQUIP. REPAIR	30,000	-	-	30,000	30,000	100%	-
	EQUIPMENT	25,000	2,126	2,126	1,299	3,425	14%	21,575
	OFFICE FURNITURE	1,000	-	-	-	-	0%	1,000
	PROFESSIONAL SERV	16,000	1,875	5,375	1,500	6,875	43%	9,125
	COPIER MACHINE	225,000	20,766	20,766	-	20,766	9%	204,234
	SUPPLIES	18,700	-	-	-	-	0%	18,700
	RENT	248,750	36,440	41,192	194,252	235,444	95%	13,306
	OTHER SERVICES	361,782	12,965	40,373	1,159	41,532	11%	320,250
	VEHICLE MAINTENANCE	3,000	-	-	-	-	0%	3,000
	GENERAL INSURANCE	404,826	33,736	101,207	-	101,207	25%	303,620
	CONTINGENCY	387,033	-	-	-	-	0%	387,033
<b>Total</b>		<b>22,304,548</b>	<b>2,095,944</b>	<b>4,527,635</b>	<b>1,867,233</b>	<b>6,394,868</b>	<b>29%</b>	<b>15,909,680</b>

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

AS OF MARCH 31, 2023

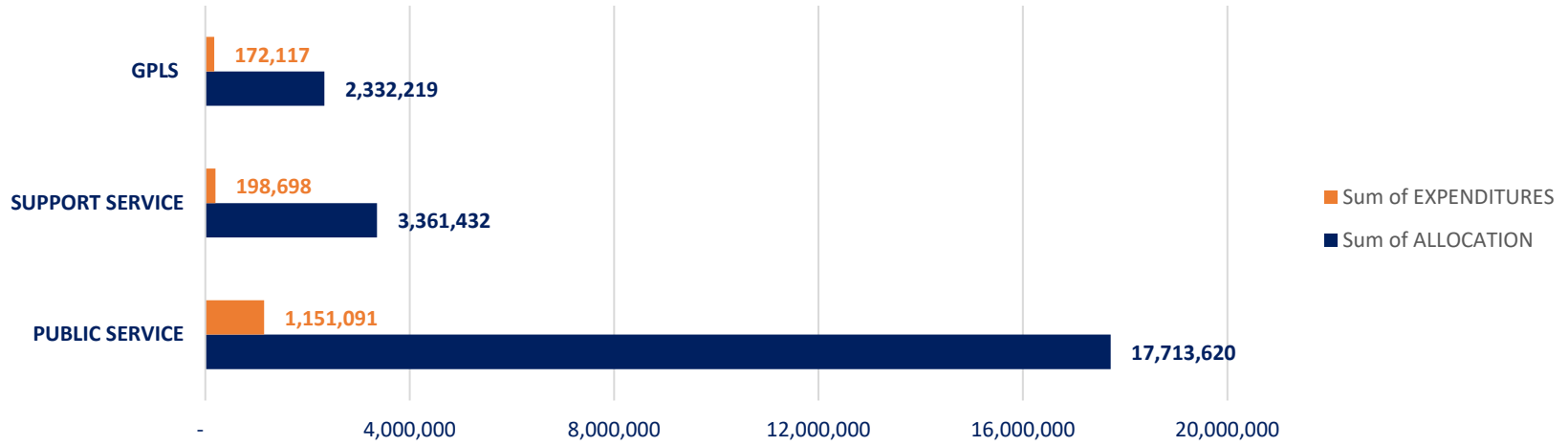
ORGANIZATION	SERVICE	2023 BUDGET	MARCH	2023 YTD	2023 YTD	2023 YTD	2023 YTD	BUDGET
TYPE	TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICE	REG SALARY	2,131,531	129,378	378,428	-	378,428	18%	1,753,103
	SALARIES-OVERTIME	100	-	60	-	60	60%	40
	BENEFITS	1,229,801	69,320	206,271	-	206,271	17%	1,023,530
	OFFICE EQUIP. REPAIR	3,500	-	-	3,500	3,500	100%	-
	EQUIPMENT	32,000	-	161	4,214	4,375	14%	27,625
	OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
	PROFESSIONAL SERV	9,800	-	-	-	-	0%	9,800
	COPIER MACHINE	1,000	-	-	-	-	0%	1,000
	COPIER PAPER	500	-	-	-	-	0%	500
	SUPPLIES	57,600	6,569	10,140	139	10,280	0.18	47,320
	COMPUTER HARDWARE	735,000	639,443	639,443	-	639,443	87%	95,557
	OTHER SERVICES	242,647	7,040	21,828	23,230	45,058	0.19	197,589
	HOPITALITY	10,000	-	-	-	-	0%	10,000
	VEHICLE MAINTENANCE	19,850	104	9,198	-	9,198	46%	10,652
	GENERAL INSURANCE	217,770	18,148	54,443	-	54,443	25%	163,328
<b>Total</b>		<b>4,693,099</b>	<b>870,001</b>	<b>1,319,970</b>	<b>31,084</b>	<b>1,351,054</b>	<b>29%</b>	<b>3,342,045</b>

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

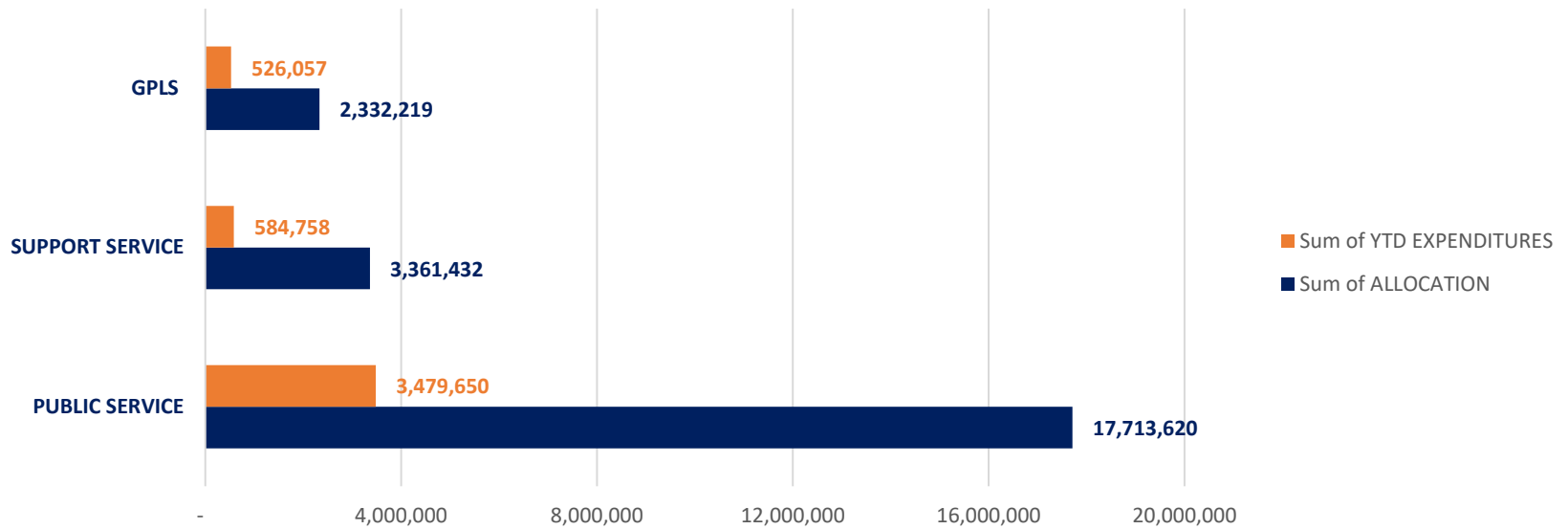
AS OF MARCH 31, 2023

ORGANIZATION	SERVICE	2023 BUDGET	MARCH	2023 YTD	2023 YTD	2023 YTD	2023 YTD	BUDGET
TYPE	TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
GPLS EXPENDITURES	REG SALARY	1,625,246	117,570	358,801	-	358,801	22%	1,266,445
	SALARIES-OVERTIME	540	-	539	-	539	100%	1
	BENEFITS	706,433	54,547	166,717	-	166,717	24%	539,716
	BOOKS	500,000	-	-	-	-	0%	500,000
<b>Total</b>		<b>2,832,219</b>	<b>172,117</b>	<b>526,057</b>	<b>-</b>	<b>526,057</b>	<b>19%</b>	<b>2,306,162</b>

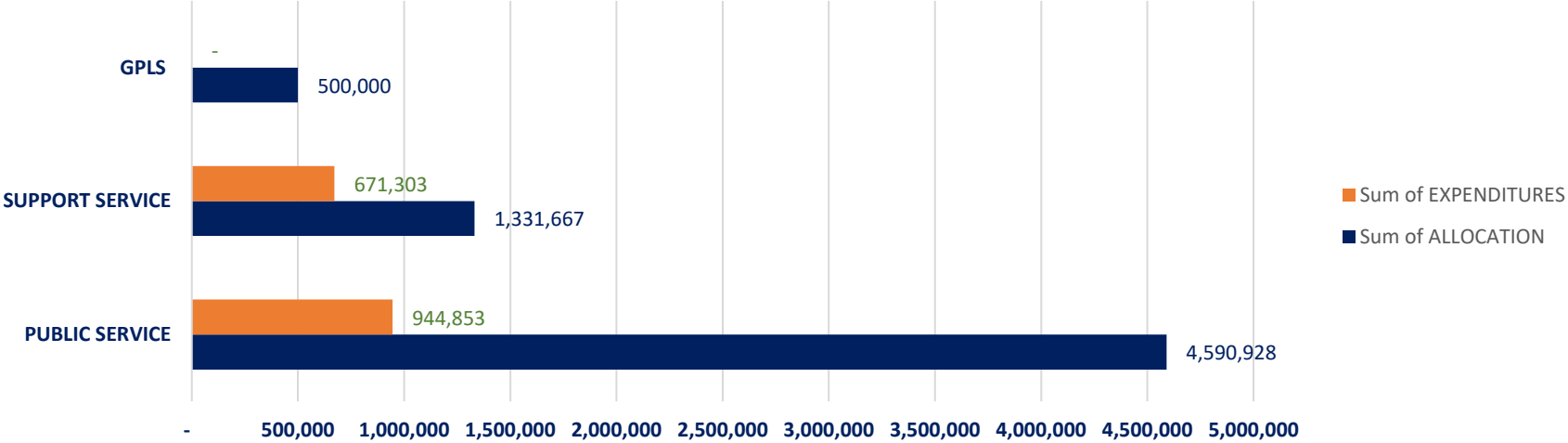
### MARCH 2023 SALARY AND BENEFITS BY PROGRAM



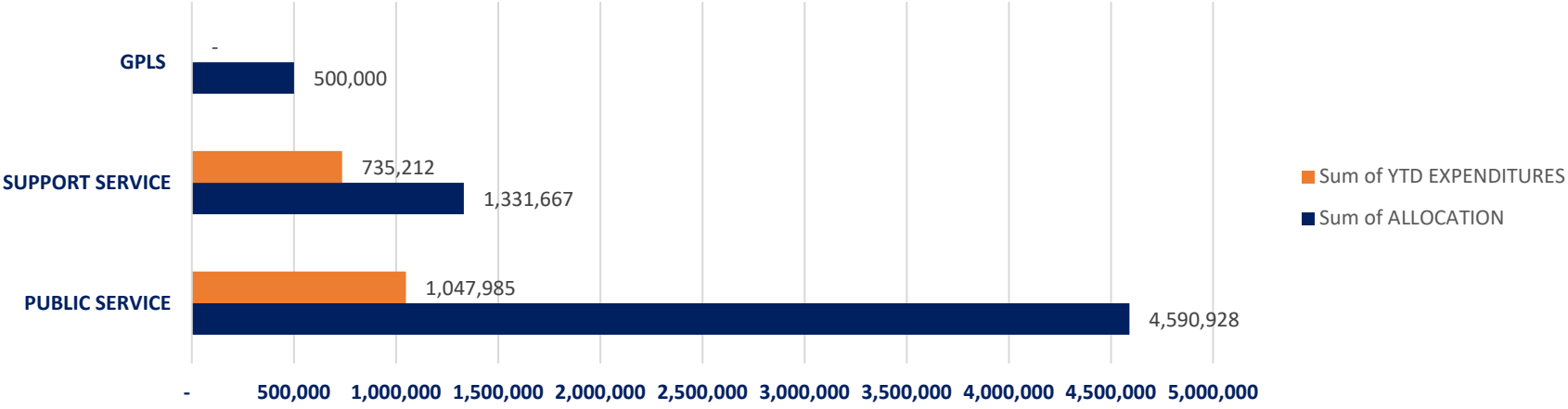
### Year to Date Salary and Benefits by Program



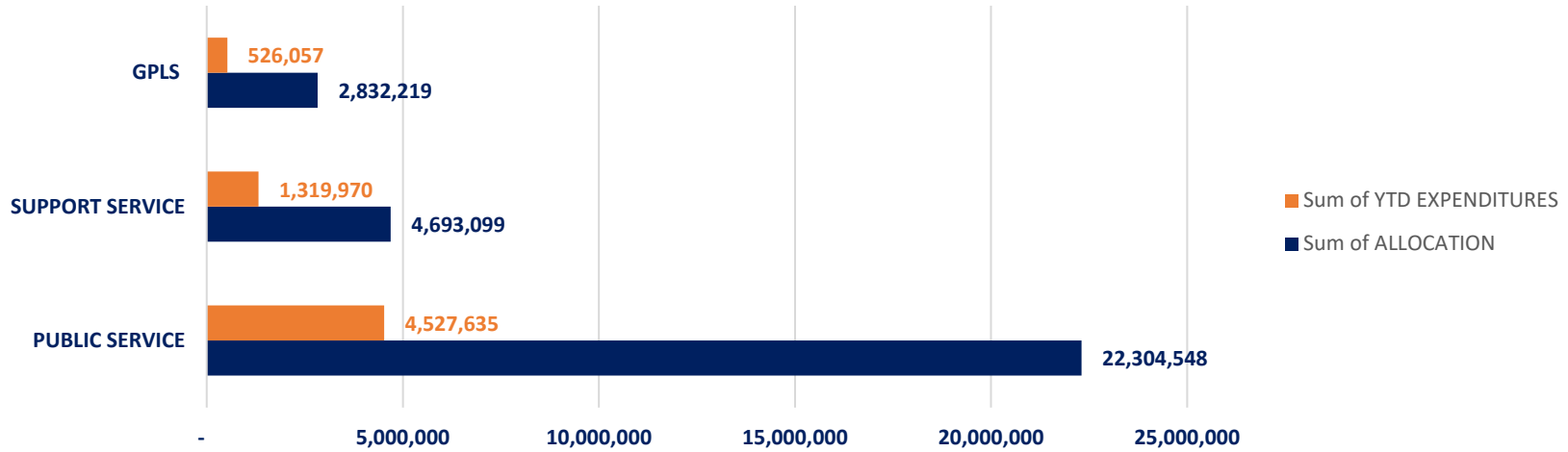
### March 2023 Operating Expenditures by Program



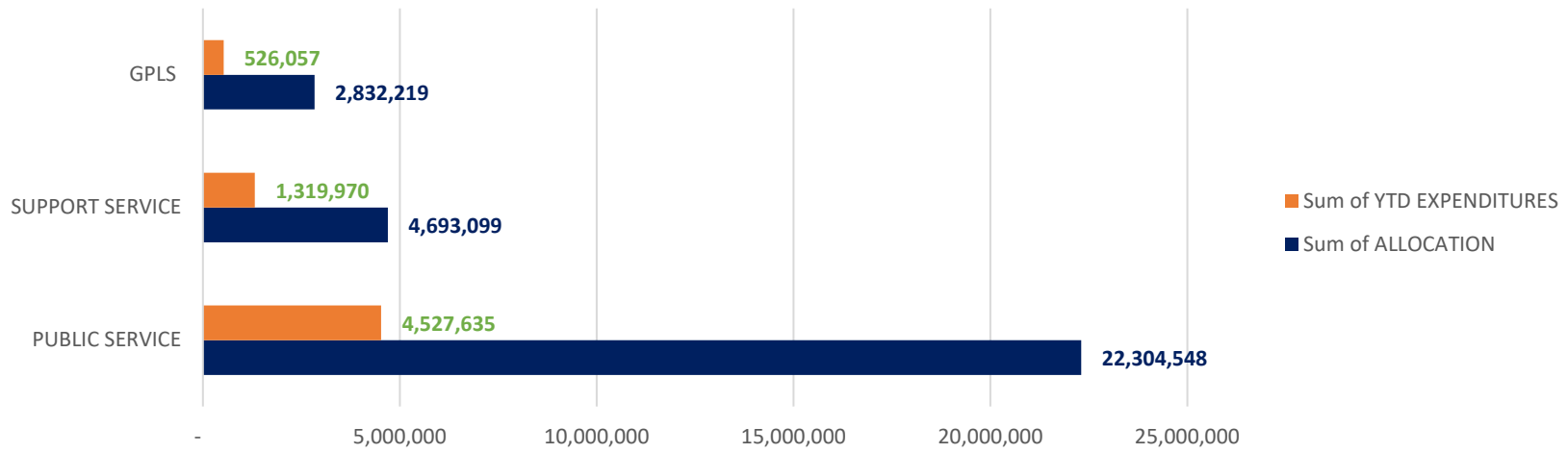
### Year to Date Operating Expenses by Program



### March Total Expenses by Program



### Year to Date Expenses by Program



## Monthly Usage Summary - March 2023

Doc. #23-20

Activity and Description	2023		2022		YTD % +/-
	March	YTD	March	YTD	
<b>Circulation</b>					
Total number of items checked out of the library	188,947	534,412	172,389	502,636	6%
<b>Holds</b>					
Number of requests by patrons	47,084	139,702	42,574	135,538	3%
<b>Visits</b>					
Number of people entering a library for any reason	503,442	1,069,981	165,719	435,209	146%
<b>Computer/Internet Usage</b>					
Number of computer sessions (Internet access and office software)	70,508	196,465	39,453	100,715	95%
Number of hours of computer use	28,769	79,404	18,321	46,967	69%
<b>Web Page Visits</b>					
Number of times people have visited the library's websites	945,152	2,786,801	883,681	2,646,488	5%
<b>Web Visitors</b>					
Number of people who visited the library's websites	183,007	532,174	131,451	392,162	36%
<b>Virtual Circulation</b>					
Number of materials downloaded or streamed	134,541	400,415	109,361	327,132	22%
<b>Virtual Circulation Users</b>					
Number of people who downloaded or streamed	28,516	90,118	22,662	68,526	32%
<b>Children's programs</b>					
Library sponsored programs offered for children (birth - 12)	262	690	377	976	-29%
Number of people attending programs	9024	17735	4731	10589	67%
<b>Teen Programs</b>					
Library sponsored programs offered for teens (13 - 17)	68	150	56	83	81%
Number of people attending programs	228	751	198	453	66%
<b>Adult Programs</b>					
Library sponsored programs offered for adults (18 + )	318	843	247	625	35%
Number of people attending programs	4,300	11,650	2854	6289	85%
<b>Programs - Total</b>					
Library sponsored programs offered (includes all-ages not counted above)	761	2003	816	1942	3%
Number of people attending programs	15,996	36,088	9,090	21376	69%
<b>Meeting Rooms</b>					
Non-library sponsored meetings or activities scheduled	387	1,004	188	427	135%
Number of people attending meetings or activities	4,796	15,733	2018	4509	249%

## Fulton County Library System Circulation Stats - March 2023

AGENCY NAME	ADULT	JUVENILE	Y/A	OTHER	Month-2023 TOTAL	Month-2022 TOTAL	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2023 CIRC	YTD 2022 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	335	278	43	1	657	1,008	-351	-34.82%	2,379	2,736	-357	-13.05%
ADAMSVILLE/COLLIER HEIGHTS	719	504	59	2	1,284	996	288	28.92%	3,125	2,871	254	8.85%
ALPHARETTA	6,347	14,323	635	13	21,318	17,938	3,380	18.84%	63,383	54,823	8,560	15.61%
BUCKHEAD	4,164	5,280	171	5	9,620	8,767	853	9.73%	26,911	24,546	2,365	9.63%
CLEVELAND AVE	292	441	52		785	649	136	20.96%	2,296	2,018	278	13.78%
COLLEGE PARK	598	797	41	1	1,437	1,169	268	22.93%	4,051	3,764	287	7.62%
DOGWOOD	515	561	62	1	1,139	1,168	-29	-2.48%	3,289	3,232	57	1.76%
EAST ATLANTA	2,045	3,840	126		6,011	4,930	1,081	21.93%	16,733	14,776	1,957	13.24%
EAST POINT	932	793	61	3	1,789	877	912	103.99%	5,047	2,417	2,630	108.81%
EAST ROSWELL	4,575	7,355	284	10	12,224	11,182	1,042	9.32%	34,911	32,107	2,804	8.73%
EVELYN G. LOWERY @ CASCADE	939	1,139	75		2,153	1,769	384	21.71%	5,847	5,224	623	11.93%
FAIRBURN	564	801	53		1,418	1,209	209	17.29%	4,199	3,231	968	29.96%
GLADYS S. DENNARD @ SOUTH FULTON	1,105	1,336	120	2	2,563	2,649	-86	-3.25%	7,412	7,161	251	3.51%
HAPEVILLE	469	761	71		1,301	765	536	70.07%	3,869	2,292	1,577	68.80%
JOAN P. GARNER @ PONCE DE LEON	4,669	5,746	306	22	10,743	9,323	1,420	15.23%	29,873	27,414	2,459	8.97%
KIRKWOOD	1,561	3,581	124	1	5,267	5,005	262	5.23%	15,104	14,277	827	5.79%
LOUISE WATLEY @ SOUTHEAST ATLANTA	530	923	53		1,506	2,020	-514	-25.45%	5,273	5,519	-246	-4.46%
MARTIN LUTHER KING, JR	588	566	56	1	1,211	1,261	-50	-3.97%	3,501	3,492	9	0.26%
MECHANICSVILLE	189	175	15	4	383	555	-172	-30.99%	1,350	1,380	-30	-2.17%
METROPOLITAN	1,238	3,338	104	4	4,684	3,773	911	24.15%	13,494	11,459	2,035	17.76%
MILTON	4,327	9,864	468	8	14,667	13,788	879	6.38%	36,628	39,972	-3,344	-8.37%
NORTHEAST/SPRUILL OAKS	2,726	6,444	302	12	9,484	8,831	653	7.39%	29,888	25,834	4,054	15.69%
NORTHSIDE	3,357	5,772	318	3	9,450	8,094	1,356	16.75%	25,431	23,164	2,267	9.79%
NORTHWEST @ SCOTTS CROSSING	1,303	2,335	110		3,748	3,118	630	20.21%	10,372	9,253	1,119	12.09%
OCEE	4,823	12,175	780	10	17,788	14,777	3,011	20.38%	47,518	44,057	3,461	7.86%
PALMETTO	542	968	53		1,563	1,101	462	41.96%	4,595	3,096	1,499	48.42%
PEACHTREE	2,493	1,656	146	8	4,303	4,857	-554	-11.41%	12,872	14,228	-1,356	-9.53%
ROSWELL	5,583	7,911	365	9	13,868	13,701	167	1.22%	40,180	38,841	1,339	3.45%
SANDY SPRINGS	7,026	10,598	431	21	18,076	16,462	1,614	9.80%	50,665	48,479	2,186	4.51%
WASHINGTON PARK	653	904	93	11	1,661	1,224	437	35.70%	4,427	4,222	205	4.86%
WEST END	565	608	61		1,234	1,181	53	4.49%	3,739	3,781	-42	-1.11%
WOLFCREEK	1,246	1,661	136	4	3,047	2,955	92	3.11%	8,477	7,618	859	11.28%
<b>BRANCHES TOTAL</b>	<b>67,018</b>	<b>113,434</b>	<b>5,774</b>	<b>156</b>	<b>186,382</b>	<b>167,102</b>	<b>19,280</b>	<b>11.54%</b>	<b>526,839</b>	<b>487,284</b>	<b>39,555</b>	<b>8.12%</b>
CENTRAL	1,903	439	146	10	2,498	3,300	-802	-24.30%	7,265	9,960	-2,695	-27.06%
OUTREACH SERVICES	7				7	1	6	600.00%	15	4	11	275.00%
AUBURN AVENUE RESEARCH	60				60	1,986	-1,926	-96.98%	293	5,388	-5,095	-94.56%
<b>SYSTEM TOTAL</b>	<b>68,988</b>	<b>113,873</b>	<b>5,920</b>	<b>166</b>	<b>188,947</b>	<b>172,389</b>	<b>16,558</b>	<b>9.61%</b>	<b>534,412</b>	<b>502,636</b>	<b>31,776</b>	<b>6.32%</b>



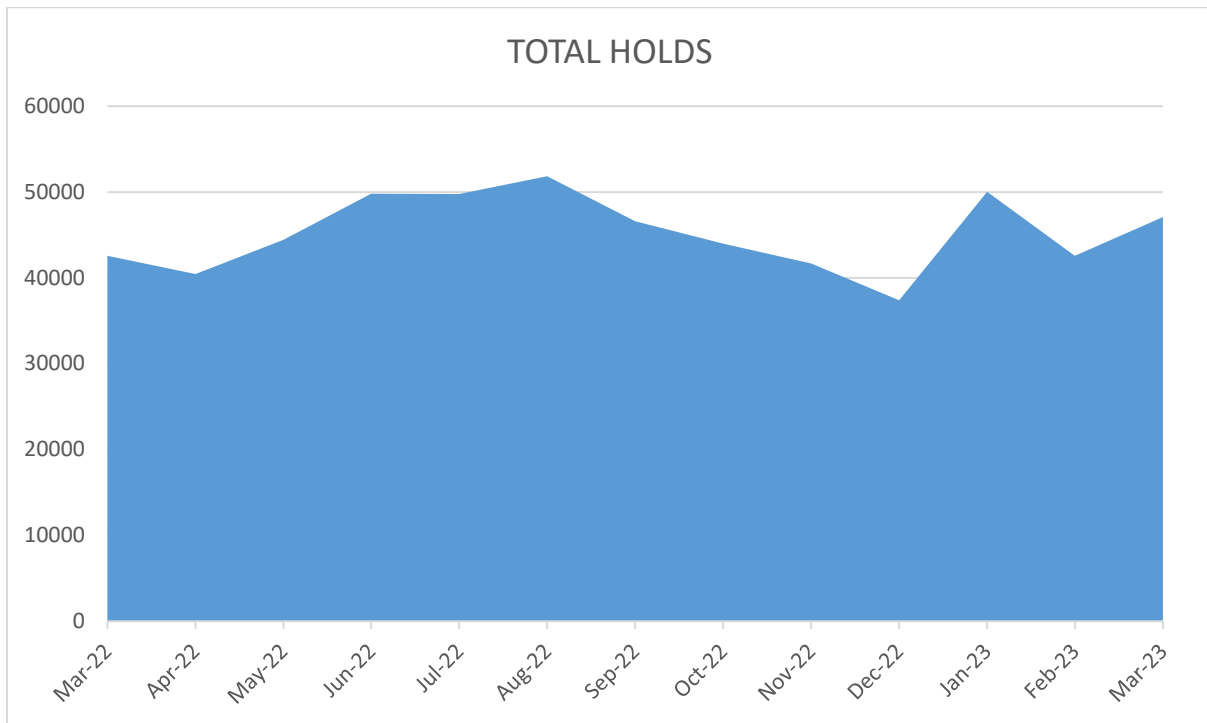
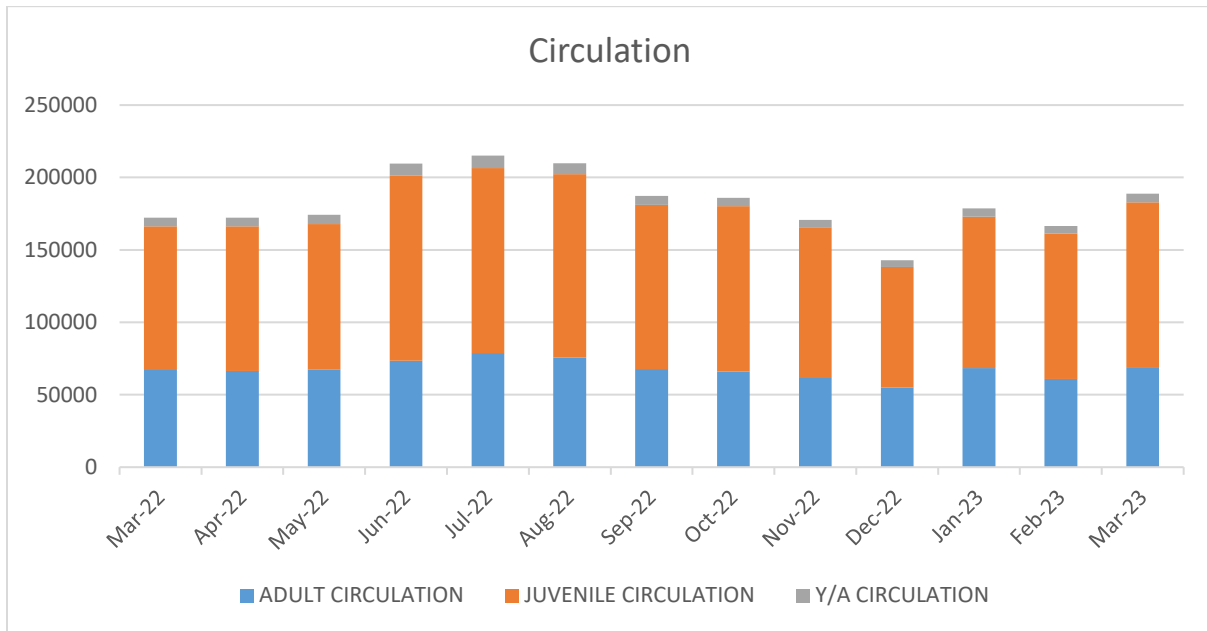
## FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE - March 2023

AGENCY NAME	CIRCULATION	CARD			PROGRAMS	ATTENDANCE	MEETINGS	ATTENDANCE	VOTER REGISTRATIONS
		REGISTRATIONS	USAGE	VISITS					
ADAMS PARK	657	76	1,806	94,023	14	29	4	34	0
ADAMSVILLE/COLLIER HEIGHTS	1,284	71	2,242	4,105	9	41	8	59	1
ALPHARETTA	21,318	628	1,968	13,499	65	2,030	37	601	5
BUCKHEAD	9,620	593	2,741	0	16	461	48	550	0
CLEVELAND AVE	785	51	1,127	3,160	11	19	10	55	
COLLEGE PARK	1,437	83	3,209	3,543	17	235	5	5	0
DOGWOOD	1,139	44	867	6,440	25	422	0	0	0
EAST ATLANTA	6,011	224	1,306	7,800	1	46	6	28	0
EAST POINT	1,789	186	4,158	483	20	158	8	57	0
EAST ROSWELL	12,224	309	682	5,918	33	581	9	90	0
EVELYN G. LOWERY @ CASCADE	2,153	192	2,584	11,266	29	647	11	499	
FAIRBURN	1,418	109	953	2,938	12	67	5	25	5
GLADYS S. DENNARD LIBRARY @ SOUTH FULTON	2,563	181	2,317	2,352	12	238	14	184	
HAPEVILLE	1,301	81	1,145	146	14	130	12	136	0
JOAN P. GARNER @ PONCE DE LEON	10,743	425	6,401	7,613	11	197	1	6	0
KIRKWOOD	5,267	189	586	5,104	34	589	8	83	0
LOUISE WATLEY LIBRARY @ SOUTHEAST ATLANTA	1,506	69	2,292	5,416	19	168	5	100	1
MARTIN LUTHER KING, JR	1,211	66	921	1,643	10	63	9	63	0
MECHANICSVILLE	383	33	1,548	1,734	9	12	2	13	1
METROPOLITAN	4,684	126	3,025	2,667	27	612	46	349	
MILTON	14,667	244	459	3,195	58	711	4	27	6
NORTHEAST/SPRUILL OAKS	9,484	186	418	4,933	30	545	14	280	4
NORTHSIDE	9,450	244	555	5,541	15	257	2	33	0
NORTHWEST @ SCOTTS CROSSING	3,748	110	1,637	3,121	12	252	11	159	2
OCEE	17,788	362	576	8,676	31	734	8	168	
PALMETTO	1,563	41	414	5,089	2	96	8	122	
PEACHTREE	4,303	255	1,624	11,380	6	64			
ROSWELL	13,868	376	1,557	9,649	38	649	13	177	4
SANDY SPRINGS	18,076	625	4,069	18,825	90	1,111	5	57	2
WASHINGTON PARK	1,661	40	2,031	3,867	12	110	2	29	3
WEST END	1,234	95	1,981	4,132	6	37	5	130	0
WOLFCREEK	3,047	181	914	3,898	21	239	34	568	0
<b>BRANCHES TOTAL</b>	<b>186,382</b>	<b>6,495</b>	<b>58,113</b>	<b>262,156</b>	<b>709</b>	<b>11,550</b>	<b>381</b>	<b>4,687</b>	<b>34</b>
CENTRAL	2,498	329	12,334	2,038	40	851			
VIRTUAL PROGRAMS					3	112			
OUTREACH VIRTUAL PROGRAMS	7	1			5	3,365			
AUBURN AVENUE RESEARCH	60	2	61	239,248	4	118	6	109	0
<b>SYSTEM TOTAL</b>	<b>188,947</b>	<b>6,827</b>	<b>70,508</b>	<b>503,442</b>	<b>761</b>	<b>15,996</b>	<b>387</b>	<b>4,796</b>	<b>34</b>

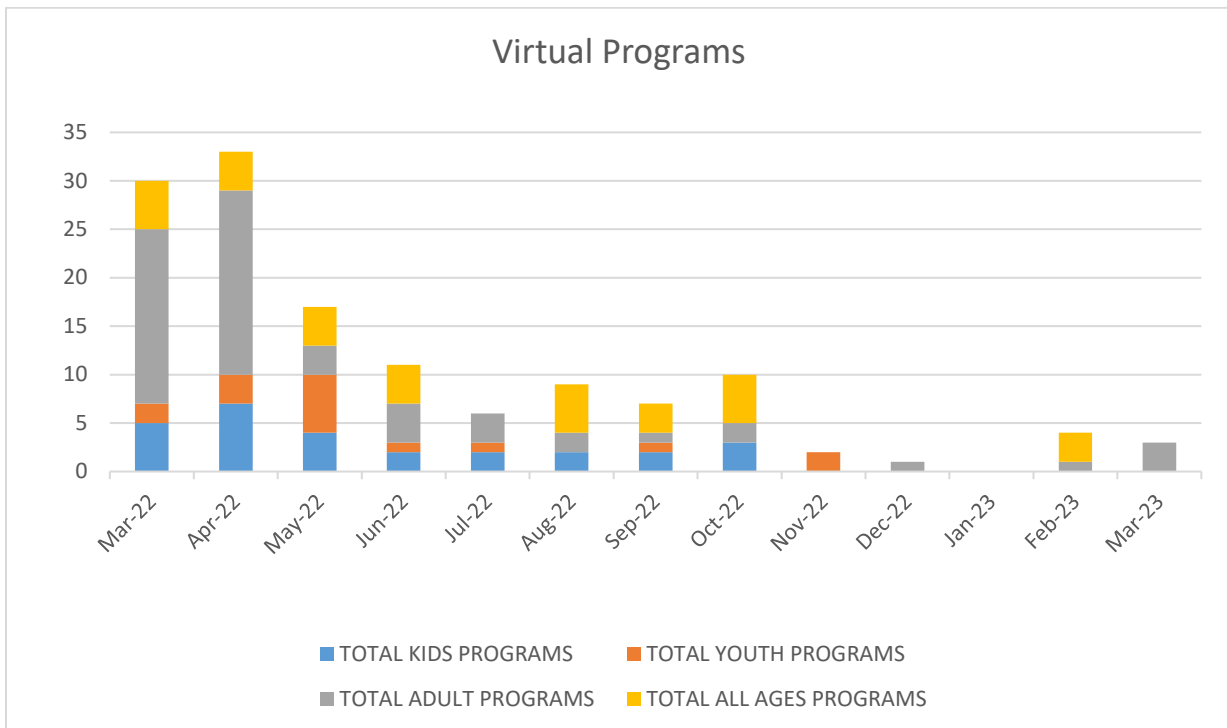
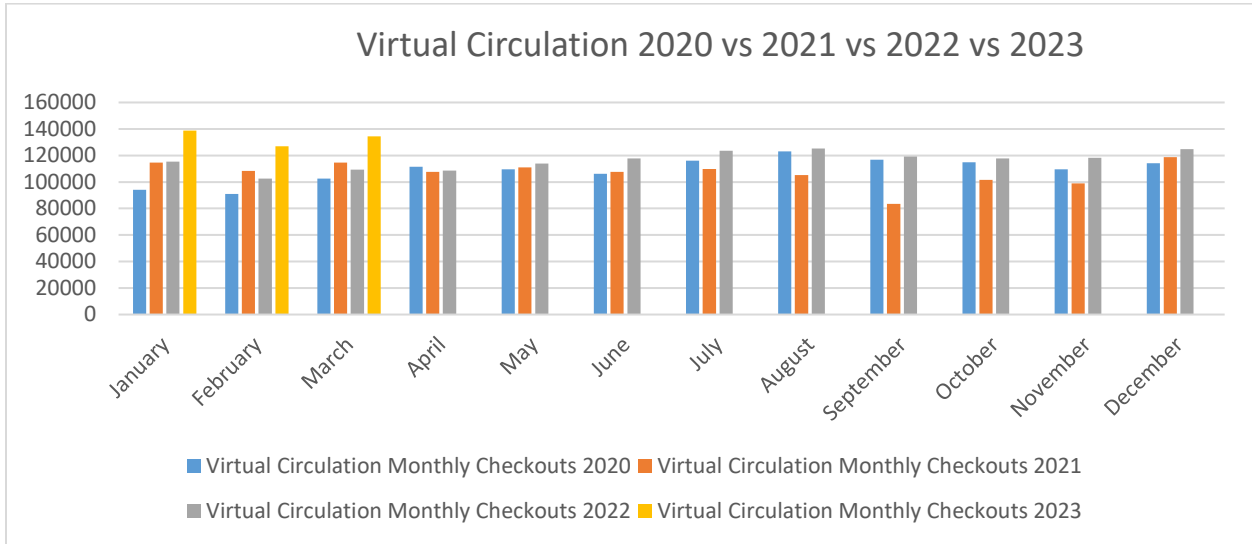
## FULTON COUNTY SYSTEM STATS AT A GLANCE - Q1, 2023

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	2,379	207	4,946	371,081	45	54	10	141	0
ADAMSVILLE/COLLIER HEIGHTS	3,125	217	6,911	10,567	52	193	18	102	3
ALPHARETTA	63,383	1,909	5,936	38,502	191	4,255	91	2,079	43
BUCKHEAD	26,911	1,839	7,461	4,806	61	1,677	120	1,561	3
CLEVELAND AVE	2,296	154	3,156	8,072	28	179	24	136	0
COLLEGE PARK	4,051	256	9,248	10,228	55	645	11	51	1
DOGWOOD	3,289	147	2,182	8,904	64	595	1	12	0
EAST ATLANTA	16,733	745	3,994	22,427	9	288	12	104	0
EAST POINT	5,047	441	12,535	13,010	48	423	31	476	0
EAST ROSWELL	34,911	884	2,060	16,645	72	1,163	16	188	3
EVELYN G. LOWERY @ CASCADE	5,847	467	6,365	11,266	68	1,353	106	1,654	0
FAIRBURN	4,199	350	2,768	6,417	23	97	10	72	9
GLADYS S. DENNARD @ SOUTH FULTON	7,412	553	6,550	10,866	34	538	31	354	0
HAPEVILLE	3,869	188	3,489	5,219	42	407	31	323	0
JOAN P. LOWERY @ PONCE DE LEON	29,873	1,398	17,429	20,726	29	514	7	61	0
KIRKWOOD	15,104	564	1,560	13,912	70	1,396	20	221	0
LOUISE WATLEY @ SOUTHEAST ATLANTA	5,273	186	5,660	10,091	20	183	11	154	1
MARTIN LUTHER KING, JR	3,501	223	2,778	4,937	24	98	20	172	0
MECHANICSVILLE	1,350	96	4,275	4,924	12	12	11	114	3
METROPOLITAN	13,494	383	8,453	11,989	76	1,768	94	1,042	0
MILTON	36,628	721	1,187	12,605	140	1,819	16	141	16
NORTHEAST/SPRUILL OAKS	29,888	682	1,143	15,390	80	1,414	45	639	7
NORTHSIDE	25,431	759	1,451	16,144	50	1,035	13	142	0
NORTHWEST @ SCOTTS CROSSING	10,372	381	4,711	12,902	37	777	29	310	2
OCEE	47,518	1,132	1,406	19,865	73	1,408	16	297	1
PALMETTO	4,595	159	1,304	5,089	39	425	24	448	2
PEACHTREE	12,872	847	4,501	11,380	13	113	0	0	0
ROSWELL	40,180	1,194	4,461	27,970	91	1,579	28	346	7
SANDY SPRINGS	50,665	1,965	10,692	52,740	207	2,681	18	232	19
WASHINGTON PARK	4,427	143	5,267	10,396	27	252	4	47	10
WEST END	3,739	259	5,239	11,000	28	198	15	307	0
WOLFCREEK	8,477	543	2,531	10,695	47	487	64	1,563	0
<b>BRANCHES TOTAL</b>	<b>526,839</b>	<b>19,992</b>	<b>161,649</b>	<b>810,765</b>	<b>1,855</b>	<b>28,026</b>	<b>947</b>	<b>13,592</b>	<b>130</b>
CENTRAL	7,265	998	34,683	19,968	121	3,998	35	1,528	0
VIRTUAL PROGRAMS	0	0	0	0	7	233	0	0	0
OUTREACH VIRTUAL PROGRAMS	15	10	0	0	8	3,448	0	0	0
AUBURN AVENUE RESEARCH	293	3	133	239,248	12	383	22	613	0
<b>SYSTEM TOTAL</b>	<b>534,412</b>	<b>21,003</b>	<b>196,465</b>	<b>1,069,981</b>	<b>2,003</b>	<b>36,088</b>	<b>1,004</b>	<b>15,733</b>	<b>130</b>

## March 2023 Executive Summary – Charts



January 2022 virtual circulation and virtual circulation users numbers were revised upward due to Hoopla.



### Virtual Program Attendance

