



BOARD OF TRUSTEES

MEETING INFORMATION PACKET

FEBRUARY 28, 2024



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**FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES MEETING
FEBRUARY 28, 2024 - 4:00 P.M.
AGENDA**

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda* Doc. #24-08
- IV. Approval of Minutes - January 24, 2024* Doc. #24-07
- V. Chairman's Report
- VI. Work Orders Report - Paul Kaplan
- VII. Director's Reports Doc. #24-09
 - Library Services and Trends
 - Monthly Financial Report Doc. #24-10
 - Monthly Usage Summary Doc. #24-11
 - FCLS Look Ahead Events/Programs
- VIII. Unfinished Business Doc. #24-06
 - A. Central Library - Update
 - B. AFPL Foundation M.O.U. - Update
 - C. Dress Code* - Discussion
 - D. Boston Library Loan Policy - Discussion
 - E. Code of Conduct* - Discussion
 - F. Rental Policy - Discussion
- IX. New Business
 - A. Legislative Senate Bill 390
- X. Adjournment

*Action is anticipated on this item

Doc. # 24 - 07



FULTON COUNTY LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

JANUARY 24, 2024 - 4:00 P.M.



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

Also In Attendance: Holloman, Gayle H.- Executive Director
Claxton, Zenobia - Assistant to the Director's Office
Clary, Audrey - Assistant to the Director's Office
Culler, Jennifer - Supervising County Counsel (via Zoom)

Guest: 4 Webinar Attendees

Board Chair Priscilla Borders called the meeting to order at 4:00 p.m.

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CALL TO ORDER

CHAIR PRISCILLA BORDERS: Good afternoon, everyone. It's 4:00 o'clock, and welcome to the Board of Trustees meeting. My name is Priscilla Borders, I am the Board Chair. Mrs. Zenobia, any public comments?

PUBLIC COMMENTS

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

CHAIR PRISCILLA BORDERS: Appreciate it. But I do want to wish everybody a Happy New Year.

TRUSTEES: Happy New Year.

24-02 ADOPTION OF AGENDA

MOTION

CHAIR PRISCILLA BORDERS: Happy New Year. So, the adoption of the agenda, please review. If there are any comments or anything to be added to the agenda, if not, I'll entertain a motion to adopt the agenda for today.

MR. PAUL KAPLAN: So, moved.

MS. BEVERLY RICE: Second.

CHAIR PRISCILLA BORDERS: We have a first and second, all those in favor of adopting the agenda, signify by saying aye.

TRUSTEES: Aye.

24-01 APPROVAL OF MINUTES - DECEMBER 20, 2023

MOTION

CHAIR PRISCILLA BORDERS: Any opposed? Great, so let's move on to the approval of the minutes of December 20, 2023. Please indicate if there are any corrections to be made at this time. I do have one minor correction on page 6. In the middle, where it starts with me, and the sentence begins with the word N-o, No, that should be Know, K-n-o-w. Because I think it changes the context a little bit when it says, No, N-o. So that's the only correction I have at this point. Any others? With the indicated correction, if there's no other edits to be made at this time, I would entertain a motion to adopt the minutes of December 20, 2023, with the indicated correction.

MS. LINDA JORDAN: So, moved.

MS. BEVERLY RICE: Second.

CHAIR PRISCILLA BORDERS: I have a first and second. All those in favor of adopting the minutes of December 20, 2023, with indicated corrections, signify by saying aye.

TRUSTEES: Aye.

CHAIR PRISCILLA BORDERS: Any opposed? Thank you. For Chairman's report, I have nothing to add at this time beyond the items set forth in the agenda. So, we'll move on to work order reports, Mr. Kaplan.

WORK ORDERS REPORT

MR. PAUL KAPLAN: Okay. Work order reports for the month of December, the last of the year, there's only 125 work orders, 97 were completed. Nothing outstanding, in other words, nothing that's real major, except for two items, which -- but it actually falls in this year, to think about it. Central Library, it finally got up and running, there was a problem, we have two

boilers down. We have one that's a redundant, and it did not kick on. The reason it didn't kick on, there was a couple of -- couple reasons. There wasn't enough water in the system, there's a few odds and ends that I don't understand yet, and a couple of controls. So, they worked on it. I think it went down for two days.

MRS. GAYLE H. HOLLOMAN: A day and a half.

MR. PAUL KAPLAN: Two days, day, and a half, was down. So, they got it up and working. They say it's not going to happen again. Anything mechanical can happen again.

MS. LINDA JORDAN: Right.

MR. PAUL KAPLAN: I don't care what anybody tells me. But I'll tell you that happened. So, but that's up and running. The other one, unfortunately, was Ocee, the coil broke, flooded downstairs. As you recall, a couple -- last year, same thing happened over there. It's a coil, it's near the outside wall, up in the mechanical room. The air -- it got across it. So, what they've done now is that if it breaks again, it's going to go into a trough, and it's going to go over to the drain, rather than all over the mechanical room upstairs. It's a temporary fix at this point, until they decide what they're going to do with it. But other than those two items, there's no other libraries I know of that had any problems with freeze ups.

MRS. GAYLE H. HOLLOMAN: Adamsville did.

MR. PAUL KAPLAN: Who did?

MRS. GAYLE H. HOLLOMAN: Adamsville/Collier Heights had --

MR. PAUL KAPLAN: Adamsville did.

MRS. GAYLE H. HOLLOMAN: -- a short-term problem. But they got it straight.

MR. PAUL KAPLAN: Okay.

MRS. GAYLE H. HOLLOMAN: The HVAC.

MR. PAUL KAPLAN: So other than that, almost all, everything has been corrected. Hopefully, we're not going to have any more cold weather, and I won't have to report about pipes breaking. But gets down that cold with that wind, it gets in up there especially up in the attic space up at Ocee. So hopefully, I talked to our Director and Joe Davis with DREAM team, and he's working on trying to get this stuff fixed so it doesn't happen again. Anybody else have any questions about it? Go ahead.

MR. D. CHIP JOYNER: Question.

MR. PAUL KAPLAN: Yes.

MR. D. CHIP JOYNER: Mr. Kaplan, the libraries have a plumbing -- we're supposed to leave faucets on, on a slow drip, and is that in the bathroom, or in the workers? I mean, do we still have to do that in commercial properties?

MR. PAUL KAPLAN: No.

MRS. GAYLE H. HOLLOMAN: Well, they ask us to --

MR. D. CHIP JOYNER: So, commercial properties, we don't have to?

MR. PAUL KAPLAN: They ask you to. But a lot of them are not on outside walls. I don't know how the piping came in through the whole building. But most of them are on outside walls. You shouldn't -- I don't know of any waterline that broke yet that I -- since I have been around, where it broke a bathroom fixture break or anything like that, piping --

MRS. GAYLE H. HOLLOMAN: We've had some leaks, but I don't think anything broke.

MR. PAUL KAPLAN: Leaks, but nothing broke.

MRS. GAYLE H. HOLLOMAN: But then we had outside, you know, in the --

MR. PAUL KAPLAN: Outside spigots and stuff, those things will break if they keep the hose on or they have to turn that off, turn it off.

MRS. GAYLE H. HOLLOMAN: But the Thursday before this most recent expected bad weather, they sent an email asking us to -- asking all branches to turn -- that's before we left, because that Monday was the King Holiday. They said that since we would be gone that whole weekend, to be sure that on Saturday to turn faucets on. We really think it made a difference, and they said to also set your heat, the thermostat at 74 degrees at all locations. So, we think that may have helped. But I don't know.

MR. PAUL KAPLAN: But the mechanical stuff that broke, there's nothing to turn on that you can run, not coil. What they can do probably next year, if they can't find it, they're going to have to drain the whole system down during the winter and fill it back up during the summer. Then we'll get ready for -- that's very costly.

MR. D. CHIP JOYNER: What's the rule of thumb, as far as getting prepared plumbing-wise, in advance of a freeze?

MR. PAUL KAPLAN: Advance of a freeze is really running faucets, dripping them.

MR. D. CHIP JOYNER: Is it just a slow drip?

MR. PAUL KAPLAN: Just a slow drip.

MR. D. CHIP JOYNER: Okay.

MR. PAUL KAPLAN: That's all you need. As long as you got water flowing.

MR. D. CHIP JOYNER: Okay. Now, in your home, is it more than one faucet? Is it -- or just one faucet works --

MR. PAUL KAPLAN: No.

MR. D. CHIP JOYNER: -- for the whole house?

MR. PAUL KAPLAN: No, no. Most homes unfortunately are up against the outside wall. So, you're going to run cold, run hot too, run them both and run them all.

MRS. GAYLE H. HOLLOMAN: Yes, that's what we always do.

MS. LINDA JORDAN: I just did the cold. Oh, you run both. I just did cold.

MR. PAUL KAPLAN: Yes, run them both.

MS. LINDA JORDAN: Good to know.

MR. PAUL KAPLAN: Otherwise, it's -- it becomes, when that line breaks, of course, most people don't know it until it gets warmed and that line breaks, burst.

MR. D. CHIP JOYNER: Thank you.

CHAIR PRISCILLA BORDERS: Any more questions or comments?

MR. PAUL KAPLAN: So that's all I have right now.

CHAIR PRISCILLA BORDERS: Well, thank you so much, Mr. Kaplan, for all your work on that. So, let's proceed to Director's report.

24-05 DIRECTOR'S REPORT

24-03 MONTHLY FINANCIAL REPORT

24-04 MONTHLY USAGE SUMMARY

LIBRARY CLOSURE REPORT - QUARTERLY

LIBRARY SERVICES AND TRENDS

FCLS LOOK AHEAD EVENTS/PROGRAMS

MRS. GAYLE H. HOLLOMAN: Okay. Good afternoon, everybody. It's good to see you. We've had a lot going on at the library, all the libraries for this December and just coming into the New Year already. One thing I want to tell you is that we were able to have some fun due to Mrs. Clary here. She knew of the possibility of us getting some popcorn. So, she and Zenobia set about putting together two bags, at least two bags of popcorn for every employee, putting it down to be delivered to them at their libraries. I have gotten so many -- I didn't get a chance to tell you all, I've gotten so many wonderful emails and calls about how much people love the popcorn.

MS. BEVERLY RICE: That is so great.

MRS. GAYLE H. HOLLOMAN: It was just -- it was just a cute little thing. It was so wonderful, we got it for free. They donated everything, big boxes of it, of popcorn.

MS. LINDA JORDAN: Thank you, guys.

MRS. GAYLE H. HOLLOMAN: Yes, so everybody was so appreciative. I mean, people I hadn't heard from in years, say how much -- Yes, one lady said something, said it was really on time, because she was really needing a snack. So, thank you all so for much that. It was really good. But a lot is going on. We finished the year, I -- very, very positive. In fact, I talked about that today at the Board of Commissioners meeting, where we are averaging a 96 -- 95 percent satisfaction rate in customer service, our online resources, and our programming. Our biggest challenge right now still remains, though, getting children's programming done, and that's because we're still having trouble hiring Librarians who do children's work. A lot of them want to do adult services. So that is still something that we're working toward. We do still have about 36 vacancies, but we're still hiring, staggered hiring, and we hope to have -- well, we have about, I think it's three, either three or five new hires on December -- not December, on January 31st, and so we're excited about them coming in. But we are still having trouble hiring Librarians because we just aren't competitive. Even with all that we've done and all that higher than the minimums we've borrowed money to pay from other things. But we're still working on it. The county voted today for a 5 percent COLA. We think we're going to get it in February, and then sometime between now in the spring, they're going to -- they had a company that did a study, and they're going to change our minimum salaries. In the county, the minimum salary will be a little over 38,000. So that's a real positive and a real plus, and we think that'll help us. So, those things were really good, and we're glad that they approved it. They also approved the use of TAD funds for the remaining three projects that we have. That's M. L. King, the Peachtree Library, and the East Point Library. East Point, you know, is still closed. They're enhancing it, it's not exactly a true renovation, but an enhancement of an additional 1700 square feet or so. The M. L. King Library will close on Monday, the 5th of February will be the last day that M. L. King will operate. Then from that point on, they'll be packing up to close permanently until -- well, not permanent, but until the renovations are done, and we think that that will be early fall before that will be completed. Peachtree, we're not sure yet exactly when we're going to close. But we're -- they're starting a slow process of that whole process of getting things together so that we can figure out when

that's going to take place. But as you know, those are leased libraries, Peachtree, and M. L. King. So, we can't do anything primarily with interiors. So that's what we're looking to do. But I'll keep you posted as to just when the Peachtree will close.

MS. LINDA JORDAN: Gayle.

MRS. GAYLE H. HOLLOMAN: Any questions?

MS. LINDA JORDAN: Yes. What's the usage there, or has been? What has the usage been as far as M. L. King and Peachtree, are people frequenting those libraries?

MRS. GAYLE H. HOLLOMAN: Well, they frequent those two libraries, particularly for the use of computers.

MS. LINDA JORDAN: Okay.

MRS. GAYLE H. HOLLOMAN: Yes, there's a lot of computer usage. Now, Peachtree used to be known for lots of children's programming. But the Children's Librarian there retired. So, we've kind of suffered from a little bit of not having what we once had because there's a daycare center across the street in one with the churches, and they used to be, you know, just there all the time. So, we we're trying to build that back up again to make sure we can get that programming done for the kids.

MR. D. CHIP JOYNER: Director Holloman.

MRS. GAYLE H. HOLLOMAN: Yes.

MR. D. CHIP JOYNER: MLK, when it -- where would those patrons -- where would we direct them?

MRS. GAYLE H. HOLLOMAN: Well, they, of course, can go anywhere. But the closest is either going to be here or it --

MR. D. CHIP JOYNER: At Ponce?

MRS. GAYLE H. HOLLOMAN: -- could be Ponce. Yes, more than likely, it'll be between Central and Ponce.

MR. D. CHIP JOYNER: Or Auburn Avenue?

MRS. GAYLE H. HOLLOMAN: Well, Auburn is more of, you know, research.

MR. D. CHIP JOYNER: Research, Yes.

MRS. GAYLE H. HOLLOMAN: So, if they want to check out books and all that, they really would come here more than that neighborhood. Yes, because that's a special library. So, it'll be a little different. But they're welcome to go there, but they're not going to find what they find here. We're just more generalist.

MR. PAUL KAPLAN: Can I ask one quick question? MLK, we're going to remodel the inside of it, then it'll be reopened again in the fall?

MRS. GAYLE H. HOLLOMAN: Yes.

MR. PAUL KAPLAN: Do we have -- did we come up with a long-term lease with the owner of the building? I hate to -- we put all the money into it, and then the guy decides, you know, 12 months, and now I'm going raise -- what kind of a -- what --

MRS. GAYLE H. HOLLOMAN: That's an excellent question. Yes, M. L. King's lease has always been interesting. So, I'll have to put it that way. We have to go and look into that. That's a great question. I need to check into it. Because, you know, there have been times when they've talked about pulling out of it, looking for another space.

MR. PAUL KAPLAN: Right.

MRS. GAYLE H. HOLLOMAN: There were times when they sort of thought they had someone else that might pay more that might be interested in us leaving. But we've got a good relationship. It's, you know, the lease is still good. So, but is an excellent question. I'll ask it.

MR. PAUL KAPLAN: Okay.

MRS. GAYLE H. HOLLOMAN: Okay. Hello.

MR. JOE PIONTEK: Hey, sorry, I'm late.

MRS. GAYLE H. HOLLOMAN: I do want you all to know that I attended the Advocacy Committee and -- on the Foundation. They're doing a lot of great work and getting together a lot of great ideas of how they can do more funding and create more partnership opportunities. We are still looking forward to our signature programs this year. The One Book, One Read, we expect to make an announcement. We're hoping to make one before the month, this month ends. But we want to make sure that Erin Dreiling, our new Executive Director for the Foundation, has worked through the contract with the author, and then because we don't want to announce it, and that's not true. It hasn't been done, so we're kind of holding off until we get that done. As you know, we hired a Social Worker, and it has -- and she now has an assistant, and it's just working out beautifully. She has now created Ask a Social Worker. What that is it's a form that the Managers of the branches or in any of the Librarians can send through to her for several hours of sessions, where they will come on-site on a given day and be available so that they can help people with SNAP benefits or all kinds of things that they might need --

MR. PAUL KAPLAN: That's great.

MRS. GAYLE H. HOLLOMAN: -- MARTA passes, they even help people get Greyhound bus tickets. She was doing one of those yesterday, running out the door. I was getting on the elevator, she was running out the door to go meet with someone to get that Greyhound bus pass to them to go to, of all places -- oh, what was the name of it? Santa Fe, New Mexico. I was, like, really. So, I thought that was kind of cool. I don't know too many people go to Santa Fe.

MR. JOE PIONTEK: On a bus.

MRS. GAYLE H. HOLLOMAN: So, I thought that was kind of cool --

MS. LINDA JORDAN: Director Holloman, question, speaking of MARTA, what libraries are around -- I mean, does MARTA go to, like, as far as the bus or close to the rail? Do we know?

MRS. GAYLE H. HOLLOMAN: Oh, my goodness. Well, almost all of them. They just don't go that far north or that far south.

MS. LINDA JORDAN: Okay.

MRS. GAYLE H. HOLLOMAN: I don't think Wolf Creek's not on the line, I don't think. Then when you go up north, it pretty much stops at Sandy Springs and Roswell. When you start getting up in Johns Creek and Alpharetta, you don't have that.

MS. LINDA JORDAN: Okay.

MRS. GAYLE H. HOLLOMAN: There are a couple of buses that go to Alpharetta, because when I was the Manager of the old Alpharetta Library, we had a bus that was kind of two

blocks away. So, they have a little bit of it. But as you go farther in Alpharetta, you don't, into Johns Creek and into Milton, you don't have MARTA.

MS. LINDA JORDAN: Okay, thank you.

MR. JOE PIONTEK: Which is their choice, by the way.

MS. LINDA JORDAN: Yes.

MRS. GAYLE H. HOLLOMAN: Oh, Yes.

MR. JOE PIONTEK: They are the ones that didn't fund any buses, so.

MS. LINDA JORDAN: Yes.

MRS. GAYLE H. HOLLOMAN: Yes, it's their choice. It's just like Gwinnett won't have it, you know, but they have -- some of these systems have their own systems, which is kind of weird --

MS. LINDA JORDAN: Right. The reason I asked is because --

MRS. GAYLE H. HOLLOMAN: Cobb County, too.

MS. LINDA JORDAN: -- you know, some entities are doing -- are trying to collaborate with MARTA. So, I -- it was just a thought, if that was something we should consider or talking MARTA about, you know, since they go past the library, maybe coming up with some cheaper price or something that, you know, we can get patrons to the library. So that was just a thought.

MRS. GAYLE H. HOLLOMAN: Yes, we've always wanted to do those off, the bus-type signs that you can do. There are some library systems do on the outside, where you're just advertising them, the --

MS. LINDA JORDAN: The wraps.

MRS. GAYLE H. HOLLOMAN: -- libraries and all that. The wraps, yes, thank you. It's very expensive, so we could never afford it. But maybe we'll talk to the Foundation about that.

MS. LINDA JORDAN: Sounds good.

MRS. GAYLE H. HOLLOMAN: One thing that we did do, well, I'll get to that when I talked about Central, but so anyway, so we've just got a lot of things happening. I attended a few nights ago, we were invited to the Connect the Dots Kickoff Program. It's sponsored by Commissioner Dana Barrett, and our Chairperson, and our Vice Chairperson, were in attendance as well. It was a wonderful opportunity for us to go to this company's facility called Inspiredu. What they are is a group of people who are going to be here on site at Central on Saturday, this coming Saturday. Then they're going to be at their own location, I think it's the following Saturday, to give out computers. The first week will be 50 -- I'm sorry, 25 computers for children or teens, and the next one will be 25 for adults. So, it's going to be where they can actually be trained by Inspiredu staff on use of it, also technical support. The laptops are the property of the attendees. However, tech support is free for one year. So, it's really a good opportunity. Did you all enjoy it? We learned a lot.

CHAIR PRISCILLA BORDERS: Learned a lot.

MRS. GAYLE H. HOLLOMAN: Yes.

MS. LINDA JORDAN: For that, is it going to be first come, first serve?

MRS. GAYLE H. HOLLOMAN: It is. They've already had registration and it filled up.

MS. LINDA JORDAN: Okay. That's a big --

MRS. GAYLE H. HOLLOMAN: So, they were giving away a total of 50.

MS. LINDA JORDAN: Fifty, okay.

MRS. GAYLE H. HOLLOMAN: But we -- they said that we should be able to do this more often as we go forward into the second, third, and fourth quarters. So, we'll be keeping track of that. But it was --

MS. LINDA JORDAN: That's great.

MRS. GAYLE H. HOLLOMAN: -- really good, a good thing, I think. We are still -- we still have close to almost 850 Chromebooks that we still keep in circulation, and people check them out every single day. They're always in circulation. So, that's been real positive for the library as a whole. In December, we had -- well, no, it was set up in December. But I wanted you to know about this, even though it happened in January. We had a conversation with Katherine Center, who is an author, a famous, best -- I didn't know about her work. But she's a bestselling author, famous for her most recent book called Hello Stranger. Well, she came here at the Central Library, and did this program -- was it in the Auditorium downstairs? Anyway, it was one of those places in the building. She had over two -- about 250 people. Most of the folks who came were from out of state. They drove in from Tennessee. I'm told they drove in from all in Alabama and everywhere, just all over the state -- all over the nation, coming to this state for this author. So, that was real positive to know that people would -- not just local people, but people from other places would want to come here. So, we were very happy to have that size of an audience, and we hope to have her back. The Foundation, of course, underwrote it. So, we were very pleased with that. Any questions about any of those things? Quite a few things I've got here to tell you about. I told you about they approved that, so -- anyway, so I think that's where we are as far the library services and trends right now. We do have a -- I'll tell you about what we'll have coming up later, because that's look ahead. You want me to go on, or?

CHAIR PRISCILLA BORDERS: Yes, please do.

MRS. GAYLE H. HOLLOMAN: Okay. The monthly financial report, did you all have any questions about it? We -- due to always, our salaries and benefits cause us to leave funds on the table. So of course, we did, getting toward, I think, \$3 million. But it's always expected that that ends up happening. So, that's where we are with it. Oh, I forgot to mention to you all too please observe page -- the page that talks about the highlights for the month. All of our employees, our 15 employees or so, who were honored for 15 to 40 years of service. I wanted to make sure you knew about that because it was a real exciting day, and they really had a good time. I just wanted to make sure I actually mentioned that for the record. If no questions about the finances, we move to the usage. The usage has gone up, as I said earlier, our KPIs, our key performance indicators are the ones I mentioned earlier at an average of 95 percent. The biggest problem we're having right now, as you will see, is that we're at a minus 60 percent in children's -- in programs offered children, ages birth to 12. So that's our challenge. I had a recent meeting, just yesterday, with the administrative team and talked a whole lot about that, how we really got to get that going more and spend more intentional moments creating programs for kids in whatever formats we can come up with it. Now, we did a great job during COVID because we -- people were at home, they were able

to do things online. We're not doing so much online now because we've the people coming into the building. So, it's very hard to do all of that and still serve the people at the desk and all these other things. But we got to figure out ways to make that happen. So, we intend to create some committees and to really work hard at coming up with so many programs per cluster or so many programs per library. But we've got to increase that, and I think we can do it. We still have some staffing issues; I know and realize it. But we've got to do -- we've got to increase that.

MR. D. CHIP JOYNER: Director Holloman.

MRS. GAYLE H. HOLLOMAN: Yes.

MR. D. CHIP JOYNER: Number of people entering the library for any reason. It's the only metric that's not a positive comp for the month of December 2023 versus 2022.

MRS. GAYLE H. HOLLOMAN: Number of --

MR. D. CHIP JOYNER: Is that a correct number, or --

MRS. GAYLE H. HOLLOMAN: Wait, which --

MR. D. CHIP JOYNER: Physics.

MRS. GAYLE H. HOLLOMAN: Number of people entering the library for any reason. I'm sorry, you said it's something positive.

MR. D. CHIP JOYNER: So, for the year, you know, it's a strong increase. But just for December, it's a decrease, and I'm just wondering, were there closures? Was there bad weather, or is that --

MRS. GAYLE H. HOLLOMAN: Well, we didn't have --

MR. D. CHIP JOYNER: -- a miscalculation?

MRS. GAYLE H. HOLLOMAN: -- closure. We have the closure report that we -- is that not on there? Yes, we -- we'll be talking about the closure report in a minute. We did have some closures.

MR. D. CHIP JOYNER: That's a pretty significant --

MR. JOE PIONTEK: A hundred thousand.

MR. D. CHIP JOYNER: -- difference.

MRS. GAYLE H. HOLLOMAN: Yes, that's true. Number of people entering the library for any reason, we're 36 percent of over last -- I mean, over 2022.

MR. JOE PIONTEK: Huge increase over last -- I mean, year over year, but --

MS. LINDA JORDAN: Right. But just for the month of December, it's down --

MRS. GAYLE H. HOLLOMAN: For the month of December, it was very low. Well, you know, in the month of December we're also closed. We were closed this year in 2023, quite a considerable number of days. It was about five, was it Zenobia? Yes, it was about five days. This year, we won't because of leap year. So, I think that that may have had something to do with it.

MS. LINDA JORDAN: Probably.

MRS. GAYLE H. HOLLOMAN: Families are together, they're not necessarily coming to the library. I have to admit that during that month, we did not have the kinds of programming that we usually have during holiday time periods, particularly the holidays of Christmas, Hanukkah, and Kwanzaa. So, we've got to do a much better end-up approach and be more

intentional about what we do in the month of -- in those -- in the month of December. I think November and December, we got to go back to some of the things we used to do. People sometimes think that what you used to do is just old and all that, but it works. We got to start to do those things, so I agree, we got some -- we've got some things to work on.

MS. LINDA JORDAN: Also too, Director Holloman, because I was sick, I know a lot of people had, you know, the flu or some of the issues with the, all the things that are going around. So, I tried to stay in the house, mainly during that time. But that could be a factor as well.

MRS. GAYLE H. HOLLOMAN: It's hard to pick up in the county, too, with COVID. In here, we had a few, not many, but some. The flu became a problem.

MS. LINDA JORDAN: Yes.

MR. D. CHIP JOYNER: Yes.

MRS. GAYLE H. HOLLOMAN: So, more so than we've seen in a few years. So, I don't know that that's really it. But I'm just saying, those were --

MS. LINDA JORDAN: Could be.

MRS. GAYLE H. HOLLOMAN: -- some of the things that may have contributed.

MS. LINDA JORDAN: Yes.

MR. DAMIAN DENSON: But then, I guess, almost 300,000 visited -- more visited the website.

MR. JOE PIONTEK: Yes.

MRS. GAYLE H. HOLLOMAN: Yes.

CHAIR PRISCILLA BORDERS: Yes.

MR. DAMIAN DENSON: So, something's going on.

MRS. GAYLE H. HOLLOMAN: People are staying in, and they're getting on that website in early mornings or whatever.

MS. LINDA JORDAN: Yes, because that's what I did.

MRS. GAYLE H. HOLLOMAN: Yes, that's what they do, and so -- I mean, it's a good thing. So, that's what we -- and it just kinds of ebbs and flows through. Because sometimes people are -- they want to go in and check out more items, and then other times, they want to be online, or they do both. So, but we do have the closure report. As you'll see, we were closed some hours though the months of October and November and December, the fourth quarter. There were maintenance problems and other things. The fire at Cleveland Avenue, Cleveland is still not reopened yet. But I do want you to -- to remind you that it's still in the works to be -- with work -- what they're working on right now is getting a new collection together. That's been the biggest problem, because we found in the collection, although we tried to clean it and do everything we could, there was not much that we could save, some of it they've been able to. So, that's where we are with that. So hopefully, we'll get a good report very soon that lets us know that we can reopen. But the staff, any time these things happen, the staff are redeployed. It's just like when M. L. King closes, that staff will be redeployed to help out in those libraries that are having staffing issues. Any questions about any of that? Okay, the look ahead, I -- and it ties into Central Library's update in the unfinished business. The look ahead is that we've got quite a few programs coming here at Central that I think you should be made aware of. I'm just very excited about the programs they've been able to --

they are bringing out with authors. In fact, we're going to have Ibram X. Kendi, who is -- he does some controversy writing. But at this particular instance, he's going to be here Sunday. Now, we're not normally open on Sundays. But he will be here Sunday afternoon, because it's a free program. Otherwise, it would have cost us quite an -- quite a cost, in the upwards of thousands of dollars to bring him. But since he's already in town for some other things, he said he'd come by for an hour and a half or so and talk with young people and their families. So, that's when he's going to be here to talk about his children's book, it's called Barracoon, adapted for young readers. It's a story of the last-known slave from the Atlantic Slave Trade, when he was child. The story was told originally by Zora Neale Hurston. So, now, Ibram has decided that he will write a children's book about it and wants to make young people particularly aware of it. So, they're supposed to come with their parents, and they registered, and we're excited. Along with him is Kimberly Jones, who has written a book called How We Can Win. She's trying to talk more about how people of color can spend -- know, learn to -- can make it -- make it a -- make a decision to learn more about how to be financially savvy and how to engage so that they can earn more and have more, and so it sounds very interesting. So that's what, she'll be here along with him, and they'll be talking about. So, it's just a lot of things that we're trying to do here. Dr. Cheryl Small is doing an excellent job and her staff really putting, I think, Central on the map in so many ways that we used to have ourselves in different things and we're doing more of that, different partnerships. We're working with the Downtown -- Downtown, it's called the Downtown -- can't think of the name of it now. Anyway, there's a group that work -- that's -- I can't even think of the name, it's just going right out of my head. But they -- and I think you've seen the people on the segways, who ride around, they call themselves Ambassadors. Well, they help us a lot around here at Central with, if they see people who need help, or if they see people who appear to be experiencing homelessness, they will assist them. That's been a real positive for us because then it's a little -- it come -- I think sometimes people feel better when they are approached by one of the Ambassadors on segway than when one of the guards comes out, or one of say something to them. It, somehow it seems to be received differently. So, that has been a real good opportunity for us as far as the partnership goes. I think that's about everything I've got right now. Any questions about any of this? Did I miss anything?

CHAIR PRISCILLA BORDERS: No questions. Just that, you guys are, like, on target with the Strategic Plan, particularly with all these partnerships. I can tell you that the Connect the Dots that we went to, that was very central to --

MRS. GAYLE H. HOLLOMAN: Digital inclusion.

CHAIR PRISCILLA BORDERS: -- the digital inclusion and literacy because the idea was like giving not only the laptops, but the training, how to use the laptops will bridge the technology divide in so many families that you know, don't have the capabilities to be current and connected. Because they also get Wi-Fi, because what she didn't tell you, the partnership was with Comcast --

MRS. GAYLE H. HOLLOMAN: Comcast, I left that out --

CHAIR PRISCILLA BORDERS: -- the Library --

MR. PAUL KAPLAN: Oh, Comcast, yes.

CHAIR PRISCILLA BORDERS: -- and this --

MRS. GAYLE H. HOLLOMAN: Inspiredu --

CHAIR PRISCILLA BORDERS: -- this nonprofit. So, they have everything. You get the computers --

MS. LINDA JORDAN: That's awesome.

CHAIR PRISCILLA BORDERS: -- you get the Wi-Fi --

MR. JOE PIONTEK: You get a hotspot too.

CHAIR PRISCILLA BORDERS: -- and you get the Hotspot --

MR. JOE PIONTEK: Wow.

CHAIR PRISCILLA BORDERS: -- to do the training. So, and it's going to be throughout the Library System. So, it's a very --

MR. PAUL KAPLAN: That's great.

CHAIR PRISCILLA BORDERS: -- Important partnership that aligns with the Strategic Plan, so.

MS. LINDA JORDAN: Great.

UNFINISHED BUSINESS

CENTRAL LIBRARY - UPDATE

CHAIR PRISCILLA BORDERS: I thank the Library and the team for that. So, nothing else with the Central Library to update, we're good?

MRS. GAYLE H. HOLLOMAN: We're doing a lot better with problems here at Central.

MR. PAUL KAPLAN: Yes.

MRS. GAYLE H. HOLLOMAN: We're not having quite as many, which is a good thing, it's a great thing. I think we -- Dr. Small had a meeting one morning with us, with some staff members, but particularly with the security team. It just seems like it has made a huge difference. So, we can sort of get more on the same page about what's expected and what's needed. Because we -- I think some people, especially if we've got a lot of younger guards, and I think some of them tend to think that because you write it down and say, you know, this is what the rules are or what's expected that it's like, I got to do it this way, I can't use any, any way of being a little softer or, you know, not such a stern approach. You know, everything has a way of being kind, you know, massaged. I think we had to get that through to them that, you know, don't be so heavy-handed all the time because not everybody is coming to do the same things or act the same way. So, it seems like it has made a huge difference, and we have a real good -- I think we've got a much better rapport with the security team's manager, and of course, Captain Schierle is always very responsive and Chief Yates, too, things that we've asked about, even when they can't quite do it. We are having a little bit more of an uptick though, in problems in some of the branches. But we're getting on in it, and Captain Schierle is really sending guards and/or police officers around. The one thing that's happened here at Central is that we have at least two security guards a day, I mean, police officers a day in this building and that seems to have made a huge difference.

MS. LINDA JORDAN: Yes, that's great.

CHAIR PRISCILLA BORDERS: So, in terms of Central, I know last month, you had computer issues with AT&T.

MRS. GAYLE H. HOLLOMAN: We did. That was a big issue, and it just -- we couldn't understand it. We're going to have a meeting with IT, a big meeting with me and Brazos and others, very soon to talk about that, what happened and how we cannot have it happen again, and some of the other things. I'm looking forward to a technology plan being put together. I talked to the head of -- the new head of IT when he first came here about maybe, three months ago. He assured me that that's something he thinks we should do, and he has a background in Library IT. So that is one plus that we have not had. So, I'm very much looking forward to setting that meeting up and having those discussions.

CHAIR PRISCILLA BORDERS: Thank you. Any other questions regarding the library update?

MR. D. CHIP JOYNER: Director Holloman, with the security, so that's great news about the security. What about when personnel leave late at night, is there always someone here so a person --

MRS. GAYLE H. HOLLOMAN: Well, yes, we have 24/7 security in this building.

MR. D. CHIP JOYNER: Okay.

MRS. GAYLE H. HOLLOMAN: Two guards on duty at night.

MR. D. CHIP JOYNER: Okay.

MRS. GAYLE H. HOLLOMAN: So that makes it a good thing for us. We ask the staff to walk out together at all of our locations. Don't leave anyone in the building, walk out together, and I try my best not to be here too late anymore.

AFPL FOUNDATION M.O.U. - UPDATE

CHAIR PRISCILLA BORDERS: Thank you for that update. So, we will proceed to the Foundation MOU, nothing today. We're still in the process. We did meet in January. I'm going to let Nina fill you in on the new discussion and the new plan.

MRS. NINA RADAKOVICH: I think we talked about this before, and we talked about how, the one theme that kept coming up in these discussions was simplicity. We wanted something that was not a lot of legal jargon and a lot of pages. We want something simple, straightforward, which defines the roles of the Foundation and the Library, and what they do with each other in the way of projects. So, you think about the Foundation was created in 1988, and it's worked with the library all that time. So, we have this history, and we want to preserve the history. So, no one wants to step on toes, and we're being very careful. But we're trying to move ahead, and because of the simplicity, we thought, why not frame this instead of as an MOU with a lot of technical requirements and consequences for act -- for behavior? We've done without that. So maybe we should look to the positives. What we did, there was some -- there were issues with Friends Groups some years ago. There were meetings, and there were so many people involved and so many interests involved, which we don't really have that problem. But there were so many things that it became difficult to move forward with something that was going to be an MOU. So instead of an MOU, we have the Board of Trustees write a policy for Friends Groups and what their expectation of -- our expectation is of Friends Group. You have that in your notebook if you want to look at it. It's not with the policies, it's with the Friends Group stuff, which is at the end of the notebook if you want to look at it. But I looked at that, and I looked at the DeKalb County MOU, which

they ended up not using, and they do not have an MOU for similar problems or problems we can understand. But it had good language in it about trust and mutual benefits and that sort of thing. So, we're going to try to do the same thing with the Foundation relationship. We're going to try to have a policy. Because if you look at the constitution creating this Board of Trustees, you will see that it's in big part of our policies that our job is to write policies. So why not try that with this, too, and come up with a policy regarding the Library System's relationship with the Foundation? As a policy, it can be more simple. It doesn't have to have the details, the nitpicky things. But it does have the broad ideas and the responsibilities and the expectations. But it's -- we've reduced it to three pages. It was much longer than that before. Another good thing about a policy is all of our policies are on the website. So, any member of the public sees the transparency, they can come and see what the relationship is and how we handle the money and all of that is right there for everyone to see. So, we're going to try this. We just came up with a draft this week, and no one's really seen it yet. But we're going to -- that's our next step. We're trying very hard in good faith to get this done. It will be nice to have certain things defined. Does anyone have any questions?

MR. D. CHIP JOYNER: The request for an MOU, do you think it will satisfy that?

MRS. NINA RADAKOVICH: I don't know. It may or may not. But we do have the precedent of having one with the Friends Groups. Just having that in existence and having adopted it, seems to have really calmed down everybody who was upset. So, I think we might want to bring that up, you know when we have the discussions about it, the fact that it's been done already, something very similar.

MR. D. CHIP JOYNER: I can't recall. But did the Board of Commissioners have anything to do with the policies of the Friends Group? I remember there was a conversation with different members, but did they have any say in that policy that was rolled out with the Friends Group?

MRS. NINA RADAKOVICH: I know they were informed about it. But I don't -- I think they considered it not a high-level matter. It was something that they wanted the Board of Trustees to take care of.

MR. D. CHIP JOYNER: Yes, I think that was --

MR. PAUL KAPLAN: Yes, they didn't have any input. They just -- we told them about it, but that was it.

CHAIR PRISCILLA BORDERS: So, but I know as part of the key team, we did discuss looking at this avenue as well as still talking about the MOU. But the idea is between the two, hopefully we can come up with something. But at some point, it's just going to be a matter of having a document that we give to the County Attorney and let the Board of Commissioners vote on it. Because it's -- everybody's not going to be happy. So, we're still talking. So, I know Nina and I are going to work on this policy, and then I'll share with the Board to make sure you -- we get your input. But -- and I know that you know, on the -- from the perspective of the Foundation that the inclination for having a specific term regarding as to who gets what when money is raised that is still an iffy, because their position is they're so new that, you know, and they don't have the staff to tell you how much is just going to be operational, they don't. So, and from the perspective of the Commissioner, you know, there is a way to do it, and I have shared with the committee that I personally don't know any specific language that

can make anybody happy. So, we're still working on that end. But the policy seems to be a happy medium, where once again, initially, we thought we wanted a simple document memorializing the relationship. So, we'll go back to the board and talk again. When I say the board, the key team, talk again, see what we can come up with. But in terms of the two documents, something has to work. We just don't know which one is working for everyone. So that's where we are. So, there's still ongoing meetings.

MR. D. CHIP JOYNER: Thank you, you two, because – it's definitely some progress.

MR. JOE PIONTEK: Wow, it's a lot of.

MR. D. CHIP JOYNER: -- it's working towards a solution, because there's been roadblocks with the MOU.

CHAIR PRISCILLA BORDERS: Yes.

MR. D. CHIP JOYNER: But it still shows incremental progress that we're still thinking through it. It's still a partnership that's working, and really appreciate the leadership from the two of you. This -- I think we're going in the right direction.

CHAIR PRISCILLA BORDERS: I think, you know, we tried to make sure that he understood. Everybody here tried to understand that we've all been amenable for this process. We -- it's not that we're not meeting, we've been meeting regularly. I made sure that he understood that was not just the members of the Board, but it was members of the Foundation. We're all aligned and committed to make something work. We just haven't found anything yet to make everyone happy.

MR. D. CHIP JOYNER: Gotcha.

CHAIR PRISCILLA BORDERS: So, we're still going to present something. But we can't give you a timeline. We've shared that with the Commissioner that we can't get a timeline as to what we -- when or what will be produced. So, but we're still talking. So, we wanted to give you that update regarding the MOU. Any questions?

MR. JOE PIONTEK: No, that's fine.

24-06 DRESS CODE POLICY - DISCUSSION

BOSTON LIBRARY LOAN POLICY - DISCUSSION

CODE OF CONDUCT - DISCUSSION

CHAIR PRISCILLA BORDERS: Okay, perfect. So, let's get to the dress code. Well, let's talk about the dress code, the Boston Library Policy, and Code of Conduct. I sent you guys an email containing the updated version of each one of them. I'm going -- so what we're doing now with the dress code particularly, it's an updated version of the 2021 dress code that was proposed by the Board, but never formally adopted. So, we have that with updated language. So, you got that copy. The Boston Library Loan Policy is the -- actually, it's -- we have a -- the Fulton County Library Loan Policy is based upon the Boston. So, we updated that to reflect language pertinent to the Fulton County Library. The Code of Conduct, I gave you language to be inserted in the code of conduct to basically deal with emergency situations and how, you know, we primarily fall back on what the county provides. Alternatively, you know, we look to the Executive Director to make the proper decisions and go through the networks to make sure if anything needs to be remediated at the library. But those three documents have been shared with the Executive Director and I asked that she share it with

her team to get input before we move forward. So, when she gets back with me regarding any additional concerns or anything that needs to be changed, that's when we'll have a final document. Of the three documents, the final -- three final documents to give to the County Attorney for her review. So -- and the idea -- it's like, if everything works out, it'll be an action item in February. Don't -- I'm not going to say it's going on -- if everything works out, so, in terms of time and getting everything back. Hopefully, we'll get those three things on as action items to vote on in February. Lastly, I'll ask the Executive Director to give us an update on the rental policy.

RENTAL POLICY - DISCUSSION

MRS. GAYLE H. HOLLOMAN: Well, the rental policy stands right now with the fact that we have submitted it to the head of the committee, which is Joe Davis. We have sent to him all of the departments involved a list of our locations that will be part of the rental policy, as well as our suggestions for costs for each of the different locations. For the -- for our purposes, we're looking at the auditorium at Auburn, the auditorium at Alpharetta, the auditorium that's here at Central, fifth floor and basement level, and then the entire fifth floor. So, he seems to think that what has been presented from all of us, would be nothing out of the norm, that we're not overly expensive. We're not -- and the whole idea was not to be competitive with each other. But -- and to think about like, rooms that are of the same type, would primarily be rated with the same -- the same thought process and the same dollar figures. So, but he's putting all of this together in one document to present, hopefully, next month to the Board of Commissioners. We don't know how it's going to go. Along with that though, has been some discussion about the reservation policy. So, that's a little bit different, but that would be for all of our rooms, such as study rooms and meeting rooms at all the libraries and all around the county. All of those types of rooms would then be able to be put into reservation software that will allow people to just go on-site, see what's available if they need it, see all the information regarding it, and apply to have use of it. In the case of the library's meeting rooms, spaces in the branches and meeting and study rooms will not be a part of any charging. They would not have a price point for that. So anyway, we're -- that's kind of separate. So, we haven't done a lot of discussion about that yet. But that's next piece it, next phase of it. So, they want us to not have a separate policy. At one time, we thought the library would have something basically separate and apart. But they're trying to put everything together so that it -- there's more consistency. Then we would have -- we wouldn't be competing with each other. So that's the main thought.

CHAIR PRISCILLA BORDERS: Any questions or comments on that update regarding rental policy?

MR. DAMIAN DENSON: Would that cost be based on a market rate or more affordable?

MRS. GAYLE H. HOLLOMAN: Well, it would have to be tested against the market.

MR. DAMIAN DENSON: Okay.

MRS. GAYLE H. HOLLOMAN: So that's part of it. He already has responsibility -- or used to anyway, have responsibility for the rental of the Atrium at the 141 Pryor. So, they're very familiar with that from that standpoint, and it will get added to all of this too. So, yes, that will be determined. We have not as a group discussed it, but that will have to be determinate.

MS. LINDA JORDAN: Director Holloman, what about the space? Is it upstairs, that beautiful space and all that rooms, you could have a nice reception or event in with the --

MRS. GAYLE H. HOLLOMAN: The fifth floor?

MS. LINDA JORDAN: -- I mean, it's huge. What's --

MRS. GAYLE H. HOLLOMAN: The fifth floor?

MS. LINDA JORDAN: Yes.

MRS. GAYLE H. HOLLOMAN: Central, yes.

MS. LINDA JORDAN: That's -- so that's been talked --

MRS. GAYLE H. HOLLOMAN: That's going to be part of the rental agreement policy.

MS. LINDA JORDAN: Great. Great spot, okay.

MRS. GAYLE H. HOLLOMAN: Yes. All of that entire space and pieces of the space, the whole space itself, the lower-level auditorium, and then the auditoriums at Auburn and Alpharetta.

MS. LINDA JORDAN: Great.

CHAIR PRISCILLA BORDERS: Is there a target date for --

MRS. GAYLE H. HOLLOMAN: Well, he was looking at March, if we can get -- if he can get it on the agenda for February. But we don't know at this point. We missed the first, the meeting for the first -- the timing, the deadline for the first meeting in February, the first BOC meeting in February. So, if possible, it'll be the second meeting. But it may go into March. Because they're a lot of people, a lot of departments involved in this.

MR. PAUL KAPLAN: Are they still thinking of moving departments over here to Central Library?

MRS. GAYLE H. HOLLOMAN: Yes.

MR. PAUL KAPLAN: Yes, okay.

MRS. GAYLE H. HOLLOMAN: They mentioned that today.

MR. PAUL KAPLAN: Mentioned it today?

MRS. GAYLE H. HOLLOMAN: It was, the County Manager mentioned it briefly today.

CHAIR PRISCILLA BORDERS: Could you clarify what you mean by departments, other Fulton County --

MRS. GAYLE H. HOLLOMAN: Other Fulton County departments and some of our -- you know, we only renovated 188,000 square feet of the Central Library. So, there's -- there are other spaces available.

CHAIR PRISCILLA BORDERS: Okay.

MRS. GAYLE H. HOLLOMAN: So, we've got people, all sorts of folks interested. But the County Manager has plans for some of these spaces.

CHAIR PRISCILLA BORDERS: Okay.

MRS. GAYLE H. HOLLOMAN: We have a few others from outside who have some ideas too. So, they're going to have to pull that together. We're going to start meeting about that probably in the next few weeks, I was told. Don't know how it's going to look; it's going to be interesting.

MR. PAUL KAPLAN: Yes.

CHAIR PRISCILLA BORDERS: That's --

MRS. GAYLE H. HOLLOMAN: I don't know any more than that, for anybody that's --

CHAIR PRISCILLA BORDERS: Okay.

MRS. GAYLE H. HOLLOMAN: -- calling me up and ask me.

MR. PAUL KAPLAN: What is that saying --

MR. D. CHIP JOYNER: Is there enough parking for another tenant?

MRS. GAYLE H. HOLLOMAN: Well, that's the other piece that we just don't know. It's going to real interesting.

CHAIR PRISCILLA BORDERS: So, we should hold off for questions right now?

MR. PAUL KAPLAN: Yes, sure.

MRS. GAYLE H. HOLLOMAN: You can ask them, but I can't answer --

CHAIR PRISCILLA BORDERS: Okay, okay.

MRS. GAYLE H. HOLLOMAN: -- because we haven't had any meetings --

CHAIR PRISCILLA BORDERS: No, that was --

MRS. GAYLE H. HOLLOMAN: -- or anything yet. But, yes, he did bring -- mention it again today.

CHAIR PRISCILLA BORDERS: So that brings up a lot of questions.

MRS. GAYLE H. HOLLOMAN: A ton of questions.

CHAIR PRISCILLA BORDERS: So --

MR. PAUL KAPLAN: I thought maybe they forgot.

MRS. GAYLE H. HOLLOMAN: No.

MR. D. CHIP JOYNER: No.

MRS. GAYLE H. HOLLOMAN: They're not forgetting. In fact, they're talking about it more and more now.

CHAIR PRISCILLA BORDERS: Okay. We'll make sure that we keep tabs on that.

MR. PAUL KAPLAN: Right.

NEW BUSINESS

ADJOURNMENT

MOTION

CHAIR PRISCILLA BORDERS: It raises a lot of questions. Okay. But anything else? Any questions regarding rental policy? New business, anyone has anything to discuss under new business? Hearing none, I'll entertain a motion or adjournment.

MS. LINDA JORDAN: So, moved.

MS. BEVERLY RICE: Second.

CHAIR PRISCILLA BORDERS: All those in favor, signify by saying aye.

TRUSTEES: Aye.

CHAIR PRISCILLA BORDERS: None opposed? Thank you, guys.

(Whereupon the Regular Meeting of the Board of Trustees concluded at 4:50 p.m.)

Director's Report

Doc. #24-09

Fulton County Library System (FCLS)

Gayle H. Holloman, Executive Director

January 2024

Monthly Highlights

2023 Year in review attached.



YEAR IN REVIEW

FULCOLIBRARY IN 2023

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Literacy in Action // Partnerships in Action // Digital Inclusion in Action



Total Visits
16,131,869



Total Programs
8,470



Total Program Attendees
170,386



In-Person Visits
3,385,166



Chromebook Circulations
1,945



Website Visits
12,746,703



Ask-A-Librarians Total Assisted
23,610

VISITS AND INTERACTIONS

IMPACT AND REACH



Customer Satisfaction
97%



Newsletter Subscribers
197,672



Facebook - 10,695 followers



Instagram - 5,233 followers

FULCOLIBRARY BOOKS AND MATERIALS



Physical Checkouts
2,227,767



Virtual Checkouts
1,769,666



Checkout Users
357,681



Hoopla Checkouts
306,695

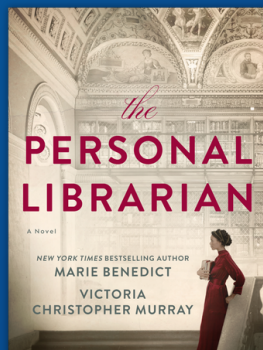


OverDrive Checkouts
1,175,961



Kanopy Checkouts
64,755

ONE BOOK ONE READ



2023 Selection

The Personal Librarian
by Marie Benedict &
Victoria Christopher Murray

Author Visit Attendees
250

Virtual Checkouts
490

Print Checkouts
1,893

BOOKMOBILE OUTREACH



Outreach Programs
24

Total Outreach Served
15,537

Library Cards Issued
226

FULCOLIBRARY PROGRAMS

ALL PROGRAMS

Programs: **8,470**
Attendees: **170,386**

SUMMER READING:

Participants: **10,152**
Books Read: **67,085**



CHILDREN

Programs: **3,208**
Attendees: **86,762**



TEENS

Programs: **609**
Attendees: **3,941**



ADULTS

Programs: **3,335**
Attendees: **43,160**



VOLUNTEER SERVICES



Total Volunteers
1,922

Total New Volunteers
1,137

Processed Applications
2,146

Branches Hosting Volunteers
33

Shelving Volunteers
607

Program Volunteers
985

Volunteer Hours
54,247

Total Friends Groups
19

SOCIAL SERVICES



Patrons Served
256

Housing Referrals
81

Community Referrals
49

Computer Assistance
42

CENTRAL LIBRARY

Virtual Programs
12

Virtual Attendees
210

In-Person Programs
497

In-Person Attendees
8,414

AUBURN AVENUE RESEARCH LIBRARY

In-Person Programs
98

In-Person Attendees
4,532

Programming Support Hours
402

Virtual Interactions (Phone, Email, Social Media)
3,006

Reference Research support hours: **2,620**

Reference Virtual Interactions: **321**

Archives Division welcomed 103 researchers. During their research work, each of the researchers spent at least one hour with us.



**FULTON
COUNTY**
LIBRARY
SYSTEM

MONTHLY FINANCIAL REPORT

Doc. #24-10

**DUE TO CYBER SECURITY ATTACK,
THIS REPORT IS NOT AVAILABLE AT THIS
TIME.**

**FEBRUARY 28, 2024
BOARD OF TRUSTEES MEETING**

Monthly Usage Summary - January 2024

Doc. #24-11

	2024		2023		
Activity and Description	January	YTD	January	YTD	YTD % +/-
Circulation					
Total number of items checked out of the library	198,580	198,580	178,800	178,800	11%
Holds					
Number of requests by patrons	54,270	54,270	50,034	50,034	8%
Visits					
Number of people entering a library for any reason	161,036	161,036	333,978	333,978	-52%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	66,078	66,078	61,562	61,562	7%
Number of hours of computer use	26,887	26,887	24,783	24,783	8%
Web Page Visits					
Number of times people have visited the library's websites	1,412,745	1,412,745	979,685	979,685	44%
Web Visitors					
Number of people who visited the library's websites	224,594	224,594	184,510	184,510	22%
Virtual Circulation					
Number of materials downloaded or streamed	174,135	174,135	138,811	138,811	25%
Virtual Circulation Users					
Number of people who downloaded or streamed	77,006	77,006	29,052	29,052	165%
Children's programs					
Library sponsored programs offered for children (birth - 12)	252	252	210	210	20%
Number of people attending programs	5,988	5,988	3,718	3,718	61%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	86	86	24	24	258%
Number of people attending programs	1,096	1,096	159	159	589%
Adult Programs					
Library sponsored programs offered for adults (18 +)	239	239	223	223	7%
Number of people attending programs	3,107	3,107	2,299	2,299	35%
Programs - Total					
Library sponsored programs offered (includes all-ages not counted above)	713	713	502	502	42%
Number of people attending programs	17,150	17,150	6,889	6,889	149%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	306	306	273	273	12%
Number of people attending meetings or activities	4,805	4,805	5,065	5,065	-5%

Executive Write-Up
January 2024

Both virtual and physical circulation are up significantly over January 2023. This month's virtual circulation numbers are higher than any month in 2023. This month's physical circulations are higher than all except the summer months of 2023.

Some numbers had to be pulled manually due to the cyber-security attack. Footfall numbers will take longer to get corrected since IT is devoting their time to resolving the cyber attack. We will continue to monitor the numbers and correct if necessary.

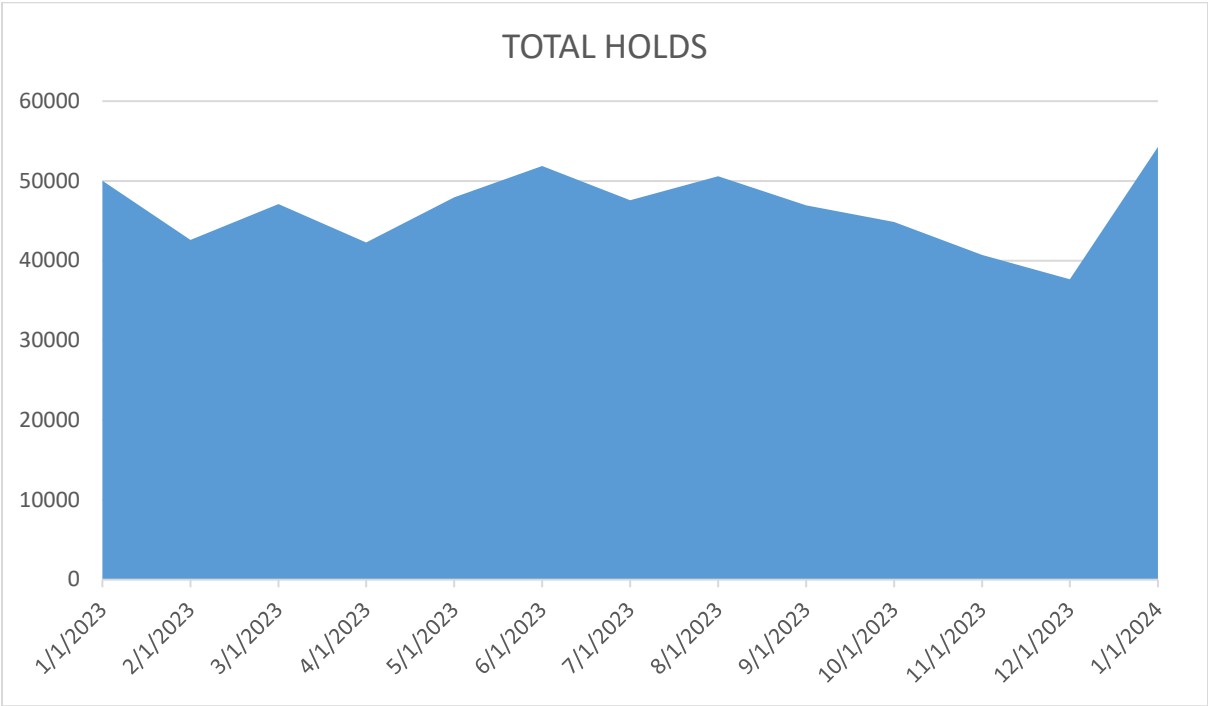
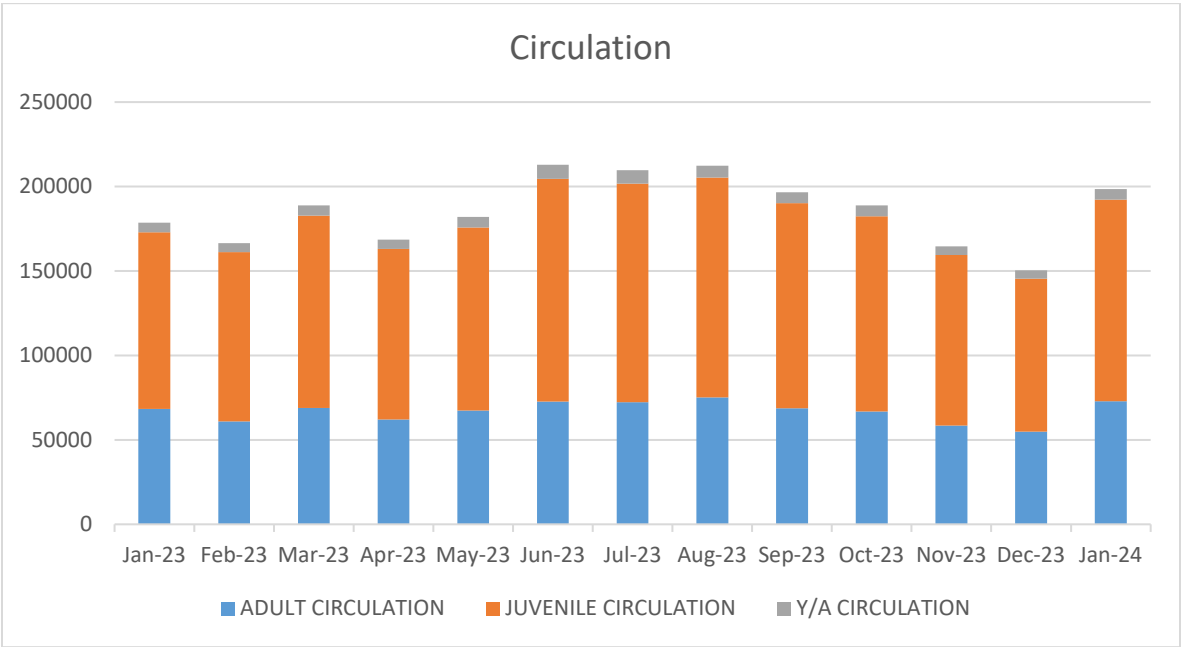
Fulton County Library System Circulation Stats - January 2024									
Category	Jan 1 - Jan 15	Jan 16 - Jan 31	Total	Jan 1 - Jan 15	Jan 16 - Jan 31	Total	Jan 1 - Jan 15	Jan 16 - Jan 31	Total
Adult	12,345	13,456	25,801	8,765	9,876	18,641	21,110	23,332	44,442
Teen	5,678	6,789	12,467	3,456	4,567	8,023	9,134	11,356	20,490
Children	3,456	4,567	8,023	2,345	3,456	5,801	5,801	8,023	13,824
Infant/Toddler	1,234	2,345	3,579	987	1,098	2,085	2,231	3,443	5,674
Non-Fiction	15,678	16,789	32,467	10,987	12,098	23,085	26,665	28,911	55,576
Fiction	7,890	8,901	16,791	5,432	6,543	11,975	13,567	15,540	29,107
Reference	2,345	3,456	5,801	1,234	2,345	3,579	3,579	4,790	8,369
Media	1,098	2,109	3,207	765	876	1,641	1,641	3,207	4,848
Interlibrary Loan	500	600	1,100	300	400	700	800	1,200	2,000
Unlabeled	100	200	300	50	100	150	150	300	450
Total	21,110	23,332	44,442	14,765	16,281	31,046	35,000	42,872	77,872

AGENCY NAME	ADULT	JUVENILE	Y/A	OTHER	Month- 2024 TOTAL	Month- 2023 TOTAL	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2024 CIRC	YTD 2023 CIRC	INCREASE /DECREASE	PERCENT CHANGE
ADAMS PARK	377	586	52	1	1016	954	62	6.50%	1,016	954	62	6.50%
ADAMSVILLE/COLLIER HEIGHTS	625	732	118	0	1475	960	515	53.65%	1,475	960	515	53.65%
ALPHARETTA	6075	13296	599	13	19983	23246	-3263	-14.04%	19,983	23,246	-3,263	-14.04%
BUCKHEAD	4410	5805	198	5	10418	8838	1580	17.88%	10,418	8,838	1,580	17.88%
CLEVELAND AVE	22	3	0	0	25	751	-726	-96.67%	25	751	-726	-96.67%
COLLEGE PARK	808	1281	50	3	2142	1414	728	51.49%	2,142	1,414	728	51.49%
DOGWOOD	588	296	76	1	961	1098	-137	-12.48%	961	1,098	-137	-12.48%
EAST ATLANTA	2564	3868	197	2	6631	5582	1049	18.79%	6,631	5,582	1,049	18.79%
EAST POINT	128	64	13	0	205	1736	-1531	-88.19%	205	1,736	-1,531	-88.19%
EAST ROSWELL	5163	7480	280	7	12930	11525	1405	12.19%	12,930	11,525	1,405	12.19%
EVELYN G. LOWERY @ CASCADE	797	1139	93	0	2029	1812	217	11.98%	2,029	1,812	217	11.98%
FAIRBURN	660	986	57	1	1704	1506	198	13.15%	1,704	1,506	198	13.15%
GLADYS S. DENNARD @ SOUTH FULTON	1237	1655	120	0	3012	2397	615	25.66%	3,012	2,397	615	25.66%
HAPEVILLE	815	982	93	0	1890	1367	523	38.26%	1,890	1,367	523	38.26%
JOAN P. GARNER @ PONCE DE LEON	4922	5953	261	11	11147	10198	949	9.31%	11,147	10,198	949	9.31%
KIRKWOOD	1607	3875	148	4	5634	5028	606	12.05%	5,634	5,028	606	12.05%
LOUISE WATLEY @ SOUTHEAST ATLANTA	710	1265	175	1	2151	2119	32	1.51%	2,151	2,119	32	1.51%
MARTIN LUTHER KING, JR	516	333	36	1	886	1187	-301	-25.36%	886	1,187	-301	-25.36%
MECHANICSVILLE	266	376	49	1	692	441	251	56.92%	692	441	251	56.92%
METROPOLITAN	1527	3956	102	0	5585	4564	1021	22.37%	5,585	4,564	1,021	22.37%
MILTON	4830	10989	440	12	16271	10020	6251	62.39%	16,271	10,020	6,251	62.39%
NORTHEAST/SPRUILL OAKS	2857	7175	519	7	10558	11037	-479	-4.34%	10,558	11,037	-479	-4.34%
NORTHSIDE	3643	6648	251	3	10545	8036	2509	31.22%	10,545	8,036	2,509	31.22%
NORTHWEST @ SCOTTS CROSSING	1296	2560	125	0	3981	3203	778	24.29%	3,981	3,203	778	24.29%
OCEE	5108	11781	827	7	17723	14261	3462	24.28%	17,723	14,261	3,462	24.28%
PALMETTO	562	811	34	0	1407	1457	-50	-3.43%	1,407	1,457	-50	-3.43%
PEACHTREE	2666	1858	107	5	4636	4650	-14	-0.30%	4,636	4,650	-14	-0.30%
ROSWELL	6194	8359	392	10	14955	14423	532	3.69%	14,955	14,423	532	3.69%
SANDY SPRINGS	7521	11356	432	14	19323	16929	2394	14.14%	19,323	16,929	2,394	14.14%
WASHINGTON PARK	507	741	67	0	1315	1353	-38	-2.81%	1,315	1,353	-38	-2.81%
WEST END	662	651	81	1	1395	1339	56	4.18%	1,395	1,339	56	4.18%
WOLFCREEK	1266	1694	112	0	3072	2745	327	11.91%	3,072	2,745	327	11.91%
BRANCHES TOTAL	70929	118554	6104	110	195697	176176	19521	11.08%	195,697	176,176	19,521	11.08%
CENTRAL	1988	752	88	4	2832	2532	300	11.85%	2,832	2,532	300	11.85%
OUTREACH SERVICES	3	0	0	0	3	0	3		3	0	3	
AUBURN AVENUE RESEARCH	48	0	0	0	48	92	-44	-47.83%	48	92	-44	-47.83%
SYSTEM TOTAL	72,968	119306	6192	114	198580	178800	19780	11.06%	198,580	178,800	19,780	11.06%

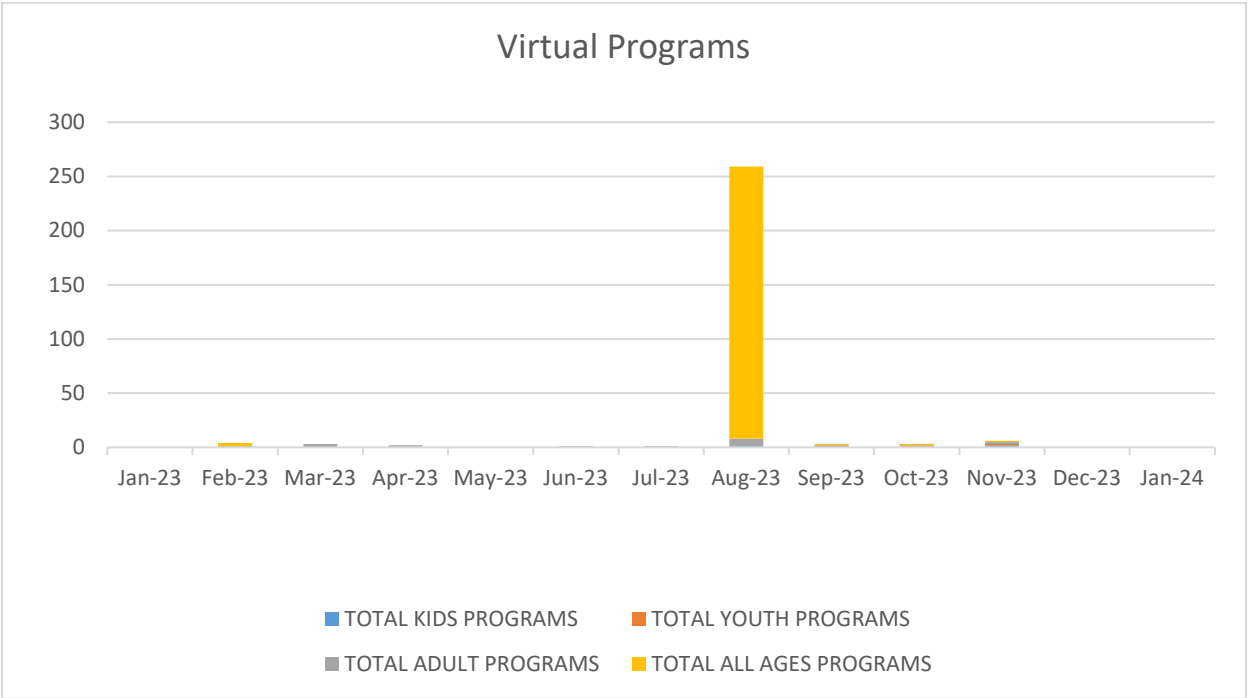
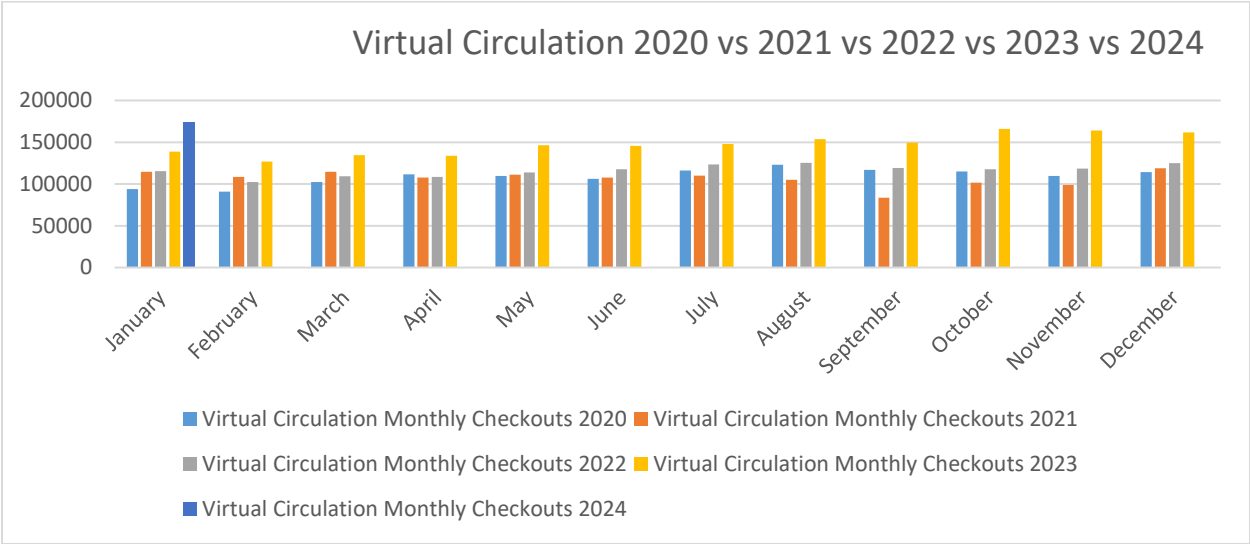
FULTON COUNTY LIBRARY SYSTEM STATS AT A GLANCE - January 2024

AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	NUMBER OF ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,016	91	1544	3,624	0	0	2	2	0
ADAMSVILLE/COLLIER HEIGHTS	1,475	99	2550	4,544	7	54	1	22	1
ALPHARETTA	19,983	890	1425	0	40	867	26	636	0
BUCKHEAD	10,418	814	2424	0	14	369	27	841	2
CLEVELAND AVE	25	35	0	0	0	0	0	0	0
COLLEGE PARK	2,142	148	4209	5,078	11	59	3	36	0
DOGWOOD	961	54	808	0	9	18	1	1	0
EAST ATLANTA	6,631	399	1350	9,088	3	53	5	58	0
EAST POINT	205	102	0	0	0	0	0	0	0
EAST ROSWELL	12,930	463	573	6,135	23	366	7	84	2
EVELYN G. LOWERY @ CASCADE	2,029	258	2362	8,275	22	335	32	456	1
FAIRBURN	1,704	176	965	2,858	25	70	14	62	3
GLADYS S. DENNARD @ SOUTH FULTON	3,012	240	2761	4,296	35	381	3	23	1
HAPEVILLE	1,890	135	1115	0	10	120	6	71	0
JOAN P. LOWERY @ PONCE DE LEON	11,147	703	6204	8,143	16	206	2	19	0
KIRKWOOD	5,634	270	329	4,481	6	289	6	72	0
LOUISE WATLEY @ SOUTHEAST ATLANTA	2,151	87	2243	3,382	41	222	10	80	0
MARTIN LUTHER KING, JR	886	101	861	1,750	5	7	9	18	0
MECHANICSVILLE	692	55	2483	2,650	3	2	8	73	0
METROPOLITAN	5,585	234	3070	11,179	25	585	32	350	0
MILTON	16,271	605	431	6,833	57	960	15	247	12
NORTHEAST/SPRUILL OAKS	10,558	346	530	4,914	26	364	9	125	4
NORTHSIDE	10,545	382	499	6,608	19	1422	9	87	0
NORTHWEST @ SCOTTS CROSSING	3,981	196	1229	6,432	14	314	10	172	0
OCEE	17,723	504	438	5,893	13	643	8	114	0
PALMETTO	1,407	57	515	0	0	0	12	278	0
PEACHTREE	4,636	471	817	1,325	18	167	2	35	0
ROSWELL	14,955	796	1426	11,038	39	626	15	197	1
SANDY SPRINGS	19,323	812	3012	18,508	69	1346	8	72	10
WASHINGTON PARK	1,315	64	1953	4,176	7	93	2	34	1
WEST END	1,395	128	1623	3,960	12	64	3	59	0
WOLFCREEK	3,072	233	819	103	17	195	19	481	0
BRANCHES TOTAL	195,697	9,948	50,568	145,273	586	10,197	306	4,805	38
CENTRAL	2,832	443	15479	2,973	118	6648	0	0	0
VIRTUAL PROGRAMS					0	0			
OUTREACH VIRTUAL PROGRAMS	3	12	0	0	6	231	0	0	0
AUBURN AVENUE RESEARCH	48	3	31	12,790	3	74	0	0	0
SYSTEM TOTAL	198,580	10,406	66,078	161,036	713	17,150	306	4,805	38

January 2024 Executive Summary – Charts



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



Virtual Program Attendance

