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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

JUNE 22, 2016



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TABLE OF CONTENTS

TOPIC	PAGE #
BOT MEETING AGENDA	3
SUMMARY MINUTES	4-6
VERBATIM MINUTES	7-42
DIRECTOR'S REPORT	43-47
MONTHLY FINANCIAL REPORT – TOTAL LIBRARY	48
MONTHLY FINANCIAL REPORT – BY ORG TYPE	49-50
MONTHLY USAGE SUMMARY	51-53
PROGRAM REPORT	54
CIRCULATION REPORT	55
CIRCULATION GRAPH	56
SYSTEM STATS AT-A-GLANCE	57
CUSTOMER SERVICE COMMENTS	58
CUSTOMER SERVICE SNAPSHOT	59

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
JUNE 22, 2016



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Revised

**Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor
June 22, 2016 – 4:00 p.m.**

AGENDA

- | | | |
|--|-------------|--------|
| I. Adoption of Agenda | Doc. #16-32 | Tab #1 |
| II. Public Comments | | |
| III. Approval of Summary Minutes from Regular Meeting of May 25, 2016*
Approval of Verbatim Minutes from Regular Meeting of May 25, 2016* | Doc. #16-31 | Tab #2 |
| IV. Chairman's Report | | |
| V. Director's Reports | Doc. #16-36 | Tab #3 |
| A. Monthly Financial Report | Doc. #16-34 | |
| B. Monthly Usage Summary | Doc. #16-35 | |
| C. Customer Service Report | Doc. #16-33 | |
| D. Library Closure Report | | |
| VI. Old Business | | |
| A. Library Bond Program – Update | | |
| B. Central Library – Update | | |
| VII. New Business | | |
| A. Discussion of Reports | | |
| B. Code of Conduct – Discussion | | |
| VIII. Election of Officers* | | |
| IX. Adjournment | | |

*Action is anticipated on this item.



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FULTON COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
MINUTES FOR May 25, 2016 MEETING – 4:00 PM CENTRAL LIBRARY

Members Present:

Bailey, Phyllis D.
Borders, Priscilla
Joyner, D. Chip
Kaplan, Paul – Vice Chairman
Taylor, Josh
Thomas, John R.

Also In Attendance

Claxton, Zenobia – Assistant to Director's Office
Collins, Al – Assistant Director, Building Engineering/Library Projects
Holloman, Gayle H. – Division Manager
Morley, Gabriel Dr. – Executive Director
Robinson, Ed – Financial Systems Manager
Stewart, Derval – Staff Attorney

Visitors Present

Chamberlain, Jim – Architect, Smallwood, Reynolds, Stewart, Stewart
Kessler, Kyle – Friends of Central Library
Lee, Patricia – Friends of South Fulton Library
Massey, Mark – Clerk to the Commission
Munro, Bill – Former Staff
Pitt, Robb – Former Fulton County Board of Commissioner
Reed, Marty – Friends of Central Library
Sims-Alvarado, Karcheik – Friends of Central Library
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris
White, Daniel – Assistant to Commission Vice-Chairman Liz Hausmann
Williams, Odessa – Friends of South Fulton

- A. Swearing-In Ceremony – Priscilla Borders was sworn in
- B. Preliminary Business: Motion made by Phyllis D. Bailey and seconded by Josh Taylor to amend the agenda as presented.

- C. Public Comments: Marty Reed expressed FOCAL's support to maintain our current library and do the renovation of this library. Bill Munro expressed support for maintaining the Central Library, and also suggested naming South Fulton Library or a room at the South Fulton Library for Gladys Dennard. Kyle Kessler expressed support for maintaining the current iconic Central Library.
- D. Approval of Minutes: Motion made by Josh Taylor and seconded by John R. Thomas to approve the April 27, 2016 summary minutes. Motion made by Phyllis D. Bailey and seconded by Josh Taylor to approve the April 27, 2016 verbatim minutes with a correction on page 14 that the elevators cost in the neighborhood of \$250,000 each, not \$800,000 each.
- E. Chairman's Report: Paul spoke about the bad conditions of the libraries in the system and the need to address a number of deficiencies: handicap accessibility and lack of basic maintenance. One of our most important goals to make this System so you're proud of it.
- F. Director's Reports
- a. Monthly Usage Summary
 - Dr. Morley spoke about providing the monthly statistical reports quarterly and revising what we report and track.
 - Computer Internet: problems continue with internet throughout the system.
 - b. Financial: For the facilities we have, we're short staffed. But we can't afford to hire more people because then we're diminishing what we're actually putting into the library for materials.... I think the emphasis on having a facility and relying on that to be accessed is very misguided. Because I think the true access is opening up our resources and making them available to people on their terms and not our terms. We need to address this as a part of strategic planning and the 2017 budget.
 - c. Customer Service Report
 - Wi-Fi Issues are still a problem
 - Facility Issues and poor maintenance
 - Cleaning Issues at the branches
 - There were 31 hours closed in the month of April.
- G. Old Business
- a. Library Construction/Phase I Update on projected opening dates:
 - Southeast Library – June 30, 2016
 - Auburn Avenue – Late July
 - South Fulton – Late September
 - b. We have a twenty million dollar unobligated pool of money from Phase I, and will be presenting recommendations to County Commissioners for moving some of Phase II renovation projects into phase I.
 - c. Strategic Planning Meeting Date: Dr. Morley has set the strategic planning meeting for Thursday, June 16, 2016 beginning at 10:00 a.m. to 12:00 p.m.

d. Results of the Library Customer Survey.

We had fewer than 1500 responses:

- 86% were over 40.
- 72% were female.
- 88% have some college!

Dr. Morley stated that the survey is not representative of our users, and that we need a different approach in the future

H. New Business

a. Nomination of Board of Trustees Officers. Josh and Jamilica served on the nominating committee and they have nominated Paul Kaplan as the board chair and Jamilica Burke as the board's vice chairman. Paul Kaplan asked Phyllis D. Bailey if she would still be interested in serving as Vice-Chair, and she responded yes. The vote for officers will take place at the June 22, 2016 meeting.

b. Actions:

1. We agreed to defer discussion of Phase II Planning Process until a later meeting, and asked that Dr. Morley present his ideas on this process.
2. Dr. Morley to recommend revision to key monthly statistical reports , some to look at monthly and other data quarterly.
3. The Strategic Planning Meeting we're going to have will be a good place to have the initial discussion on our objectives for library services.
4. Dr. Morley will some recommendations for us in terms of how we can approach the Library Customer Survey the next time around

The meeting was adjourned at 5:02 p.m.

Doc. #16-31



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

MAY 25, 2016 – 4:00 P.M.

CENTRAL LIBRARY – 6th FLOOR BOARD ROOM

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Board of Trustees Meeting, 25 May 2016



Members Present

Bailey, Phyllis D.
Borders, Priscilla
Joyner, D. Chip
Kaplan, Paul, Vice Chairman
Taylor, Josh
Thomas, John R.

Members Absent:

Burke, Jamilica

Also In Attendance

Claxton, Zenobia – Assistant to Director’s Office
Collins, Al – Assistant Director, Building Engineering/Library Projects
Holloman, Gayle H. – Division Manager
Morley, Dr. Gabriel – Executive Director
Robinson, Ed – Financial Systems Manager
Stewart, Derval – County Attorney

Visitors Present

Chamberlain, Jim – Architect, Smallwood, Reynolds, Stewart, Stewart
Kessler, Kyle – Friends of Central Atlanta Library
Lee, Patricia – Friends of South Fulton Library
Massey, Mark – Clerk to the Commission
Munro, Bill – Retired Librarian, Atlanta-Fulton Public Library System
Pitts, Robb – Former Fulton County Board of Commissioner
Reed, Marty – President, Friends of Central Atlanta Library
Sims-Alvarado, Karcheik – Friends of Central Atlanta Library
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris
White, Daniel – Assistant to Commission Vice-Chairman Liz Hausmann
Williams, Odessa – Friends of South Fulton Library

Vice Chairman Paul Kaplan called the meeting to order at 4:02p.m. at the Atlanta-Fulton Public Library System.

Transcript Legend

--	Break in speech continuity
(sic)	Exactly as said
(phonetic)	Exact spelling unknown
**	Inaudible
	Quoted material is typed as spoken.
. . .	Trailing in thought. Incomplete sentence

TABLE OF CONTENTS

CALL TO ORDER..... 5

SWEARING IN CEREMONY..... 5

16-26 ADOPTION OF AGENDA..... 6

 MOTION..... 6

 PUBLIC COMMENTS..... 7

16-25 APPROVAL OF SUMMARY MINUTES FROM REGULAR MEETING OF APRIL 27, 2016.....12

 MOTION.....12

16-25 APPROVAL OF VERBATIM MINUTES FROM REGULAR MEETING OF APRIL 27, 2016.....12

 MOTION.....12

CHAIRMAN’S REPORT.....13.

16-30 DIRECTOR’S REPORTS.....14

 16-28 MONTHLY FINANCIAL REPORT.....14

 16-29 MONTHLY USAGE SUMMARY.....15

 16-27 CUSTOMER SERVICE REPORT.....21

 LIBRARY CLOSURE REPORT.....23

OLD BUSINESS.....24

 LIBRARY CONSTRUCTION PHASE I - UPDATE.....24

 DATE FOR BOARD OF TRUSTEES OFFSITE STRATEGIC PLANNING MEETING.....26

NEW BUSINESS.....29

 NOMINATION OF BOARD OF TRUSTEES OFFICERS.....29

 RESULTS FROM LIBRARY CUSTOMER SURVEY.....31

EXECUTIVE SESSION.....36

 MOTION.....36

(MEETING BEGAN AT 4:00 P.M.)

CALL TO ORDER

VICE CHAIRMAN PAUL KAPLAN: I'm calling to order the Atlanta-Fulton Public Library System Board of Trustees meeting for May 25 at 4:00 p.m.

The first thing I want to do is the swearing in of our new Trustee, Priscilla Borders. And Mr. Mark Massey is going to do the swearing in.

SWEARING IN CEREMONY - MARK MASSEY, CLERK TO THE COMMISSION

CLERK TO THE COMMISSION, MR. MARK MASSEY: Thank you, Mr. Chairman and Members of the Board. On behalf of Commissioner Garner who nominated you, and you were confirmed by the full Board of Commissioners, it's my honor and privilege as the Clerk to the Commission to administer your oath of office. So in front of these witnesses if you would stand and raise your right hand and repeat after me?

I, state your name.

MS. PRISCILLA BORDERS: I, Priscilla Borders --

CLERK TO THE COMMISSION, MR. MARK MASSEY: Do solemnly affirm --

MS. PRISCILLA BORDERS: -- do solemnly affirm.

CLERK TO THE COMMISSION, MR. MARK MASSEY: That I will well and truly discharge --

MS. PRISCILLA BORDERS: -- that I will -- that I will well and truly discharge --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- the duties as a member --

MS. PRISCILLA BORDERS: -- the duties as a member --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- of the Library Board of Trustees --

MS. PRISCILLA BORDERS: -- of the Library Board of Trustees --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- in all matters --

MS. PRISCILLA BORDERS: -- in all matters --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- which require my official action --

MS. PRISCILLA BORDERS: -- which require my official action --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- to the best of my knowledge and skill.

MS. PRISCILLA BORDERS: -- to the best of my knowledge and skill.

CLERK TO THE COMMISSION, MR. MARK MASSEY: And I will so act --

MS. PRISCILLA BORDERS: And I will so act --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- as in my judgment --

MS. PRISCILLA BORDERS: -- as in my judgment --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- will be most conducive --

MS. PRISCILLA BORDERS: -- will be most conducive --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- to the welfare and best interest --

MS. PRISCILLA BORDERS: -- to the welfare and best interest --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- of the entire County.

MS. PRISCILLA BORDERS: -- of the entire County.

CLERK TO THE COMMISSION, MR. MARK MASSEY: I do further solemnly affirm --

MS. PRISCILLA BORDERS: I do further solemnly affirm --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- that I am not the holder --

MS. PRISCILLA BORDERS: -- that I am not the holder --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- of any unaccounted for money --

MS. PRISCILLA BORDERS: -- of any unaccounted for money --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- due this State --

MS. PRISCILLA BORDERS: -- due this State --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- and that I am otherwise qualified --

MS. PRISCILLA BORDERS: -- and I am otherwise qualified --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- to hold said office --

MS. PRISCILLA BORDERS: -- to hold said office --

CLERK TO THE COMMISSION, MR. MARK MASSEY: -- according to the Constitution of the United States.

MS. PRISCILLA BORDERS: -- according to the Constitution of the United States.

CLERK TO THE COMMISSION, MR. MARK MASSEY: Congratulations, Ms. Borders.

MS. PRISCILLA BORDERS: Thank you.

VICE CHAIRMAN PAUL KAPLAN: Good job. We forgot to tell you you're a life member now. Once you're on the Board, you don't get off. So you want to -- I want to keep that clear to note.

16-26 ADOPTION OF THE AGENDA

VICE CHAIRMAN PAUL KAPLAN: Okay. All right. I need to Adopt the Agenda, general approval. Is there -- anybody want to add or delete or anything on the agenda?

MOTION

VICE CHAIRMAN PAUL KAPLAN: If not, is there a motion to accept the agenda as written?

MRS. PHYLLIS D. BAILEY: Mr. Chairman, I move that the agenda be adopted as written.

VICE CHAIRMAN PAUL KAPLAN: It's been moved. Is there a second?

MR. JOSH TAYLOR: Second.

VICE CHAIRMAN PAUL KAPLAN: Any discussion?

MR. JOSH TAYLOR: I guess my question to Gabriel is: Do you want to have a discussion on the Phase II Planning Process this time or would you rather address this at a later time?

DR. GABRIEL MORLEY: Let's see how it goes today; see what you all want to do. I don't think you're going to be ready to do it today.

MR. JOSH TAYLOR: I don't think we're ready to do it. I think my feeling is we'd like to see some recommended process from you that we could discuss --

DR. GABRIEL MORLEY: Okay.

MR. JOSH TAYLOR: -- that would be my preference. So we'll take that up at the next meeting.

VICE CHAIRMAN PAUL KAPLAN: Any other further discussion?

If not, is there a motion to approve?

It's been moved and a second. Everybody say yes?

(Whereupon, all said aye.)

PUBLIC COMMENTS

VICE CHAIRMAN PAUL KAPLAN: Okay. I got Public Comments coming. I have three people. I'm going to call them.

Now, normally, you know, in the past, we gave you two minutes.

Well, I give two minutes. But, you know, I'm a little bit looser. I don't expect you to be up there for twenty minutes or ten minutes because we've got a lot of things to cover. So I'm much more informal when it comes to that. I'd like to hear your comments and things that we really take into consideration. We listen to you and talk. We might not necessarily ask you questions now, but I will tell you that we will take notes and we will look into it.

So the first person is Mr. Marty Reed.

MR. MARTY REED: Good afternoon, Board of Trustees. My name is Marty Reed, and I am the president of the Friends of the Central Atlanta Library, also known as FOCAL. And I'm here today to represent FOCAL as the president and to ask the Board of Trustees to please consider, please consider what you want to do with the Central Branch. We, collectively as the Board, we have decided through much going back and forth in conversation and argument, needless to say, we have decided it's probably in the best interest of the citizens of Fulton to maintain our current library and do the renovation of this library opposed to seeking out a new library and spending an exorbitant amount of money. So those are my comments, and I'll leave my other time to my other comments.

VICE CHAIRMAN PAUL KAPLAN: Okay. Thank you.

Bill Munro, am I saying that correctly?

MR. BILL MUNRO: Hi. My name is Bill Munro. I'm a retired librarian from the Atlanta-Fulton Public Library System. I'm here to ask about two points of interest. One is South Fulton Branch. South Fulton Branch, I understand, is undergoing renovations. And I think this would be a wonderful time to ask the director to get a committee together to consider naming the library.

July 29th, 2002, just like any other day the librarian reporting to work at the South Fulton Branch, Branch Manager, Gladys Dennard was then working in her office. A disgruntled employee arrived at the door of her office with a pistol. He shot and killed her. She is the only, the first, the only, God bless him, the last librarian of the Atlanta-Fulton Public Library since incarnation in 1876, the Young Men's Christian Library Association, to lose their life in the cause of the library. The policy for naming a branch mentions significant contribution. A life is a significant contribution. It mentions outstanding service. My colleagues that are still with the library will mention that Gladys Dennard was a wonderful person, an excellent librarian, and a great reference librarian. I would humbly request that the director look into the opportunity while South Fulton is being renovated, potentially get a committee together, consider whether or not they want - you all want to name the South Fulton Branch after Gladys Dennard, or a meeting room after Gladys Dennard, or the Reference Collection after Gladys Dennard.

The second point that I'd like to mention is the Central Library. Sorry, for coming after FOCAL here. The Central Library is a unique building built in -- opened in 1980 -- and I'd like to use the phrase opened in 1980 ahead of schedule and under budget. Such phrases don't often -- are not often associated with government projects, but under budget and ahead of schedule. It's a unique building, the last design of the renowned architect, Marcel Breuer. And most of you all notice his tapestry, or not, each and every time you come in to the Central Library. It hangs on the wall on the ground floor. It is an architectural statement. A lot of people don't like the building. Let's be honest. They look at it and see a big box. It is kind of a big box. But it's a nice big box with lots of nooks and crannies that works very well as a Central Library. On the third -- when you start thinking about not having a Central Library, keep in mind, you have on the third floor approximately six miles of books sitting side by side. How far

did you drive in today? I drove in from my home in Virginia Highlands, which is 3.1 miles. I'll drive here, and I'll drive home, and there'll be books on either side of the road following me if you take away the books from the third floor.

The Children's Collection in the basement level, the outstanding Ivan Allen Reference Department of Science Industry and Government named after the Ivan Allen, the instructions of the Atlanta anonymous donor.

The Special Collections, the fifth floor, the Genealogy Collection that is used internationally. You get people coming in all the time wanting to use the Margaret Mitchell Collection, the Collection of Genealogy, the Library Archives, et cetera. Their building is an architectural wonder; the free-standing staircase between the second and the fourth floor; the use of natural light. In just about everywhere you are in the building natural light is coming in on it.

The Central Library as an agency circulates not the most books in the System, no, that's true; however, it is the home of Holds basically. Over a thousand books every month are circulated from the Central Library outside of the Central Library. The public throughout Fulton County wants to use the Collection that you have here at the Central Library. And they borrow from it by not coming down to the Central Library but placing the items on hold. The Holds System, as you all know, works really well. Everybody likes the Holds System, as well as the Inter-Library Loan System. The Inter-Library Loan System, you borrow materials from throughout the United States, from libraries throughout the United States. I'm not sure if Tulane is letting us borrow things again. When I was working here, Tulane got really mad and wouldn't loan us anything because one of the books we logged got lost. But that's another story.

The --

VICE CHAIRMAN PAUL KAPLAN: Can you -- about a minute. Take it about another minute because I've got a lot of things going on -

-

MR. BILL MUNRO: Okay.

VICE CHAIRMAN PAUL KAPLAN: -- so go ahead.

MR. BILL MUNRO: The Central Distribution System, similar to what FedEx uses and UPS uses, where everything comes in at one place and goes out to all the outlying is located here at the Central Library. You have no other facility to do that. If you get rid of the Central Library, you're going to have to get a facility where you're going to have to put a whole bunch of stuff together with lots of access, and Central is Central. It's located right in the heart of downtown on a transportation

crossroad.

The Collection, the Telephone Ready Reference Service, which is now called Ask the Librarian are unique and here at Central. The Reference Librarians know the Collection. I think that you want to really seriously reconsider any ideas about moving out of the Central Library. I think it would be a mistake for Atlanta -- for the Atlanta Fulton-Public Library and the citizens of Fulton County in particular and the metro area if we gave up this location.

Thank you very much for your patience.

VICE CHAIRMAN PAUL KAPLAN: Thank you for the information. That's something that we will take in. We'll think about it, and... But just bear in mind, what you just said here, I think then eventually you'll have to talk to the Board of Commissioners because they're the ultimate person that makes the decision as far as the building is concerned. But you've brought some very interesting information.

MR. BILL MUNRO: And you -- as a Board, you have a lot of weight anytime you say this is a good idea for the Library System or not --

VICE CHAIRMAN PAUL KAPLAN: Okay.

MR. BILL MUNRO: -- and that's why I feel for you first and foremost. And, again, thank you very much for your patience and your attention. Thank you.

VICE CHAIRMAN PAUL KAPLAN: Thank you.

Kyle Kessler. Yes, sir?

MR. KYLE KESSLER: Yes. Kyle Kessler, also a member of the Friends of the Central Atlanta Library. Just wanted to make sure that everyone here was aware of some recent happenings and some future happenings regarding the Library System and particularly Central Library.

So on May the 11th down in the auditorium on the lowest level, we had a panel discussion in the auditorium with Creative Loafing and the Center for Civic Innovation, former Commissioner Pitts was there, as well as our new Library Director, Dr. Morley, along with Dean Baker, who is a local architect and historian and the former president of the AIA Atlanta -- Melody Harclerode was on the panel as well. I gave a brief introduction to the history of the Library System and to this particular location. Had over a hundred people in attendance and a very robust discussion about what this particular building means but also what the Central Library as an institution, the services it provides, many of which Mr. Munro just spoke about. So that was a very, I think, very good conversation.

The first time that the public has really been able to engage in

a discussion about what the Central Library means to them; personally, what it means to the residents of Fulton County. Then the following week on May the 18th, there was the Board of Commissioners meeting where the Board of Trustees recommendation was put before the Board of Commissioners, which included two options; one which was to construct a new library offsite of here; and then the second option was to renovate this building at a cost of up to eighty-five million dollars. And I'm not sure how much research has been done regarding that particular number. Because back in 2008 when the Bond Referendum was being proposed, or when the master -- when the Facility Master Plan was being proposed, the number that was pegged at that time escalated to twenty-seventeen dollars (sic) was only \$40.3 million, and that was for a full-scale comprehensive state of the art renovation to this facility. So why that would skyrocket over and double from an already escalated rate since 2008 seems a little bit peculiar to me.

And then lastly, on June the 14th, the Board of Commissioners has scheduled a Public Hearing regarding what is going to happen with the Central Library. And that will be on the main floor starting at 6:30. And that was just announced yesterday. So, hopefully, everyone can be in attendance and engaged with the constituents. As was just mentioned by Mr. Kaplan, the Board of Commissioners makes the final say, but they are looking to you for recommendations. They even stated during the Board of Commissioners' meeting, they want library recommendations from this Board and not real estate recommendations.

But one last point. Just to highlight this building that we're in right now, not only was the building constructed ahead of schedule and under budget, but because of those two factors, they actually added on two more floors. So we had more space to have an even more robust library, whether that's in front of the house, actively engaging with new technology in the community, or it's behind the scenes processing to serve all of Fulton County. This is an absolutely wonderful facility. It can be utilized much better than it is right now. It just needs more tender loving care and more recognition for the people that it serves that are currently here and the folks that it's not serving because it's not being properly funded and properly maintained.

VICE CHAIRMAN PAUL KAPLAN: Thank you. And thank everybody for your comments. This is something we're going to be discussing. I don't know if it's going to be a public forum for the Board of Commissioners and -- but I thank everybody for their comments. It's - I've only been on the Board for about six months. I'm

starting to learn more and more as time goes on. I'm learning about the history of what's -- what has happened over the years. And we'll take all of this into consideration. But I do appreciate your comments. And by all means, make sure you are at that Board of Commissioners' meeting and you discuss, you know, what you just said here. It would mean a lot.

MR. KYLE KESSLER: Thank you.

16-25 APPROVAL OF SUMMARY MINUTES FROM REGULAR MEETING OF APRIL 27, 2016

VICE CHAIRMAN PAUL KAPLAN: Okay. I'm going to continue on.

MOTION

VICE CHAIRMAN PAUL KAPLAN: Do I hear an Approval of the Regular Meeting of April 27. Is there a motion to accept those minutes?

MR. JOSH TAYLOR: So moved.

VICE CHAIRMAN PAUL KAPLAN: It's moved. Is there a second?

MR. JOHN R. THOMAS: Second.

VICE CHAIRMAN PAUL KAPLAN: Moved and second. Is there any discussion or any corrections.

MR. JOHN R. THOMAS: We're talking about the Summary?

VICE CHAIRMAN PAUL KAPLAN: Talking about the Summary.

MR. JOHN R. THOMAS: Okay.

VICE CHAIRMAN PAUL KAPLAN: Okay. Hearing none. All in favor, say aye.

(Whereupon, all said aye.)

16-25 APPROVAL OF VERBATIM MINUTES FROM REGULAR MEETING OF APRIL 27, 2016

VICE CHAIRMAN PAUL KAPLAN: Okay. Approval of Verbatim Minutes of the Regular Meeting of April 27.

MOTION

VICE CHAIRMAN PAUL KAPLAN: Do I hear a motion to accept?

MRS. PHYLLIS D. BAILEY: I move to accept.

VICE CHAIRMAN PAUL KAPLAN: It's been moved. Is there a second?

MR. JOSH TAYLOR: Second.

VICE CHAIRMAN PAUL KAPLAN: Moved and second. Any discussion?

MR. JOHN R. THOMAS: Yes, Paul. On page 14 right about in the middle of the page, it says: Elevators cost in the neighborhood of eight hundred thousand each. That each needs to be taken out of there. I assume you would agree with that as --

VICE CHAIRMAN PAUL KAPLAN: Yes.

MR. JOHN R. THOMAS: You see, you see what I'm talking about? Right in the middle of the page.

VICE CHAIRMAN PAUL KAPLAN: Okay.

MR. JOHN R. THOMAS: Page 14, elevators cost in the neighborhood of eight hundred thousand each.

MR. JOSH TAYLOR: So the correct number is total?

MR. JOHN R. THOMAS: I assume the correct number is --

VICE CHAIRMAN PAUL KAPLAN: The correct number is two hundred and fifty.

MRS. PHYLLIS D. BAILEY: Two hundred and fifty thousand.

VICE CHAIRMAN PAUL KAPLAN: Two hundred and fifty thousand each.

MR. JOHN R. THOMAS: We need to correct the total number then also. You weren't here, so you weren't able to...

VICE CHAIRMAN PAUL KAPLAN: Okay. Any other corrections. If not, do I hear a motion to accept it as corrected?

MRS. PHYLLIS D. BAILEY: So moved.

VICE CHAIRMAN PAUL KAPLAN: It's been moved. Second?

MR. JOSH TAYLOR: Second.

VICE CHAIRMAN PAUL KAPLAN: All those in favor say aye.

(Whereupon, all said aye.)

VICE CHAIRMAN PAUL KAPLAN: Opposed?

(No response.)

VICE CHAIRMAN PAUL KAPLAN: None.

CHAIRMAN'S REPORT

VICE CHAIRMAN PAUL KAPLAN: Chairman's Report. Well, I sit here, not necessarily the Chairman, but as the vice chairman. Now, I -- chairman for this until we have nominated officers. But there's a lot -- there's a lot to this whole thing on Central Library. And I'm going to say very briefly, I've been in construction all my life, and I've done libraries. I come from Illinois, and I've been in construction and I did libraries in Illinois. And it's -- it's really a daunting task. You know, when you do remodeling work, no matter what you -- whatever figures you put on there and what you think it's going to cost, guess what, you open walls up you find things that is not on the blueprint. Blueprints, and also when they say they're as built, they're not really as built. You got to -- you change things. One of the big problems we have for a lot of libraries, and braches included is, is the -- is handicap accessibility.

Some of these libraries are terrible. You can't rely -- get a person with a wheelchair in there let alone anybody else. Washroom accessibility, very important. I'm telling you that they have to be made and redone so that you're allowed to get handicapped people in and out of there. And that's not a very easy task. It usually involved opening walls up, changing piping down below behind the walls, underneath. So there's a lot of work and mechanical work to be done besides what we have to do in the inside.

And a building like this, which is probably in some necessibility for some of these, this is all concrete structure.

Concrete structures, normally when we do something like this -- we had a Central Library in Illinois that we remodeled -- because it's concrete we didn't open the walls, we actually built sockets and things to hide pipes. So there's a lot of work that goes on to remodel a building. And I'm not saying we shouldn't remodel it or not remodel it. I'm just telling you some of the things that -- some of the pitfalls. But we will -- we will look into this, and there'll be a discussion about it and we'll see where we go. And I really appreciate all the comments that everybody makes from the Friends Group.

Listen, I'm on the Friends Council. I see people over there from the Friends. I'm in the Friends from Milton, so I -- you really are the -- you're the bell ringer for us because you really know what people want.

A lot of times, I found out as being a Trustee for the years I was, people wouldn't approach me at all. They're afraid to say something to me, somebody would get in trouble. Well, listen, that's -- I'm far from it. You can tell me, ask me anything you want to. I don't care. I'm very open for things. So -- but thank you very much. I will -- we'll see who becomes the officers at the end of this meeting, and we'll go from there. And -- and -- it's -- we'll carry on. It's going to take us a few years to get all this done, but we will make this a good Library System. And somebody's told me that the problem with Atlanta's Library System, they're not sophisticated. That has -- that has stuck with me for the last six, seven months. I can't say the person's name because you might know who it might be. But we're going to change that attitude.

We have the American Library Association coming in here in the mid winter conference. I don't think ALA has been here for quite awhile. You can learn a lot of things from those conferences. So we'll do the best we can. And we'll make it -- we'll make this System so you're proud of it, do what we need to do, and we'll just go from there. Thank you.

16-30 DIRECTOR'S REPORTS

VICE CHAIRMAN PAUL KAPLAN: Okay. Director's Reports. He just stepped out for a second. Monthly Financial Report -- here he comes -- you are -- you are up.

DR. GABRIEL MORLEY: It's my turn?

VICE CHAIRMAN PAUL KAPLAN: Yes, it is.

DR. GABRIEL MORLEY: Where are we, Financial Report?

16-28 MONTHLY FINANCIAL REPORT

VICE CHAIRMAN PAUL KAPLAN: Monthly Financial Report, yes. Anybody have any questions? Anything about it at all?

DR. GABRIEL MORLEY: You know, there's nothing really

extraordinary or out of the ordinary from what you typically see month to month. Ed and Gayle and I are going to talk about some things that we may want to change for next month if we have a little bit of salary saving. But what you're seeing now is through April 30. You know, it's your normal report. It's a normal expenditure for books and materials and salaries.

16-29 MONTHLY USAGE SUMMARY

VICE CHAIRMAN PAUL KAPLAN: Monthly Usage Report.

MR. JOSH TAYLOR: This is through April 30, which would be essentially a third of the year, right?

VICE CHAIRMAN PAUL KAPLAN: Uh-huh (affirmative).

DR. GABRIEL MORLEY: Yes.

MR. JOSH TAYLOR: So we're pretty much on target overall, understanding on salaries but --

DR. GABRIEL MORLEY: Yes.

MR. JOSH TAYLOR: -- because we're committed. You know, we have to commit early on books and things.

DR. GABRIEL MORLEY: And insurance, all of those regular costs that you have.

VICE CHAIRMAN PAUL KAPLAN: Right.

DR. GABRIEL MORLEY: And some of that -- you know, we are not fully staffed. We have some open positions. We also have some turnover, just our regular personnel issues that we're addressing in due course.

MR. JOSH TAYLOR: Are you ready to comment about how you're addressing -- you know, it seems like we've been constantly behind the eight ball in terms of staff, staffing.

DR. GABRIEL MORLEY: Too many libraries. You know, that's the correct answer.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: I mean, we're so spread out. We're so spread thin. And you can see, I mean, the significant portion of our budget much more than any government standard would ought to allow is going for salaries and benefits, you know what I mean. And you're right, though, for the facilities we have, we're short staffed. But we can't afford to hire more people because then we're diminishing what we're actually putting into the library for materials and -- and I'm not sure what the answer to that is right now. I think that's part of what we will discuss in the Strategic Plan: How do we want to move forward? And do we want to try and get leaner? Do we want to offer more self-service? You know, there are options we have. And that's another reason I'm not anxious to go and hire these people and then six months from now in December say look we're changing direction; we don't need you anymore. I think some of

those things will come out when we have this discussion about where we want to go in the future and how we want to get there. That way at least we'll all be unified as a Board in our approach.

MR. JOSH TAYLOR: I didn't expect immediate answers on this, but you've answered the question, which is we're going to address it as part of our planning process.

DR. GABRIEL MORLEY: Yes. We have to. I mean, something has to give because we need more money to float into this organization and not just to the people --

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: -- that are here. We have to figure out a way to be much more healthy in what we're doing and not just do something to do it. And that's going to mean cutting some things that are not a priority anymore. And like we've talked about previously, our goal is to focus on our priorities and do those things well. So I think these discussions will ultimately lead us to a point where we see some things are not as important as we thought they were and we can divert those resources to things that are more important.

MR. JOSH TAYLOR: Uh-huh (affirmative).

VICE CHAIRMAN PAUL KAPLAN: Monthly Usage Summary pretty much... Anything?

DR. GABRIEL MORLEY: No. I mean -- Zenobia and I talked about this. I don't know that you want all these numbers every month. I mean, we're certainly able to provide them, but it does take time and effort for us to provide these things. And if they're not of any value to you, I mean, we very rarely anywhere I've ever been, looked at these things month to month, you know, because they fluctuate naturally month to month. I mean, a trend is not going to develop from month to month essentially. You know, we look maybe quarterly. Some of these things, you know, we looked at a semi-annual and annual basis. I mean, you're certainly welcome to look at them, but to me, the percentages are misleading from month to month. You know, one month we may have --

MR. JOSH TAYLOR: I only really look at the year-to-date percentages. And quarterly would be fine.

DR. GABRIEL MORLEY: That's kind of my feeling. I mean, we go to a lot of trouble and effort. And another good example, when, you know, Ed was going to analyze the results of this Customer Satisfaction Survey branch by branch. But some branches had fewer than fourteen responses.

MR. JOSH TAYLOR: Yes --

DR. GABRIEL MORLEY: Totally meaningless.

MR. JOSH TAYLOR: -- statistically.

DR. GABRIEL MORLEY: So I told him don't worry about that. That's -- that's not going to amount to anything. It's just busy work, and we don't want to be engaged in busy work. So I'll look at this in the interim, and we can go back and forth in email and see what things are really important to you on a monthly basis. I'll make some recommendations and --

MR. JOSH TAYLOR: I think it'd be great if you would make some recommendations for us to react to.

DR. GABRIEL MORLEY: Yes. And see, you know, what might be better quarterly; you know, what might be better annually, and really try to trim. I mean, one of these reports was twelve pages, you know. And it talks about people hugging and crying and, you know, I don't really know that you all are interested in that. In my previous life, I would not have thought the Board was interested in that, but I've let it go in deference to you. So if you're not interested in those things, we can certainly minimize what we're giving you, to highlight and focus on those things that are important.

MRS. PHYLLIS D. BAILEY: I heard you mention in your earlier statement that you thought there might be too many libraries. Is that your vision that we need to have fewer libraries?

DR. GABRIEL MORLEY: Unless we get more money, you know what I mean. I think -- because at this point what happens if you see -- when we look at the Financials, typically, a government organization will max at sixty percent of their budget going to staff and salaries or salaries and benefits. And out of twenty-eight million -- twenty-seven and a half million we're paying fourteen million just for regular fulltime salaries. So when you add in part-time and the benefits, that's another eight. So twenty-two out of twenty-seven million just for the people to work here, you know. I mean, that's an incredible number. I mean, the taxpayers are contributing twenty-seven and a half million dollars a year and -- what did I say? -- twenty-two million of that is going just to staffing. And we're understaffed. So clearly we're either underfunded or we need to reduce the number of libraries so that we can be healthier and more effective really.

I mean, some of them are so stretched they can barely cover the desk. So that gives them no time for program planning, no time to think about long-range, global projects. The Foundation, for example, recently had twenty-something thousand to give out for mini grants to staff. But a lot of staff didn't even have time to submit an application for the grant money. And I think that's penalizing us. We're in this wheel like a gerbil wheel

where they're constantly running and running and running just to do the bare minimum. So I don't know. I mean, it's worth the conversation, especially because -- you know we've talked before. My whole philosophy is that what we're mired in right now is a 1950's kind of Library System where we compel people to come to our building. And we, in my opinion, would be much better off if we went to people where they are and provided them real access and not just this perceived access by saying we have a building you can come in to.

I think the emphasis on having a facility and relying on that to be accessed is very misguided. Because I think the true access is opening up our resources and making them available to people on their terms and not our terms. But, I mean, there are other avenues too. And I know you all just expanded your hours, but reducing the hours also helps. You know, that curtails where staff has to be at different times and so you can consolidate. We just have a very difficult time covering what we're doing now. And so --

MRS. PHYLLIS D. BAILEY: My concern was because of the size of the city and the area, the actual area that we cover, if your vision would then be practical for that kind of area.

DR. GABRIEL MORLEY: Well, I mean, I think that would be subjective for sure. I mean, in Louisiana, we said if you're within thirty miles then you're good to go, you know what I mean. That's what you as a Board would have to decide. You know, what do we feel like is an area that's acceptable? You know, we said if you have a regional library within thirty miles of where you are, then that's acceptable service. And we had thirteen branches plus a warehouse, but that wasn't open to the public. So it depends on your philosophy. It depends on how you want to approach your Building Plan, not necessarily service because they're two separate issues.

And, you know, it's a -- it's a different mindset for sure. But I think it positions us for the future. I'm just not convinced that people are going to continue to want to use the building in the same numbers that they have historically because I think the culture is changing and those people are inevitably going to change along with it and we'll be left with these giant buildings where we pretend that there's access, but in reality, the people we're trying to access aren't interested in coming to our building. I just think it's a missed opportunity.

I think the majority of libraries are looking at it in the wrong way and they're looking at it in a very defensive and protective way to say we want to guard what we have and stand here and draw a line and say this is who we are as a library and we're not

going to meet you where you want to be met on your terms. And I much more willing to erase that line and say what are your terms; how can I meet your needs where you are and where you want to be?

MR. JOSH TAYLOR: Is there a process by which we can arrive at that vision or is the Planning Meeting too soon or is it the beginning or the middle of it?

DR. GABRIEL MORLEY: The Planning Meeting for?

MR. JOSH TAYLOR: The Strategic Planning Meeting we're going to have.

DR. GABRIEL MORLEY: I think that's probably a good place to have the initial discussion, you know, to feel out where everybody is; to understand what people feel like they're library service is; what they might want their library service to be; what it could potentially be that they don't even know it might be. We talked today at the Foundation, and I was telling them in Louisiana we were working towards having more and more outreach vehicles that could provide on-demand services because that way we get people when they need us. You know, we don't have people who are driving in the car and they said, oh, I'd like to go to the library but then they don't. They put it on their list of things to do, or put it on their refrigerator and it's weeks that pass, or they never come to the library. We want to capture them at that point of interest, when they say to themselves, man, I wish I could go to the library. We want them to be able to get on their phone or get on their tablet and be able to request what they want so we can close that transaction. We want to close that gap between wanting to use the library and being able to use it.

And just being new to Atlanta, I can tell you sitting in traffic wastes a lot of my time. So if I could be productive while I was sitting in the traffic, I would like to do that. But, I think to your point, having that initial discussion will help frame where we want to go because it's a commitment. You know, you can't do it both ways and you can't do it halfway. If you're going to provide an on-demand service, whether it's an immediate on-demand service, or a two, three day -- four day on-demand service, that takes a commitment of time and effort and personnel that you draw away from the branches. But that was part of our philosophy in Louisiana. We were -- we were pushing -- we had about twenty-five percent self-serve. And we were pushing to get that number to seventy-five percent. And there are some libraries who have gone one hundred percent self-serve. You don't have the option of a human being checking out your books. They do it all at once, and they've had success with it.

You know, different places have been more successful than others. It's usually just a hurdle. You know, people have an emotional attachment and an old fashioned idea that they want this customer service and they want to stand and talk to you at the service desk. It's a very compelling emotional argument, but very inefficient and really very ineffective because you can redeploy those librarians from standing behind a desk to get out on the floor and interact with people and be much more proactive and helpful than if they were just standing behind the desk waiting for someone to show up.

MR. JOSH TAYLOR: Did you see the -- you know, the Atlantic article that I think was distributed to us last month? It shows this phenomena of declining -- Circulation declining, Visits. You know, it's a nationwide issue.

DR. GABRIEL MORLEY: Yes. It's --

MR. JOSH TAYLOR: And they talked specifically about more electronic access.

DR. GABRIEL MORLEY: Yes. It's not isolated here. And that's what we saw too. That's why we wanted to push out into the community because we know there are users who want our services, but they have a difficult time. You're busy during the day and the kids have stuff afterschool and by then it's too late. You're too tired. You don't want to come and do anything. So we can come to you. We can come to your office, you know, with two or three trucks full of books and you can come and check one out. We have mobile services. We can set up with food trucks and have pop-up libraries. You know, we can go to the bar at night, you know, at 10 o'clock where people are drinking and check out magazines. We can do whatever we want to do that promotes our mission. And we were pushing into those territories to capture all of those people that were either users before and became non-users, or people who had never been a user because they felt like there was nothing for them. So we showed them there is something for you.

VICE CHAIRMAN PAUL KAPLAN: That's why the Strategic Planning Meeting that we have coming up is going to be very critical; I mean, and sitting down as a Board and talking these things out. We need to talk out what we're looking for; what do we want in the next five, ten years. And really -- and in salary-wise, what he just said there, I will tell you that in Illinois it was 60/20/20. Never more than sixty percent of our budget was for salaries. And we kept it within fifty-eight to sixty percent. It was sixty, twenty percent for books and twenty percent for miscellaneous; electric, all the things that run the place. And that's how we kept it at 60/20/20. And that is true, that is

what the norm is. Here it is pretty high. And I do know that the budget here -- and Gayle you can correct me -- was the budget here at one time thirty-four, thirty-five million dollars, something like that?

MS. GAYLE HOLLOMAN: It was at one point thirty-four million.

VICE CHAIRMAN PAUL KAPLAN: How long ago was that?

MS. GAYLE HOLLOMAN: Right around the time John Szabo was here.

VICE CHAIRMAN PAUL KAPLAN: And going down ever since?

MS. GAYLE HOLLOMAN: Ever since -- a little bit before he was here.

VICE CHAIRMAN PAUL KAPLAN: Yes. And we went up a little bit this time, but if we keep dropping down, we're going to go back to where we were before; shorter hours and stuff. So anything else?

16-27 CUSTOMER SERVICE REPORT

VICE CHAIRMAN PAUL KAPLAN: Customer Service Report. Anything to say? I do want to say something about Customer Service Report. What is going on with the Wi-Fi? We're every month -- I know it's getting better -- are we -- where are we going with this? Is something being done? I'm looking at you Gayle, you see, because you've got the ear for it. What's --

MS. GAYLE HOLLOMAN: So Wi-Fi is still a problem for us, but we have a meeting set up right now as of next week with a large group of people from I.T. The problem is that we've -- we've just got to have a meeting of the minds. I mean it's -- the whole bluetooth thing, the whole thing about which search engine or not can people use. Can we still allow people to use any search engine they chose? Should we narrow it down to the Google only, which we really don't want to do? In order for it to get better, we worked with GPLS for quite a number of months now to get their opinions, and we just -- we just got to make a decision. And so we're all involved. Dr. Morley and all of us are going to be sitting down with I.T. to try and narrow this thing down because it's just -- it's become more than anybody ever thought, and people are still complaining.

DR. GABRIEL MORLEY: I met with Sallie Wright yesterday, and she said we're their number one priority. They're reorganizing the way they deploy their service here because we're their number one complaint too.

VICE CHAIRMAN PAUL KAPLAN: Oh, yes.

DR. GABRIEL MORLEY: And so I think we're at the top of her radar. So once we -- once we have that meeting -- I think she is interested in revamping the whole System. Apparently, her predecessor is the one that instituted the blue --

MS. GAYLE HOLLOMAN: The bluetooth.

DR. GABRIEL MORLEY: The blue -- yes, whatever that security certificate has been --

MS. GAYLE HOLLOMAN: The Bluecoat, I'm sorry. I called it the wrong thing; Bluecoat.

DR. GABRIEL MORLEY: I think she's of the mind to dismantle that and go about it in a different way.

VICE CHAIRMAN PAUL KAPLAN: Okay. So we are going forward. It's just taking a long time.

DR. GABRIEL MORLEY: Always moving forward. It's out of our control.

VICE CHAIRMAN PAUL KAPLAN: I know it's out of our control. That's what I keep telling them it's out of our control.

DR. GABRIEL MORLEY: I know.

VICE CHAIRMAN PAUL KAPLAN: And as far as -- as far as the complaints about the washrooms are dirty and stuff, well, I did a little check myself. I went out to a couple of the libraries. I'm telling you it has not gotten any better. And we're right back again where we started from. I did see an inspector there who was inspecting the bathrooms. And I -- he made notes of all the things. I said, well, what's -- he said, well, we'll send a report and things will get done. I haven't seen anything get done.

MS. GAYLE HOLLOMAN: The cleaning?

VICE CHAIRMAN PAUL KAPLAN: Yes.

MS. GAYLE HOLLOMAN: I've been on the -- I was on the phone yesterday and today with the people over in Facilities who handle the cleaning crews. It is a major concern, a major problem. We're having daily reports from our Library Systems; Wolf Creek, East Point. They're not even able to get tissue and soap in the library.

VICE CHAIRMAN PAUL KAPLAN: I know that.

MS. GAYLE HOLLOMAN: And the problem with the floors not being mopped and all these things. We just don't know why they won't jump on it. So they did some people out to those locations today to try and address those specific issues, but it's ongoing and it's across the board. And it seems -- and I posed the question to them just a few days ago -- it seems that since we have initiated these additional twenty-five thousand square foot libraries at such distances, that has become problematic for them. And I don't think anyone is really looking at how far the crew -- the crews have to travel. And something needs to be addressed regarding that because that really seems to be part of the problem. And they're just -- they put some there; they think it's enough; and it is not enough. And then the fact that we have more voting locations than we've

ever had --

VICE CHAIRMAN PAUL KAPLAN: Right.

MS. GAYLE HOLLOMAN: -- and that is putting a strain as more people come to those locations than normal. That's posing a problem, and they're not considering that as they bring out supplies and what have you. So we're working with them. And we're trying to address it. James Morehead is the person that we've been talking with. And he really is committed to try and make a difference. Which we've asked to set up a meeting with him, and he's amenable to that. So we'll be trying to set that up for next week as well.

VICE CHAIRMAN PAUL KAPLAN: Okay. But that's one of the problems we have with people not coming to the library is because the facilities are terrible. You bring a little kid over here, you know, bring your child over here and they have to go to the bathroom on a day a couple of the toilets don't event work. The batteries are out of the sensors. They're not working. They don't know there's a bypass button. They don't use that. So here we are we have a couple of stalls out. It's just a -- it's a mess.

MS. GAYLE HOLLOMAN: Well, that whole sensor thing with the toilets is something new in the new libraries.

VICE CHAIRMAN PAUL KAPLAN: Right.

MS. GAYLE HOLLOMAN: And the people -- the people in the County are not as familiar with that, so they don't quite know what it takes to -- what it takes to have those supplies available. I think that it's a learning curve because this is new equipment for them. And so that's what we've also got to get them to understand about charcoal filters and urinals and all that. There's much more than what they used to deal with. So they got to figure out just how to, I guess, get the number of supplies on, you know, on premises.

VICE CHAIRMAN PAUL KAPLAN: Okay. Well, I'll get off of that. But I can go on with that.

MS. GAYLE HOLLOMAN: It's a problem. It's a major issue.

VICE CHAIRMAN PAUL KAPLAN: I'll keep checking it.

LIBRARY CLOSURE REPORT

VICE CHAIRMAN PAUL KAPLAN: Library Closure Report. What do we have on that?

DR. GABRIEL MORLEY: Our biggest closure was that burst pipe at East Roswell.

VICE CHAIRMAN PAUL KAPLAN: Right. And that's been taken care of.

DR. GABRIEL MORLEY: Yes.

VICE CHAIRMAN PAUL KAPLAN: Any other questions for the

Director?

OLD BUSINESS

LIBRARY CONSTRUCTION PHASE I - UPDATE

VICE CHAIRMAN PAUL KAPLAN: Okay. Old Business. Library Construction Phase I - Update.

DR. GABRIEL MORLEY: Phase I - Update, Southeast Library will open June 30. That's their Grand Opening. It starts at eleven in the morning. It'll be just like all the others. You know, we'll have a little ceremony and then it'll be open for business and for tours. We're coordinating that now. Claudia is doing the communications plan and getting together all the speakers. You have to decide if you want to speak or if you want to get someone else to speak --

VICE CHAIRMAN PAUL KAPLAN: I'll speak.

DR. GABRIEL MORLEY: -- for three to five minutes. John talked to the Foundation today. They'll have a rep. I'll say a few things. I'm not sure if Arrington will be there. We invited him and let him know. And I think he can make it. I think he chose a day when he can be there. So he'll say a few things and...

Auburn Avenue, we're getting closer to that. We have closed the three temporary Auburn Avenue locations so they can begin their packing. You know that's going to be a huge moving. Hiring professional movers is part of that project. We are terminating the lease at the Georgia Archives so we can move our material out of there into the new renovated Auburn Branch. And we expect sometime in late July. We're waiting to hear from Garner about which preference she has on dates. And -- but Allen and the rest of the construction people feel comfortable, you know, that we're going to meet that target.

VICE CHAIRMAN PAUL KAPLAN: Okay.

DR. GABRIEL MORLEY: And I know that one's behind schedule. I think you all are aware of that. It's eight or nine weeks behind schedule. And Gayle met with the parking lot people today, so, you know, those last little projects are getting scratched off the list.

South Fulton is still on schedule for later this fall. And that will really conclude Phase I in its original incarnation -- incarnation.

What we would like to do and what we're planning to do is we have a twenty million dollar unobligated pool of money from Phase I. That's do to effective and efficient construction projects. So another library building is under budget and on time, several of them. So with that twenty million, because that money would be lost if we didn't spend it, the County

Attorney has said we can move projects originally planned for Phase II into Phase I without incurring any kind of penalty. So we've identified eight libraries in Phase II that we believe we can move into Phase I and renovate up to the same standards that we've just done these other renovations and new construction. And that takes into account all of the projected mechanical and electrical work that Dennis and Faith Gould identified. To do that, though, we have to get Board of Commissioners' approval. I hope we're on the agenda for June 1, but I had an email about an hour ago that raised a question about that. I believed Monday we were on there, and today Todd like we weren't. But that will require their approval. We've put together the numbers. We've put together all the specifics so we can give those to them. And hopefully, they will give us the okay on that because that affects Phase II. If we can move eight libraries from Phase II into Phase I, then that means that we have fewer libraries to renovate in Phase II. So we have to know the status of moving these before we can proceed with estimated costs for Phases II of the project.

MRS. PHYLLIS D. BAILEY: Do you know where they are?

DR. GABRIEL MORLEY: The eight? The ones --

MRS. PHYLLIS D. BAILEY: Yes.

DR. GABRIEL MORLEY: Yes. But we probably shouldn't say that at this point because we haven't -- you know, until the Board of Commissioners actually accepts it, then it's just in a draft form. And I can send you the list.

MR. JOSH TAYLOR: It's in the presentation you sent us.

MRS. PHYLLIS D. BAILEY: What presentation?

DR. GABRIEL MORLEY: No. We modified it.

MR. JOSH TAYLOR: Oh, okay.

DR. GABRIEL MORLEY: We modified. The one that you saw was the original version. And we went back and looked at all the Faith Gould assessments and identified some of the libraries that needed the most attention so we would have a good foundation for why we chose the ones we did in addition to trying to spread them out so they hit everybody's district. So we had the full length of Fulton County spreading that money around. And those would be bid. I didn't say, but it's probably self-evident. Those would be bid as a single group. So it would be one contractor to do all eight. And that contractor would be responsible for assuring that there was adequate library service in those areas. They can't shut all eight and work on them at the same time. They have to manipulate their schedule so that some stay open while they're working on others. But it's -- we went back to get that evidence. That's what we

wanted so we would have something to rely on and say these are -
- have been identified as some of the most needy up to this
point. And we even had a discussion about whether or not it was
financially worth refurbishing some of them because they were in
such pitiful condition. And we just decided to move forward
with what we had because we're out of time.

If you remember, the bonds for Phase II need to be let. So
we're pushing up against some of these deadlines. But we
anticipate that to be on the June 1 agenda. If it's not there,
it'll be on June 15 for sure because we need to make that
decision.

VICE CHAIRMAN PAUL KAPLAN: Any other questions on that?

DATE FOR BOARD OF TRUSTEES OFFSITE STRATEGIC PLANNING MEETING

VICE CHAIRMAN PAUL KAPLAN: Date of the Strategic Planning
Committee to be offsite.

DR. GABRIEL MORLEY: Yes. We have several questions we need to
finalize. Remember, the majority of you have agreed that you
can do June 16 from 1 to 5 as the Board training. Do you also,
though -- it's been suggested that we meet in the morning, too,
and have some preliminary Strategic Planning discussions. So we
could potentially meet from 10 to 12 amongst ourselves and talk
about Strategic Planning things; how we might want to do it;
where we might want to go; and then break for lunch and then
come back from 1 to 5. Because remember Julie from the state
library is going to bring a facilitator to come and talk about
the training. So it'll be someone else's meeting essentially
from 1 to 5.

We also -- Jamilica sent me email and John Eaves has requested
some time to speak. So I think we would prefer for him to speak
at a time that we're in control of and not while the facilitator
is here trying to do regular training. So if you're agreeable
to that, then I can set up a time for him to come over and talk
to you. If you want to ignore him, then I guess I would --

MRS. PHYLLIS D. BAILEY: What does he need to...

DR. GABRIEL MORLEY: I don't know what he -- she just sent me
the email, said he wanted to talk to us and he wanted to do it
on that day. And I don't know what his motive is. I don't know
what he wants to say.

VICE CHAIRMAN PAUL KAPLAN: I talked to Jamilica, and she kind
of indicated to me that he just wanted to meet the Board of
Trustees. He doesn't really -- he hasn't met everybody, so he
just wanted to meet. Maybe he had some other comments he wants
to make. I don't know. Not sure. It's up to the Board. It's
up to you guys what you want to do.

MR. JOSH TAYLOR: I think it's a good idea. Maybe we could do

it over lunch.

DR. GABRIEL MORLEY: Yes. I don't know what his schedule is.

MR. JOSH TAYLOR: Yes.

DR. GABRIEL MORLEY: I just wanted to put it out. If you all are agreeable to seeing him and if you want to set a time limit, you know. I mean, I don't know that you want him to come over and give you a two hour --

MR. JOSH TAYLOR: I don't think he's -- has that in mind anyway.

DR. GABRIEL MORLEY: So you want --

VICE CHAIRMAN PAUL KAPLAN: I don't have any problem with him coming. But can people commit from ten o'clock on. That's the question. And what are we -- and I see offsite. Where's offsite?

DR. GABRIEL MORLEY: that's the other thing we need to determine: If you want to meet at another library; if you want to meet at this library; if you want to meet at a hotel meeting room or something? All that would need to be coordinated. And technically, if you're all going to be there, it's a public meeting. You know, I mean, we -- you know, so, I mean, we still have the regular open records issues to deal with, or open meetings issues to deal with. But we're -- you can meet wherever you want as long as we post it and follow all the regular guidelines.

VICE CHAIRMAN PAUL KAPLAN: What day of the week is this again?

MR. JOSH TAYLOR: It's on a Thursday.

VICE CHAIRMAN PAUL KAPLAN: Thursday?

MR. JOSH TAYLOR: Thursday the 16th. I've got the whole day blocked out, so...

VICE CHAIRMAN PAUL KAPLAN: My preference would be to meet here, personally.

MR. JOSH TAYLOR: Yes.

MRS. PHYLLIS D. BAILEY: Mine too.

VICE CHAIRMAN PAUL KAPLAN: And if people do come, they've got places to sit; they can listen. I just --

MR. JOSH TAYLOR: Okay.

VICE CHAIRMAN PAUL KAPLAN: -- more comfortable here.

MR. JOSH TAYLOR: That's fine. Go ahead.

MR. JOHN R. THOMAS: Yes. Gabe, the Strategic Planning part, that's a very big issue, a lot of discussion about how to do it and what do we have in mind. But it's an enormous planning undertaking. What is -- what can we hope to expect in the four hours? What can we hope to achieve in the four hours like before we commit to it, because it's going to take a lot longer than that?

DR. GABRIEL MORLEY: Yes. I was suggesting two hours; 10 to 12.

MR. JOHN R. THOMAS: 10 to 12, okay.

DR. GABRIEL MORLEY: And, you know, break for lunch, and then 1 to 5 was your Board training. And I think in that time will be a time for us to say what they're expecting --

MR. JOHN R. THOMAS: Okay.

DR. GABRIEL MORLEY: -- because I don't envision a big, laborious process.

MR. JOHN R. THOMAS: Okay.

DR. GABRIEL MORLEY: So you and I are at a different place. And you may -- I mean, I would advise against hiring a consultant, but you may be interested in hiring a consultant to do Strategic Planning. There are plenty of them. And there's different --

MR. JOSH TAYLOR: Well, I'm --

DR. GABRIEL MORLEY: -- the County --

MR. JOSH TAYLOR: I think --

DR. GABRIEL MORLEY: -- has used Accenture before and --

MR. JOSH TAYLOR: I think it would be good if you could present how you'd like to see it done.

DR. GABRIEL MORLEY: Yes. I have some different options. And I think that's the time for us to discuss how do we want to proceed --

MR. JOHN R. THOMAS: I agree.

MR. JOSH TAYLOR: Right.

DR. GABRIEL MORLEY: -- what do we -- what level of involvement do we want each constituency to have; where do we want to focus? Because what -- and I've told the staff this -- I don't just want to open it up and have people just comment abstractly. I want to have some kind of framework or skeleton --

MR. JOHN THOMAS: It needs to be structured.

DR. GABRIEL MORLEY: -- to help guide people in a certain direction.

MR. JOSH TAYLOR: Right.

MR. JOHN R. THOMAS: Absolutely.

DR. GABRIEL MORLEY: You know, we don't just want people throwing out ideas that we can't fulfill. We want to have a good -- a good framework or a good skeleton for people to then build on.

MR. JOHN R. THOMAS: That's exactly what I was getting at. Because if you don't have that, you don't have that kind of structure then it'll become a anything goes kind of thing, so...

DR. GABRIEL MORLEY: And I'll send some stuff ahead of time --

MR. JOHN R. THOMAS: Okay.

DR. GABRIEL MORLEY: -- so you'll have a place to come up with some ideas. And that way when you get here, you're prepared and we're not sitting for an hour trying to think of things.

MR. JOHN R. THOMAS: And I, for one, would appreciate your thoughts on Strategic Planning from the library perspective.

DR. GABRIEL MORLEY: Well, and you as well. You've been here the longest.

MR. JOHN R. THOMAS: Yes.

DR. GABRIEL MORLEY: I mean, I think everyone else is relatively new.

MR. JOHN R. THOMAS: Right.

DR. GABRIEL MORLEY: So whatever your perspective is, too, helps guide some of what we're thinking.

MR. JOHN R. THOMAS: For sure.

DR. GABRIEL MORLEY: So don't be shy.

VICE CHAIRMAN PAUL KAPLAN: Okay. So, again, say the date? The date, again, is June?

MR. JOSH TAYLOR: 16.

VICE CHAIRMAN PAUL KAPLAN: Okay. And we're going to do it at 10 o'clock, right.

DR. GABRIEL MORLEY: Yes.

VICE CHAIRMAN PAUL KAPLAN: And Chairman Eaves, it's okay if he comes?

MR. JOHN R. THOMAS: Yes.

MR. JOSH TAYLOR: Sure.

VICE CHAIRMAN PAUL KAPLAN: Okay.

DR. GABRIEL MORLEY: I'll let him know.

VICE CHAIRMAN PAUL KAPLAN: You can let him know.

MR. JOSH TAYLOR: Any more exposure we can have to any Commissioner is good.

NEW BUSINESS

NOMINATION OF BOARD OF TRUSTEES OFFICERS

VICE CHAIRMAN PAUL KAPLAN: Okay. Nomination for Board of Trustees Officers. And there was a committee formed. It was Josh -- and Jamilica could not be here today because of work commitments.

MR. JOSH TAYLOR: Right.

VICE CHAIRMAN PAUL KAPLAN: So, Josh, what do you have to say?

MR. JOSH TAYLOR: Well, Jamilica and I talked about this a couple of times over the last week. And everybody got the email that I think she sent out saying, you know, she'd like for people to have a more open discussion about their interest in serving in one of the two positions. I think Jamilica and I feel it would be very natural for you to be the nominee for the Chairperson and -- if you'll accept that. And Jamilica, I think, was reluctant to stand for Vice-Chair because of her work commitments, and she wasn't sure what the time commitment would be. And I basically told her, I said,

well, it's to fill in for the Chair when the Chair isn't there. You know, there aren't any other specific duties. So I think she'd be willing to serve. And, I guess, I personally think it would be good for her to serve simply because she's Chairman Eaves' appointee and communicates with him on a regular basis. She's been very active in our search process; interviewed all the candidates and helped deliberate. But beyond that, I mean, I think everybody else, I'd like to hear if anybody else would be willing to serve and essentially we'll vote on it in June. You don't vote on it today according to bylaws.

VICE CHAIRMAN PAUL KAPLAN: Right.

I'll go around the Board. Phyllis? You're willing?

MRS. PHYLLIS D. BAILEY: Yes.

VICE CHAIRMAN PAUL KAPLAN: Because you indicated to me awhile ago that you'd be interested in Vice-Chair?

MRS. PHYLLIS D. BAILEY: Yes.

VICE CHAIRMAN PAUL KAPLAN: Josh, I'm looking at you. You're the Secretary.

MR. JOSH TAYLOR: I think -- being secretary is something that I volunteered to do and I'm quite willing to do it. And I hope it's useful. And I haven't heard anybody else volunteer to do it. So I'd say it's an appointed position, not an elected position, so...

VICE CHAIRMAN PAUL KAPLAN: Okay.

John? I know you're Chairman of the Foundation.

MR. JOHN R. THOMAS: And I was Chairman of this Board as well. And I would like to pass. I have my hands full at the Foundation right now.

VICE CHAIRMAN PAUL KAPLAN: Priscilla, I'm not going to ask you. You just got on today.

DR. GABRIEL MORLEY: That's the best time to ask.

VICE CHAIRMAN PAUL KAPLAN: Well, yes, but she's got her commitment at the school -- school level also, so am I --

MR. JOSH TAYLOR: Well, she can speak for herself.

MRS. PHYLLIS D. BAILEY: Well, go ahead.

VICE CHAIRMAN PAUL KAPLAN: Oh, she just said --

MS. PRISCILLA BORDERS: No. I'm going to pass. There's a lot for me to learn.

MR. JOSH TAYLOR: Okay.

VICE CHAIRMAN PAUL KAPLAN: Chip? You're back there.

MR. D. CHIP JOYNER: I like the two who were suggested already. I think they're -- that both of you would be fine candidates, so I will pass.

VICE CHAIRMAN PAUL KAPLAN: So it looks like -- that we have Phyllis -- well, let's talk about myself.

Okay. Well, you know, if anybody speaks up, you certainly can be Chairman. I've done this -- this kind of position before. But a lot of you don't really know me. I pretty much listen to people talk. I'm not standoffish. I don't mind if somebody calls me in the middle of the night and whatever they have to say. I listen to everybody, but I am a worker. I do get out there. I just don't take this position and only meet once a month. That does not happen with me. Ask my wife. She will tell you that. I've been going a lot to the libraries. I look around, see what's going on. If you don't know what's -- and I'd really like to have this Board -- and I'm looking at my Director -- I want this Board to go out and take a look at some of these libraries. Maybe one day we'll get a bus or get something, get everybody out there. Take a look, guys. I want you to see what we're dealing with out there prior to the time that we do the remodeling work. And you really get to know what some of these people are seeing when they're going to the libraries. So we want to change that perception. But I want everybody to take a look at it. That's something maybe we can work out further down. We've just got a few things going on right now.

So, I will accept it. But we're going to meet -- if somebody wants to speak up before the next meeting and be nominated, just go right ahead.

MR. JOSH TAYLOR: I think because of your experience and commitment you would be the best candidate. I don't think there's any question about that.

VICE CHAIRMAN PAUL KAPLAN: Well, I'll do the best I can. I'll do what I can. But I will tell you that on all the boards I am we take turns. We only stay on a position one to two years at the max. And that's what I think our bylaws now have made a change.

MR. JOSH TAYLOR: Yes. The new bylaws basically it's a two-year term, max. Doesn't have to --

VICE CHAIRMAN PAUL KAPLAN: Right. And that's it. And then gives it to somebody else, so... And my time -- my Commissioner term is up in December. Well, mine's up in December. So if I'm nominated again to stay on, hopefully, I am, so we'll see what happens. But we'll go from there. And Phyllis accepted --

MRS. PHYLLIS D. BAILEY: Yes.

VICE CHAIRMAN PAUL KAPLAN: -- she was going to be the Vice-Chair. So we'll talk about it at the next meeting.

RESULTS FROM LIBRARY CUSTOMER SURVEY

VICE CHAIRMAN PAUL KAPLAN: Okay. Results of the Library Customer Survey. I see the results just got passed to

everybody.

DR. GABRIEL MORLEY: Yes. We passed these out so you can look at them. If you have questions, next month you can ask questions. But in reality, in all honesty, there were so few responses. We had fewer than fifteen hundred responses. These results are meaningless. They are not representative of any kind of significant sample, size, or pool. So, you know, take it for what it's worth. We'll do better next time. I mean, we -- you know, I told them we need at least ten thousand responses for these results to really mean anything. In some cases, this is just an exercise in futility. I put a few percentages on here today. They're not really relevant. But if you wanted to see some of the highlights, on page 3, you can see the eighty-six percent of the people who did respond were over forty. Of course, that doesn't mean much because we don't really know how we deployed this questionnaire, and we only got thirteen hundred responses. So clearly it's not representative of the entire county. Also, interestingly, seventy-two percent of the respondents were female.

And, I mean, if you know anything about statistics, you know if this were an adequate sample size and we had numbers like that then that would be very indicative of who's using the library. At this point, it's not.

MR. JOHN R. THOMAS: It's statistically insignificant.

DR. GABRIEL MORLEY: Yes. It's not really helpful. But if you're, you know, really desperate to look for stuff, eighty-eight percent of the people who did the survey also have some college, which you know isn't representative of who's using the library. I mean, the majority of our users, I guarantee, are people who have not been to college.

But you have to factor in all those different biases. If you're an academic nerd, you know, like me, then you understand, you know, that people who fill out the survey may be people that are more literate. So clearly they're going to fill out -- you have to build out a certain amount of error.

MR. JOSH TAYLOR: Yes. This is a self-selected --

DR. GABRIEL MORLEY: Yes.

MR. JOSH TAYLOR: -- survey population.

DR. GABRIEL MORLEY: Yes. And you all know, I mean, this is the first time we did it online. And so we also potentially excluded people who didn't feel like doing it online. I mean, there are a number of factors.

I did want to say one thing, though, because it relates to our Strategic Planning and to what Phyllis and I were talking about earlier. If you look at question number 14: How often do you

visit the library? Our sweet spot is going to be with people who visit a few times a year. We know there are core die hard library users who are coming in here three or four times a week. We don't have to fool with those people. They're never going to give us up. And we know there are people who are never coming here, like, my brother-in-law. We don't have to worry about those people. It's not worth our time and effort for those small amount of gain. But that sweet spot, those people visiting a few times a year, we want them at least once a week. Imagine how that would change the usage if the people that are on the fence right now start to use the library double what they're doing. Let's say they come twice a month. And let's say next year they come four times a month. Think of how that would affect our Usage and our Circulation. And so what we're really going to focus on -- and this is a page out of the political science, you know, handbook if you know anything about voting and -- you have to focus on those people that are in middle and those people that are on the fence. And if we can get to these people -- and these are people who we know have an interest in what we're doing. They're just not overly interested. If we can push them over the hump, that dramatically changes what we're doing very quickly and very easily.

So I think that will be part of our focus when we start the Strategic Planning is to identify who's in this group and why right now are they only doing it a few times a year and how can we double or triple that. And you will see a huge uptick. We did that in Calcasieu and our numbers, for example, in one year we had an extra twenty thousand children's books circs by focusing in on the people that came in once or twice a month and trying to get them to come in three or four times a month. And so that small little bit of effort we put out yields a huge gain for us in whatever area we're focused on. So keep that in mind. When we do this survey again next year, hopefully, our results will be much more thorough and much more meaningful.

MR. JOHN R. THOMAS: Indicative, yes.

VICE CHAIRMAN PAUL KAPLAN: Any questions on it? Any other questions?

DR. GABRIEL MORLEY: And if -- yes, if you have questions during the month, you can email me. Like I said, I asked Ed not to do the branch by branch data because some of them were so --

MR. JOSH TAYLOR: Too small.

DR. GABRIEL MORLEY: -- small it wasn't worth it. And, I mean, that's an enormous amount of effort to go in branch by branch and break down these questions. He does have some zip code data

that we could potentially use as a starting point for, you know, what Zip Codes are primarily filling out the questionnaires, not necessarily which ones are using the library, but which zip codes filled out the questionnaire.

MR. JOSH TAYLOR: But we know who's using the library based on we have addresses of card carriers, right?

DR. GABRIEL MORLEY: We have cardholders, but we don't know if they're users.

VICE CHAIRMAN PAUL KAPLAN: Yes. You can have a card and not use it.

DR. GABRIEL MORLEY: We had --

MR. JOSH TAYLOR: Are you sure about that?

DR. GABRIEL MORLEY: At Calcasieu when we went in and looked at our cardholders versus active users, our cardholders, if it's here, our active users were twenty-seven percent of that number.

MR. JOSH TAYLOR: Yes. But I'm saying don't you have data on people who are certainly checking books out?

DR. GABRIEL MORLEY: Maybe not because of privacy. I mean, in some case -- in Calcasieu, we opted not to keep records of people that were checking stuff out. We didn't want to have that data and get a subpoena from the FBI. Some place offer you the option of maintaining that data. But in Louisiana, if you came in and asked me what book did I check out and when, we would not be able to tell you.

MR. JOSH TAYLOR: Gayle, didn't we have that option?

MS. GAYLE HOLLOMAN: Oh, no.

MR. JOHN R. THOMAS: No?

MS. GAYLE HOLLOMAN: Because of confidentiality for our records we can't do that.

MR. JOHN R. THOMAS: Same thing here.

MS. GAYLE HOLLOMAN: Once you check it out, it's one. We can't --

MR. JOSH TAYLOR: Oh, okay. I thought -- I thought having the individual signify they wanted to have that access was something we discussed.

MS. GAYLE HOLLOMAN: Well, we did -- I do have to back up. We have offered that. But as a general rule, we just can't do it across the board.

MR. JOSH TAYLOR: No. I understand. I understand.

MS. GAYLE HOLLOMAN: Yes. So I don't know. In a survey, it wouldn't help because you can't do it across the board.

MR. JOSH TAYLOR: Okay.

DR. GABRIEL MORLEY: But, you know, I mean, those are the things -- remember last time we talked last time, too, about figuring out a back door way to do that through targeted marketing so

then we can figure out who's - who's using and who isn't. And there are other ways you can determine those numbers. I'm signed up for a Webinar later on in the month to see another way that we might be able to grab some of that data without mining our own records so we don't violate any kind of patron confidentiality.

MS. PRISCILLA BORDERS: I have a question. So this survey is taken at the library?

DR. GABRIEL MORLEY: It's online.

MS. PRISCILLA BORDERS: It's online.

DR. GABRIEL MORLEY: This was the first time it was online. So essentially they could have taken it anywhere where they had Internet access. And Ed was --

MS. GAYLE HOLLOMAN: But we provide paper copies.

DR. GABRIEL MORLEY: Yes. And we had the - some paper copies. But Ed was also trying to get the I.P. address so we could narrow down some kind of range. But I don't know that that was going to be -- did you hear anything back from I.T.?

MR. ED ROBINSON: I haven't heard anything back from I.T. They sent me a list of I.P. addresses, but they don't line up to what's in the survey data, so I'll talk back with them.

DR. GABRIEL MORLEY: It was, I think, Priscilla, I think it was before I got here. I think they were just trying to get it online. And so we just wanted to take that step, and now we'll work to refine it as we go.

MS. PRISCILLA BORDERS: So how do they know it's online for them to take it?

DR. GABRIEL MORLEY: They had to come into the library for us to tell them.

MS. GAYLE HOLLOMAN: No. We had publicity. We had publicity that went out beforehand on the website. And we've had -- Claudia sent out flyers and what have you for the staff to put out around the branches so that they would be aware that the survey is coming and we -- and asking people to participate.

MR. JOSH TAYLOR: And we have email addresses on half -- about half the cardholders, so... Did we do an email blast?

MS. GAYLE HOLLOMAN: And she also did an email blast to those with whom we had the addresses.

DR. GABRIEL MORLEY: But also keep in mind -- and I didn't put this in my notes -- but this was also a user survey and didn't really address non-users, I don't suspect, I mean, which is going to be your most significant population. I mean, I think the non-users is the group that's untapped that we can --

MR. JOSH TAYLOR: So -- so can you have some recommendations for us in terms of how -- how we can approach this next time around?

DR. GABRIEL MORLEY: For the survey?

MR. JOSH TAYLOR: Uh-huh (affirmative).

DR. GABRIEL MORLEY: Oh, yes. The County is about to do one now. We're going to survey people to death. But the County is going to do a Customer Service survey to get some baseline data and then everyone in the County is going through a Customer Service training and then they're going to do the survey again in six or nine months. And then ours will be rolling around again, so... But we'll have a much better deployment strategy. And I think that will help overall. We'll get a better breadth of people answering and a better -- or a wider expanse of people because we'll be able to get to those pockets that we know we're not getting to now.

VICE CHAIRMAN PAUL KAPLAN: Any other questions?

EXECUTIVE SESSION

VICE CHAIRMAN PAUL KAPLAN: Okay. I'll entertain a motion. We're going to go into Executive Session and need a motion to go into Executive Session. We're going to take a five-minute break after that.

MOTION

VICE CHAIRMAN PAUL KAPLAN: Is there a motion?

MR. JOSH TAYLOR: So moved.

MR. JOHN R. THOMAS: Second.

VICE CHAIRMAN PAUL KAPLAN: Move and second.

All in favor, say aye.

(Whereupon, all said aye.)

VICE CHAIRMAN PAUL KAPLAN: Okay. We'll take a five-minute break. And thank you everybody for coming and voicing your concerns by all means.

***(Whereupon, the Board of Trustees Meeting
concluded at 5:02 p.m.)***

Fulton County Library System
Director's Report
Dr. Gabriel Morley, Executive Director
June 15, 2016

Summary of May Activities

Auburn Avenue Research Library on African American Culture and History

The Auburn Avenue Research Library (AARL) observed its 22nd anniversary on May 14th. The Research Library temporarily suspended library service effective Sunday, May 22nd in preparation for the move/return to the AARL facility. The AARL staff members were engaged in a variety of activities, including providing public service to patrons in-house, by telephone and via the email.

Special Projects / Activities

- On Friday, May 20, 2016, Interim Research Library Manager, Sharon E. Robinson attended an inaugural National Conversation on Civil Rights and Individual Freedom Justice, presented by the National Archives and Records Administration (NARA) in partnership with the Jimmy Carter Presidential Library and Museum, entitled Civil Rights and Individual Freedom: Amending America. This two-day event (May 20 & 21) included a special luncheon hosted by the NARA and a Q & A session with former President Jimmy Carter and Derreck Kayongo, CEO of the National Civil and Human Rights Center on May 20th.
- Staff members (Morris Gardner, Manager/Librarian Senior, Staff Development Day Coordinator and Gloria J. Mims, Senior Librarian, Committee Member) continue to be engaged in the development of the AFPLS Staff Development Day program scheduled to be held on Monday, October 10, 2016.

Public Service / Service Enhancements

- A patron visited the Archives Division via online. He is engaged in an ongoing project, working on the production of a new PBS documentary film that includes a segment on the American Civil Rights Movement. Broadly, is interested in the 1955-1969 period, and would like to use related photographs found in the Hosea L. Williams Photograph Collection and Andrew Young Papers – including civil rights marches, demonstrations, poverty, meeting and Ku Klux Klan marches, etc.
- The Archives Division received 6 linear feet of materials for the new Atlanta Jamaican Association Collection. More items for this collection will be forthcoming.

Programs / Events

- Hammonds House Museum, in collaboration with the AARL, hosted *Image Perceptions*, an exhibition by artist Ealy Mays. Skillfully curated by Young Hughley, this compelling exhibition fuses satire, social commentary and black intellectualism into thought

provoking visual narratives on race, gender and class. This exhibition was on display in the AARL Satellite Gallery at Hammonds House Museum.

- Hammonds House Museum, in collaboration with the AARL, hosted photographer Andrew Feiler, who discussed his latest publication, *Without Regard to Sex, Race, or Color: The Past, Present, and Future of One Historically Black College*. A photographic meditation on an embattled black college, this collection of images of Morris Brown College honors its proud past, and documents the institution's challenging present.
- Hammonds House Museum, in collaboration the AARL, hosted a screening of the film *a Trek to the River's Edge*. This compelling documentary film examines the Atlanta Student Movement of the 1960's. This event featured a post screening community discussion with civil rights activists and participants in the Atlanta Student Movement, Dr. Hershel Sullivan, Dr. Roslyn Pope, Dr. Lonnie King, and Charles Black.

Branch Services

In May the library system also launched Fliptser and Zinio our latest acquisition of electronic magazine. Patrons have commented favorability for this new initiative that is has proven to be a favorite for many. The voice of the community is very important and here are a few comments on our efforts to provide positive experiences in the public library:

Library patrons are experiencing fewer challenges with Internet access. The Youth Services department in conjunction with Marketing instituted an online component to the coming Summer Reading Program giving patrons the opportunity to register for the program via the library's website.

May 21st was a very active day where the library was involved with events at Habitat for Humanity and Summit of Aging. Library information and storytelling events took place at these events.

GED

May 12, 2016 was a GED Commencement Ceremony, an opportunity for our graduates to share the excitement and importance of their academic accomplishments with peers, family, and friends. The location was at the Therrell High School in Southwest Atlanta. The success of one particular student is one of the department's greatest success stories relative to our GED program.

He has taken the battery of tests on three consecutive times always coming short of a few points. Undaunted, he persevered and never gave up despite the hurdles he has to overcome. Now, he has achieved his lifelong dream of acquiring a GED certificate and has already been enrolled in one of the colleges in Atlanta. He credits his success to our words of encouragement, and he has a word of advice to his fellow peers, and I quote: "Just when all seems lost, lift yourself up, talk to friends, and somewhere will emerge the needed help," he concluded.

Five new students joined the library's ESL classes during the month of May. Their respective countries of origin are Senegal, Russia, Argentina, Nepal and South Korea. Seeing their national colors displayed during classes give them a great sense of pride.

Special Collections has entered into a partnership with Emory University and Georgia State University to digitize the Atlanta City Directories. The end result of the project will be to provide all city directories in various formats online. This will include searchable pages, as well as include corresponding maps. The department's nearly-intact city directory collection features heavily in this project as we own many years that are not available anywhere else. Currently ten titles are at Emory being scanned. They will return in early June and another ten will be taken for scanning.

Exhibits and Displays

Congressman John Lewis's fifth Congressional District High School Art Competition Exhibition stayed up from May 1 through the 20th in the Central Library Art Gallery. The Awards Reception was held on Friday, May 6th, from 6:00 – 7:30 PM and was hosted by Congressman John Lewis, who presented the awards to the recipients. Around 85 people attended the Awards Reception.

The 1st Place award was given to artist Salve Black, of Tri-Cities High School, for her artwork "The Rules" that will hang in the Cannon Tunnel of the U.S. Capitol for 11 months. Miss Black also received a complementary airline round trip ticket to Washington, D.C. to attend the national reception for all first place recipients, and two \$12,000 scholarships, one to attend the Art Institute of Atlanta (AIA) and one to attend the Savannah College of Art & Design (SCAD). The 2nd Place award went to artist Sophia Rice, of the Atlanta International School, whose self-portrait created with thread and acrylic garnered a \$7,500 scholarship to attend the Art Institute of Atlanta (AIA). The 3rd Place award winner Layla Priest, of Therrell High School, took home a \$3,500 scholarship to attend the Art Institute of Atlanta (AIA) for her acrylic self-portrait. All 27 exhibiting artists of the fifth Congressional District received a Special Certificate of Participation signed by Congressman John Lewis. Each participant also received a complimentary admission ticket to the High Museum of Art and art supplies through a generous financial contribution by photographer and State Farm agent Arthur Ratliff, who is also a donor of the Central Library Art Gallery Program. Mr. Ratliff also served as event photographer and volunteer Shirley Favors helped organize and set up the refreshment tables.

P/R Marketing

The May 20 issue of *Atlanta Journal-Constitution* featured in its "Metro" section, an article by Arielle Kass, titled "Fulton Commissioners support keeping Central Library" regarding the future of the Central Library at Margaret Mitchell Square.

During the month of May, the Atlanta-Fulton County Library System announced the closing of three library branches, in preparation for the Southeast Atlanta Grand Opening event in June. The information about the three closed libraries was featured in an article by Jill Vejnaska in the May 23 issue of the *Atlanta Journal-Constitution* in its Living section.

The May 24 issue of the *Atlanta Journal-Constitution* ran in its "Metro" section, a brief about the program, "Sign Language for Kids" to help children ages 5-12 learn the basics of sign language.

The June 2 edition of *Atlanta Intown* featured an article titled "Public Meeting on Future of Central Library" highlighting the public meeting and open house at Central Library.

The June 2 edition of the *Forsyth Herald* ran in its “Main” section, a brief about a Summer Harp Concert at the Alpharetta Branch, the Milton Branch’s Summer Reading Kick-off, a College Admissions Seminar at Roswell Branch, Zinio Online Training at Northeast/Spruill Oaks, Reading with Echo (therapy dog) at Alpharetta Branch and Small, Small World, sponsored by the City of Johns Creek at Northeast/Spruill Oaks Branch.

The May 26 edition of the *Alpharetta-Roswell Herald* featured in its “Main” section a brief about the Johns Creek Summer Reading Kick-off at Northeast/Spruill Oaks Branch, the Roswell Summer Reading Kick-off at Roswell Branch and Small, Small World at Northeast/Spruill Oaks Branch.

The May 26 edition of the Johns Creek Herald featured in its “Main” section a brief about the Johns Creek Summer Reading Kick-off at Northeast/Spruill Oaks Branch, the Roswell Summer Reading Kick-off at Roswell Branch and Small, Small World at Northeast/Spruill Oaks Branch.

On June 8, the *Neighbor Newspapers* featured in their online edition an article about the work of Kaiser Permanente to discuss pool safety with children throughout the summer, as well as their program at Atlanta’s Central Library on June 6.

Volunteer Services

General Overview: The Office of Volunteer Services recorded 5,221 hours performed at 31 locations, including 9 departments at Central, by 540 volunteers, 58 of which were new to the System. Ocee, Buckhead and Roswell had the top number of individual volunteers and Roswell, Alpharetta and Sandy Springs had the top number of Friends’ hours.

Our top three hour volunteers served over 106 hours each and assisted with shelving at Dogwood and led the Friends of the Roswell Library Book Store and book sale. Our top four new volunteers, two of which were teen volunteers, served between 16-54 hours each assisting with projects at the Ocee, East Roswell, Alpharetta and College Park libraries. Alpharetta, Ocee and Northeast Spruill Oaks staff members led the branches with the highest number of volunteer orientations.

We celebrated National Volunteer Appreciation by posting highlights of volunteers at work across the System, pictures of staff thanking volunteers and annual volunteer statistics in Central’s first floor display case. We welcomed over 140 guests to our 26th Annual Volunteer Recognition Program at Central and celebrated the 2,387 volunteers who served 68,868 hours in 2015. Five members of the Board of Trustees participated and Chair Stephanie Moody and John Thomas shared greetings from the Board of Trustees and Foundation. Volunteers received awards for outstanding hours and years with the library, lunch served by staff and a picture frame featuring branch managers spelling out thank you, our logo and our theme, “Our Volunteers are Picture Perfect”. Certificates were awarded at the ceremony and sent to the branches for those volunteers not able to join us, including to 105 who donated 100-199 hours, 50 who donated 200+ hours, 49 who celebrated a 5-25 year anniversary, 29 teens who received a President’s Volunteer Service Award and 8 Millennium Awards for volunteers who served over 1,000 lifetime hours. Our top hour’s winners served over 1,100 hours each including Dogwood Library volunteer Emmett Brantley, III, Friends of the Roswell Library Book Store leader Carol Harrison

and Friends of the Alpharetta Library president Gerrie Fornek. Each received a special framed award, scrapbook and certificates for hotel stays and meals at Atlanta area restaurants. Our top award winners presented a check to the Board of Trustees representing the volunteer hours donated to the Library System valued at \$1,588,784.76. All volunteers received nametags to keep, thank you pins and 45 volunteers received raffle prizes ranging from plants to gift cards.

Books for Babies program materials were distributed to 38 families this month through our youth services librarians and a Grady Hospital social worker. Volunteer services staff screened and placed 49 teenagers, 36 adults and 12 court-required volunteers. Staff also coordinated one group placement, assisted 7 community members with finding alternative community service locations and completed 17 volunteer letters to verify service hours.

Staff of the Palmetto Branch met with photographer Horace Henry. Mr. Henry approached staff about hanging his exhibit "One Day in January" during the month of June in observance of Juneteenth. The exhibit will be hung on Thursday, June 9th and open on Monday, June 13th. There will be an Artist Talk and reception on Thursday, June 16th at 6:00p.m. Mr. Henry is a native from Palmetto.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS MAY 31, 2016

Doc. #16-34

SERVICE	2016 BUDGET	MAY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,186,796	997,970	5,434,320	-	5,434,320	38%	8,752,476
PART TIME SALARY	1,698,595	61,366	372,164	-	372,164	22%	1,326,431
BENEFITS	7,337,277	627,042	2,655,277	-	2,655,277	36%	4,682,000
BOOKS	1,983,889	275,055	322,373	1,080,371	1,402,744	71%	581,145
OFFICE EQUIP. REPAIR	58,456	-	53,693	2,500	56,192	96%	2,264
EQUIPMENT	2,820	-	-	909	909	32%	1,911
OFFICE FURNITURE	4,700	-	2,350	-	2,350	50%	2,350
PROFESSIONAL SERV	55,337	2,525	12,694	26,104	38,798	70%	16,539
COPIER MACHINE LEASE	323,100	2,025	64,644	-	64,644	20%	258,456
COPIER PAPER	34,000	-	-	-	-	0%	34,000
SUPPLIES	204,284	22,877	42,682	-	42,682	21%	161,602
SOFTWARE MAINTENANCE	250,000	-	3,600	-	3,600	1%	246,400
BUILDING RENT	263,050	26,603	123,723	139,327	263,050	100%	0
LYRISIS CHARGES	1,000	-	-	-	-	0%	1,000
OTHER SERVICES	124,485	1,125	8,999	41,838	50,838	41%	73,647
SECURITY SERVICES	282,442	30,814	133,403	146,305	279,708	99%	2,734
TRAVEL	12,391	2,411	2,811	-	2,811	23%	9,580
TRANSFER OUT CAPITAL PROJ	15,000	-	-	-	-	0%	15,000
TRAINING	1,465	-	-	-	-	0%	1,465
VEHICLE MAINTENANCE	13,750	120	1,083	-	1,083	8%	12,667
GENERAL INSURANCE	759,530	316,471	316,471	-	316,471	42%	443,059
TOTAL	27,612,367	2,366,403	9,550,286	1,437,355	10,987,641	40%	16,624,726

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OF MAY 31, 2016

ORGANIZATION	SERVICE	2016 BUDGET	MAY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
TYPE	DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,139,918	854,365	4,657,132	-	4,657,132	38%	7,482,786
	PART TIME SALARY	1,698,595	61,366	372,164	-	372,164	22%	1,326,431
	BENEFITS	6,243,027	538,753	2,274,976	-	2,274,976	36%	3,968,051
	BOOKS	1,983,889	275,055	322,373	1,080,371	1,402,744	71%	581,145
	OFFICE EQUIP. REPAIR	58,456	-	53,693	2,500	56,192	96%	2,264
	OFFICE FURNITURE	4,403	-	2,350	-	2,350	53%	2,053
	PROFESSIONAL SERV	14,595	1,555	4,678	3,747	8,424	58%	6,171
	COPIER MACHINE LEASE	307,800	-	53,634	-	53,634	17%	254,166
	COPIER PAPER	600	-	-	-	-	0%	600
	SUPPLIES	157,339	14,924	19,663	-	19,663	12%	137,676
	BUILDING RENT	263,050	26,603	123,723	139,327	263,050	100%	0
	OTHER SERVICES	34,383	1,388	4,033	950	4,983	14%	29,400
	SECURITY SERVICES	282,442	30,814	133,403	146,305	279,708	99%	2,734
	TRAINING	1,000	-	-	-	-	0%	1,000
	GENERAL INSURANCE	575,035	239,598	239,598	-	239,598	42%	335,437
Total		23,764,532	2,044,421	8,261,418	1,373,200	9,634,618	41%	14,129,914

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OF MAY 31, 2016

ORGANIZATION	SERVICE	2016 BUDGET	MAY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
TYPE	DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,046,878	143,605	777,189	-	777,189	38%	1,269,689
	BENEFITS	1,094,250	88,289	380,301	-	380,301	35%	713,949
	EQUIPMENT	2,820	-	-	909	909	32%	1,911
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	40,742	970	8,016	22,358	30,374	75%	10,368
	COPIER MACHINE LEASE	15,300	2,025	11,010	-	11,010	72%	4,290
	COPIER PAPER	33,400	-	-	-	-	0%	33,400
	SUPPLIES	46,945	7,953	23,019	-	23,019	49%	23,926
	SOFTWARE MAINTENANCE	250,000	-	3,600	-	3,600	1%	246,400
	LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
	OTHER SERVICES	90,102	(263)	4,967	40,888	45,855	51%	44,247
	TRAVEL	12,391	2,411	2,811	-	2,811	23%	9,580
	TRANSFER OUT CAPITAL PROJ	15,000	-	-	-	-	0%	15,000
	TRAINING	465	-	-	-	-	0%	465
	VEHICLE MAINTENANCE	13,750	120	1,083	-	1,083	8%	12,667
	GENERAL INSURANCE	184,495	76,873	76,873	-	76,873	42%	107,622
Total		3,847,835	321,982	1,288,868	64,155	1,353,023	35%	2,494,812

Atlanta-Fulton Public Library System - May 2016

Activity and Description		2016		2015		% Difference	
		May	YTD	May	YTD	Monthly	YTD
System Overview	Collection Size						
	Items the library owns	2,525,024		2,402,640		5%	
	Total Cardholders						
	Library accounts registered in our system	564,370		504,484		12%	
System Overview	New Cardholders						
	First time registration of a patron	3,656	19,948	3,774	18,653	-3%	7%
	Renewing Cardholders						
	Current patrons renewing a card	6,998	36,275	7,099	34,149	-1%	6%
General Use	Circulation						
	Total number of items checked out of the library	249,011	1,288,070	223,932	1,109,734	11%	16%
	Holds						
	Number of requests by patrons for staff to locate and make available materials throughout the system	53,207	259,190	43,328	210,086	23%	23%
General Use	Inter-Library Loans						
	Number of items lent to or borrowed from another library system	284	1,138	232	1,200	22%	-5%
General Use	Visits						
	Number of people entering a library for any reason	293,064	1,433,299	231,221	1,253,111	27%	14%
GED	GED Testing & Training						
	Number of programs offered (counseling, training, testing)	36	171	42	214	-14%	-20%
	Number of unduplicated participants served	46	*	57	*	-19%	*
	Number of tests administered	40	306	20	250	100%	22%
GED	Number of graduates	2	33	1	13	100%	154%
	English as a Second Language Classes						
ESL	Number of programs	33	147	18	97	83%	52%
	Number of people attending programs	321	1,550	143	762	124%	103%

Atlanta-Fulton Public Library System - May 2016

Activity and Description		2016		2015		% Difference	
		May	YTD	May	YTD	Monthly	YTD
Special Materials and Collections	Auburn Avenue Research Library						
	Number of research items requested by patrons	120	681	434	1,337	-72%	-49%
	Number of finding aids accessed (on site as well as online sources)	47	198	60	228	100%	100%
	Number of linear feet of archival material processed	3	34	17	53	-82%	-36%
	Patrons served	293	1,380	250	1,480	17%	-7%
	Special Collections (Genealogy, Margaret Mitchell, GLBT)						
	Requests for materials	2,249	13,993	2,826	14,374	-20%	-3%
	Partnership Programs						
	Items circulated from programs created by partnering with other organizations (Zoo Pass: pass for up to 4 people; Parks Pass: free parking at parks or entrance to historic sites; Kill-A-Watt Meter: measures electricity use in the home)	453	1,901	408	1,537	11%	24%
	Computers and Internet	Computer/Internet Usage					
Number of computer sessions (Internet access and office software)		121,238	468,781	63,686	289,663	90%	62%
Number of hours of computer use		42,515	228,478	44,086	189,758	-4%	20%
Wireless Sessions							
Number of times the library's wireless network is accessed		37,705	190,285	48,286	238,792	-22%	-20%
Webhits							
Number of times people have visited the library's website		715,916	3,541,493	714,474	3,298,896	0%	7%
Online Resources							
Number of times a resource is logged into or a searched performed other than library catalog		115,771	443,066	60,954	357,879	90%	24%
Computer Classes							
Number of classes	18	103	11	123	64%	-16%	
Number of attendees	144	641	71	853	103%	-25%	
Virtual Circulation							
Number of e-books and e-audiobooks checked out	18,884	80,858	12,185	60,270	55%	34%	
Virtual Reference Desk							
Information requests via telephone, online chat and email	1,401	8,455	1,952	10,492	-28%	-19%	

Atlanta-Fulton Public Library System - May 2016							
Activity and Description	2016		2015		% Difference		
	May	YTD	May	YTD	Monthly	YTD	
Youth Services	Books for Babies Number of mothers who were made aware of the program, given a book and applied for a card	21	184	6	96	250%	92%
	Children's programs Library sponsored programs offered for children (birth - 12)	269	1,562	200	1,073	35%	46%
	Number of people attending programs	17,133	52,535	15,513	39,551	10%	33%
	Teen Programs Library sponsored programs offered for teens (13 - 17)	36	222	26	152	38%	46%
Number of people attending programs	3,267	7,623	970	3,664	237%	108%	
Programs and Meetings	Adult Programs Library sponsored programs offered for adults (18 +)	331	1,799	221	1,322	50%	36%
	Number of people attending programs	4,116	23,685	3,570	19,198	15%	23%
	Programs - Total Library sponsored programs offered - total of all programs	636	3,583	447	2,547	42%	41%
	Number of people attending programs	24,516	83,843	20,053	62,413	22%	34%
	Meeting Rooms Non-library sponsored meetings or activites scheduled	460	2,517	323	1,639	42%	54%
Number of people attending meetings or activities	11,123	48,809	4,475	24,040	149%	103%	
Volunteers	Volunteers Volunteer hours contributed to the library system	5,221	33,147	5,355	28,384	-2%	17%
	Number of volunteers contributing time	540	*	470	*	15%	*
Voter Registration	Voter Registration The number of people registering to vote at the library	274	393	197	897	39%	-56%
Book Mobile	Bookmobile Number of patrons served	0	0	0	0	0%	0%

*No cumulative total is shown as many of the same people participate from month to month.

Total number of individual participants is included in the December data.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
PROGRAMS REPORT
MAY 2016

	MAY 2016	MAY 2015			MAY 2016	MAY 2015			Y-T-D	Y-T-D
AGENCY NAME	NUMBER OF PROGRAMS	NUMBER OF PROGRAMS	INCREASE/ DECREASE	PERCENT CHANGE	PROGRAM ATTENDANCE	PROGRAM ATTENDANCE	INCREASE/ DECREASE	PERCENT CHANGE	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE
ADAMS PARK	14	10	4	100%	1,193	264	929	100%	42	1,829
ADAMSVILLE/COLLIER HEIGHTS	8	7	1	14%	644	589	55	9%	43	1,176
ALPHARETTA	51	12	39	325%	2,093	1,367	726	53%	278	6,055
BANKHEAD/BOWEN	0	4	(4)	-100%	0	550	(550)	-100%	0	0
BUCKHEAD	11	2	9	450%	153	9	144	1600%	76	1,459
CARVER HOMES	5	8	(3)	-38%	395	701	(306)	-44%	33	2,248
CLEVELAND AVENUE	3	7	(4)	-57%	350	60	290	483%	47	1,140
COLLEGE PARK	20	9	11	122%	311	210	101	48%	89	1,967
DOGWOOD	13	10	3	30%	428	1,028	(600)	-58%	62	1,837
EAST ATLANTA	24	20	4	20%	4,142	3,101	1,041	34%	118	6,928
EAST POINT	9	17	(8)	100%	458	141	317	100%	49	1,144
EAST ROSWELL	44	23	21	100%	1,292	731	561	100%	214	4,397
FAIRBURN	15	10	5	50%	939	137	802	585%	74	2,534
GEORGIA HILL	0	0	0	0%	0	0	0	0%	15	173
HAPEVILLE	10	5	5	100%	328	95	233	245%	53	1,336
KIRKWOOD	19	5	14	280%	250	35	215	614%	96	1,910
MARTIN LUTHER KING, JR	13	14	(1)	-7%	415	381	34	9%	56	1,534
MECHANICSVILLE	5	7	(2)	-29%	76	176	(100)	-57%	39	718
METROPOLITAN	11	0	11	100%	189	0	189	100%	82	1,576
MILTON	37	0	37	100%	523	0	523	100%	254	3,474
NORTHEAST/SPRUILL OAKS	23	10	13	130%	440	272	168	62%	141	2,477
NORTHSIDE	4	9	(5)	-56%	519	192	327	170%	53	1,730
NORTHWEST	14	0	14	100%	620	0	620	100%	70	1,557
OCEE	30	36	(6)	-17%	342	491	(149)	-30%	216	2,802
PALMETTO	7	14	(7)	100%	212	207	5	100%	48	1,888
PEACHTREE	24	11	13	118%	423	248	175	71%	131	2,861
PERRY HOMES	0	1	(1)	-100%	0	189	(189)	-100%	0	0
PONCE DE LEON	15	8	7	88%	1,754	108	1,646	1524%	50	2,340
ROSWELL	31	15	16	107%	246	198	48	24%	169	2,969
SANDY SPRINGS	23	36	(13)	-36%	3,037	5,188	(2,151)	-41%	179	5,584
SOUTHWEST	13	12	1	8%	263	323	(60)	-19%	76	1,684
STEWART- LAKEWOOD	0	8	(8)	-100%	0	255	(255)	-100%	0	0
THOMASVILLE HEIGHTS	5	12	(7)	-58%	75	227	(152)	-67%	38	629
WASHINGTON PARK	7	11	(4)	-36%	142	548	(406)	-74%	43	830
WEST END	12	9	3	33%	196	119	77	65%	59	1,118
WOLF CREEK	19	13	6	46%	264	188	76	100%	115	1,596
BRANCHES TOTAL	539	375	164	44%	22,712	18,328	4,384	24%	3,108	73,500
CENTRAL TOTAL	79	68	11	16%	1,087	1,617	(530)	-33%	422	7,837
BOOKMOBILE/	12	1	11	0%	438	23	415	0%	30	1,552
AUBURN AVENUE RESEARCH	6	3	3	100%	279	85	194	100%	23	954
SYSTEM TOTAL	636	447	189	42%	24,516	20,053	4,463	22%	3,583	83,843

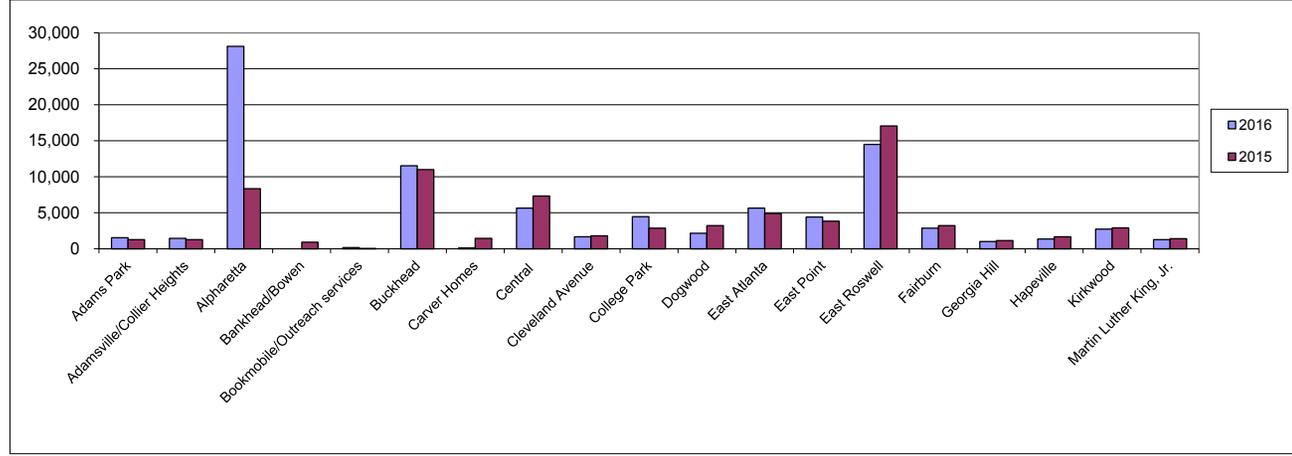
ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
MAY 2016

ORGANIZATION NAME	ADULT	JUVENILE	Y/A	MAY 2016 DATA	MAY 2015 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2016 CIRC	YTD 2015 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	1,000	509	31	1,540	1,268	272	21%	8,828	6,424	2,404	37%
ADAMSVILLE/COLLIER HEIGHTS	924	467	69	1,460	1,287	173	13%	9,414	6,996	2,418	35%
ALPHARETTA	10,283	17,095	762	28,140	8,356	19,784	237%	132,405	67,309	65,096	97%
BANKHEAD/BOWEN HOMES	0	0	0	0	905	(905)	-100%	0	10,101	(10,101)	-100%
BUCKHEAD	6,876	4,316	339	11,531	11,012	519	5%	56,567	55,464	1,103	2%
CARVER HOMES	102	14	11	127	1,428	(1,301)	-91%	6,215	7,292	(1,077)	-15%
CLEVELAND AVENUE	1,052	531	70	1,653	1,801	(148)	-8%	9,629	9,922	(293)	-3%
COLLEGE PARK	2,136	2,003	297	4,436	2,852	1,584	56%	22,451	11,134	11,317	102%
DOGWOOD	1,232	683	233	2,148	3,213	(1,065)	-33%	12,774	13,202	(428)	-3%
EAST ATLANTA	2,192	3,283	191	5,667	4,903	764	16%	26,726	25,216	1,510	6%
EAST POINT	2,932	1,323	136	4,390	3,853	537	14%	24,174	23,295	879	4%
EAST ROSWELL	6,913	7,181	414	14,508	17,082	(2,574)	100%	74,905	58,686	16,219	100%
FAIRBURN	1,852	885	123	2,861	3,218	(357)	-11%	16,526	16,301	225	1%
GEORGIA HILL	512	440	62	1,015	1,152	(137)	-12%	5,749	5,680	69	1%
HAPEVILLE	690	605	64	1,359	1,655	(296)	-18%	7,171	7,646	(475)	-6%
KIRKWOOD	1,098	1,546	76	2,720	2,915	(195)	-7%	14,266	13,550	716	5%
MARTIN LUTHER KING, JR	867	300	87	1,253	1,398	(145)	-10%	6,162	6,276	(114)	-2%
MECHANICSVILLE	812	635	155	1,602	1,807	(205)	-11%	8,483	8,063	420	5%
METROPOLITAN	4,145	2,799	205	7,149	0	7,149	100%	40,044	0	40,044	100%
MILTON	5,026	9,611	544	15,181	0	15,181	100%	77,022	0	77,022	100%
NORTHEAST/SPRUILL OAKS	5,607	9,370	737	15,714	16,394	(680)	-4%	80,941	90,723	(9,782)	-11%
NORTHSIDE	5,948	6,519	439	12,906	11,011	1,895	17%	62,918	51,708	11,210	22%
NORTHWEST	2,731	3,052	212	5,995	0	5,995	0%	29,538	0	0	100%
OCEE	7,985	17,011	1,308	26,304	32,249	(5,945)	-18%	137,334	152,375	(15,041)	-10%
PALMETTO	1,226	1,304	92	2,622	3,546	(924)	100%	16,038	18,995	(2,957)	100%
PEACHTREE	2,891	2,361	136	5,388	5,629	(241)	-4%	27,470	27,178	292	1%
PERRY HOMES			0	0	818	(818)	-100%	0	4,426	(4,426)	-100%
PONCE DE LEON	6,806	4,618	431	11,855	12,627	(772)	-6%	59,992	61,929	(1,937)	-3%
ROSWELL	10,545	9,415	863	20,823	26,043	(5,220)	-20%	107,833	127,632	(19,799)	-16%
SANDY SPRINGS	9,496	6,955	591	17,042	18,553	(1,511)	-8%	75,049	87,242	(12,193)	-14%
SOUTHEAST	3	2	0	5	0	0	100%	5	0	5	100%
SOUTH FULTON	216	71	7	294	325	(31)	-10%	18,682	1,613	17,069	1058%
SOUTHWEST	2,926	1,893	263	5,082	5,483	(401)	-7%	21,355	30,262	(8,907)	-29%
STEWART-LAKEWOOD	0	0	0	0	1,599	(1,599)	-100%	0	11,149	(11,149)	-100%
THOMASVILLE HEIGHTS	160	366	16	542	407	135	33%	4,080	2,466	1,614	65%
WASHINGTON PARK	1,033	496	85	1,614	2,131	(517)	-24%	9,404	9,944	(540)	-5%
WEST END	988	798	47	1,833	1,959	(126)	-6%	8,634	9,200	(566)	-6%
WOLFCREEK	2,546	3,639	266	6,451	7,691	(1,240)	100%	36,422	34,307	2,115	100%
BRANCHES TOTAL	111,750	122,095	9,365	243,210	216,570	26,635	12%	1,255,206	1,073,706	181,500	17%
CENTRAL	4,425	929	284	5,637	7,334	(1,697)	-23%	32,127	35,924	(3,797)	-11%
BOOKMOBILE/Outreach Services	145	19		164	4	160	4000%	737	80	657	821%
AUBURN AVENUE RESEARCH								Non-circulating library - please refer to other usage reports.			
SYSTEM TOTAL	116,319	123,043	9,649	249,011	223,908	25,098	11%	1,288,070	1,109,710	178,360	16%

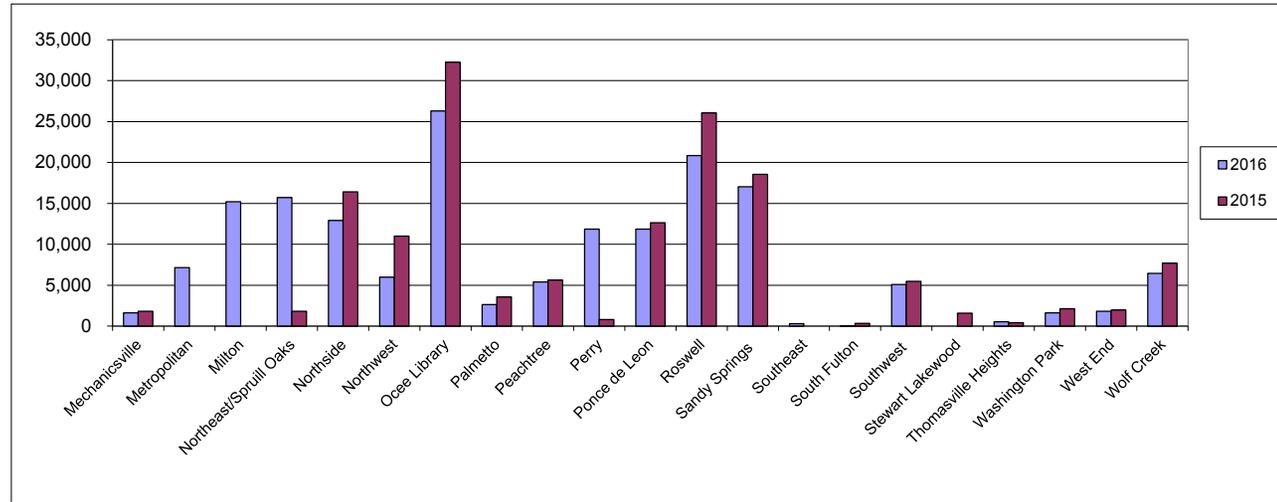
ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

MAY
CIRCULATION
2016 - 2015

BRANCHES	2016	2015
Adams Park	1,540	1,268
Adamsville/Collier Heights	1,460	1,287
Alpharetta	28,140	8,356
Bankhead/Bowen	-	905
Bookmobile/Outreach services	164	4
Buckhead	11,531	11,012
Carver Homes	127	1,428
Central	5,637	7,334
Cleveland Avenue	1,653	1,801
College Park	4,436	2,852
Dogwood	2,148	3,213
East Atlanta	5,667	4,903
East Point	4,390	3,853
East Roswell	14,508	17,082
Fairburn	2,861	3,218
Georgia Hill	1,015	1,152
Hapeville	1,359	1,655
Kirkwood	2,720	2,915
Martin Luther King, Jr.	1,253	1,398



BRANCHES	2016	2015
Mechanicsville	1,602	1,807
Metropolitan	7,148	-
Milton	15,181	-
Northeast/Spruill Oaks	15,714	1,807
Northside	12,906	16,394
Northwest	5,995	11,011
Ocee Library	26,304	32,249
Palmetto	2,622	3,546
Peachtree	5,388	5,629
Perry	11,855	818
Ponce de Leon	11,855	12,627
Roswell	20,823	26,043
Sandy Springs	17,042	18,553
Southeast	295	-
South Fulton	5	325
Southwest	5,082	5,483
Stewart Lakewood	-	1,599
Thomasville Heights	542	407
Washington Park	1,614	2,131
West End	1,833	1,959
Wolf Creek	6,451	7,691



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
MAY 2016

AGENCY NAME	MAY CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,540	189	130	1,060	5,480	14	1,193	18	239	6
ADAMSVILLE/COLLIER HEIGHTS	1,460	187	377	489	4,319	8	644	3	1,016	4
ALPHARETTA	28,140	795	3,384	1,321	46,292	51	2,093	17	890	10
BUCKHEAD	11,531	463	1,369	1,003	12,410	11	153	42	952	13
CARVER HOMES	127	18	9	156	832	5	395	0	0	0
CLEVELAND AVE	1,653	203	432	765	3,018	3	350	10	387	1
COLLEGE PARK	4,436	343	326	1,699	3,710	20	311	3	73	0
DOGWOOD	2,148	135	281	839	5,979	13	428	3	54	21
EAST ATLANTA	5,667	240	588	825	5,621	24	4,142	3	16	4
EAST POINT	4,390	402	493	2,092	1,802	9	458	25	996	3
EAST ROSWELL	14,508	399	1,908	669	4,810	44	1,292	10	63	9
FAIRBURN	2,861	250	400	953	3,533	15	939	3	23	25
GEORGIA HILL	1,015	22	174	262	872	0	0	0	0	0
HAPEVILLE	1,359	155	366	725	2,845	10	328	0	0	0
KIRKWOOD	2,720	163	422	451	2,236	19	250	10	148	6
MARTIN LUTHER KING, JR	1,253	86	303	542	3,891	13	415	0	0	10
MECHANICSVILLE	1,602	92	309	614	2,456	5	76	5	61	2
METROPOLITAN	7,148	398	5,644	2,568	11,733	11	189	62	1,283	0
MILTON	15,181	508	2,637	772	8,750	37	523	1	9	30
NORTHEAST/SPRUILL OAKS	15,714	327	2,021	491	18,422	23	440	21	141	0
NORTHSIDE	12,906	254	898	221	1,050	4	519	9	95	0
NORTHWEST	5,995	384	2,475	1,051	9,514	14	620	15	388	14
OCEE	26,304	541	1,450	788	19,301	30	342	1	10	20
PALMETTO	2,622	106	1,544	1,343	4,522	7	212	26	47	1
PEACHTREE	5,388	256	945	704	1,275	24	423	7	53	7
PONCE DE LEON	11,855	341	1,601	2,776	24,430	15	1,754	14	104	16
ROSWELL	20,823	630	2,167	1,286	20,230	31	246	5	49	13
SANDY SPRINGS	17,042	711	1,962	1,629	23,302	23	3,037	23	1,054	19
SOUTHEAST	295	0	1	-	0	0	0	0	0	0
SOUTH FULTON	5	103	0	0	0	0	0	0	0	0
SOUTHWEST	5,082	496	645	4,169	14,500	13	263	47	649	0
THOMASVILLE HEIGHTS	542	26	82	305	1,497	5	75	0	0	0
WASHINGTON PARK	1,614	131	421	760	8,945	7	142	6	111	11
WEST END	1,833	156	248	2,520	3,318	12	196	2	55	10
WOLF CREEK	6,451	346	1,801	551	2,134	19	264	23	416	0
BRANCHES TOTAL	243,210	9,856	37,813	36,399	283,029	539	22,712	414	9,382	255
CENTRAL	5,637	793	4,810	6,116	9,742	79	1,087	46	1,741	19
BOOKMOBILE/OUTREACH SERVICES	164	5		0	0	12	438			0
AUBURN AVENUE RESEARCH				0	293	6	279			
SYSTEM TOTAL	249,011	10,654	42,623	42,515	293,064	636	24,516	460	11,123	274

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
May 2016

Doc. # 16-33

	May	April	March	February	Year to Date
• Total Customer Comments Received:	69	100	35	31	366
• Types of Comments:					
▪ Compliment	10	51	15	8	126
▪ Suggestion	1	7	3	7	39
▪ Complaint	4	13	15	7	90
▪ Inquiry	51	29	2	11	108
• Ranking for Types of Comments:					
▪ Most frequent compliments received					Excellent or good customer service
▪ Most frequent suggestions received					Facilities: parking, location of materials on shelf
▪ Most frequent complaints received					Facility issues: bathrooms, bathroom supplies, odors, lawn care
▪ Most frequent inquiries received					General questions about patron card records
• Format of Comments:					
▪ Emails	51				
▪ Postcards	11				
▪ Direct Contact	7				

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot May 2016

- **69 comments were received during the month of May.** The majority of comments were directly related to the services provided and each rating was beyond expectation with a vote of thanks for the efforts of staff.

- A sampling of complimentary quotes received include:
 1. Alpharetta: “The staff were very helpful and were intentional in helping patrons get what want”
 2. East Point: Excellent Customer Service!
 3. Central: Class setting at Central were excellent!
 4. Staff on the 3rd floor went beyond the call of duty
 5. Staff on the 2nd floor provided me with superb customer service
 6. Excellent teacher
 7. The class settings were excellent

- **4 disappointments and suggestions for improvement** were received during December indicating patrons felt the service they received that time was worse than what they had experienced in the recent past.

- A sampling of quotes received appears below:
 1. I was very rudely spoken to the on the 2nd floor
 2. I don’t like the no-cop rule.
 3. Poor security
 4. I was unable to log into my account from my personal device