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Revised
Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor
February 24, 2016 – 4:00 p.m.

AGENDA

I. Adoption of Agenda*  Doc. #16-08 Tab #1

II. Approval of Summary Minutes from Regular Meeting of January 27, 2016*  Doc. #16-07 Tab #2
Approval of Verbatim Minutes from Regular Meeting of January 27, 2016*

III. Chairman’s Report
   A. Kenneth Hermon, Fulton County Personnel Director

IV. Director’s Reports
   A. Financial Report  Doc. #16-12 Tab #3
   B. Monthly Usage Summary  Doc. #16-10
   C. Customer Service Report  Doc. #16-11
   D. Library Closure Report  Doc. #16-09

V. Old Business
   A. Library Bond Program – Update
   B. Library Strategic Plan – Discussion
   C. Facilities – Update

VI. New Business
   A. Annual Surveys
   B. Online Summer Reading Registration
   C. Access Online
   D. Timeline for Library Closings
   E. BOC Agenda Item – Fox Mini Grant Award
   F. Website Storage

VII. Adjournment

VIII. Executive Session

*Action is anticipated on this item.
FULTON COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES

MINUTES FOR January 27, 2016 MEETING – 4:00 PM CENTRAL LIBRARY

Members Present:
Bailey, Phyllis D.  
Burke, Jamilica  
Joyner, D. Chip  
Kaplan, Paul  
Moody, Stephanie - Chairman  
Taylor, Josh  
Thomas, John R. 

Also In Attendance  
Claxton, Zenobia - Assistant to Director's Office  
Collins, Al - Fulton County Assistant Director of Building Engineering  
Holloman, Gayle H. - Interim Director, Libraries Arts & Culture  
Robinson, Ed - Financial Systems Manager

Visitors Present  
Long, Todd – Chief Operating Officer, County Manager’s Office  
Macklin, Harriet – Friends of the Auburn Avenue Research Library  
Pitt, Robb – Former Fulton County Board of Commissioner  
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris  
White, Daniel – Assistant to Commission Vice Chairman Liz Hausmann

A. Preliminary Business: Motion made by Paul Kaplan and seconded by Josh Taylor to amend the agenda as presented.

B. Approval of Minutes: Motion made by Josh Taylor and seconded by Paul Kaplan to approve the December 16, 2015 summary minutes in place of the verbatim transcript.

C. Chairman’s Report: Ms. Moody commented on Library Day at the Legislature which was held at the Capitol. Ms. Moody met with Sandra Deal to discuss the importance of literacy.

The Board spoke about the letter that was drafted by the BOT Chair regarding the Central Library. Motion made by Paul Kaplan and seconded by John R. Thomas to send the letter to the Board of Commissioners regarding the future of the Central Library,
Discussion:

MR. CHIP JOYNER spoke with two commissioners, and they aren't comfortable with this position. They believe there has to be a commitment to an iconic central library, not turning a central library into a branch library, and it's something that won't approved by at least two of them.

MR. PAUL KAPLAN: All right. Let me tell you what I feel about this. I have been going through probably like 22 branches. I will be darned if I would build any kind of iconic library when these branches are sitting in such crappy shape. ... We are trying keep these branches going as much as they can until we do the remodeling work, and that's a struggle all the time, but I'm telling you right now, and I'm speaking for myself, I will not vote for one [new iconic Central Library]

MR. JOHN R. THOMAS: Now, agreed, they voted for the referendum, which included that, but that was an add-on but Rob Pitts, and only agreed to by the County Commissioners if there were another 50 million from private funds, which never happened... Just remind them, that we had 37 public meetings, [and] never, never, never was it mentioned we need a new Central Library, never mentioned.

MRS. PHYLLIS R. BAILEY: I understand both positions, Chip, because I've been into Hapeville, and I've been in Southwest. Both are in horrible shape, but in every large city that I've ever been in from Sydney, Australia to Berlin, Germany, they've always had a Central Library which is not a branch, so I see both where you're coming from,

MS. STEPHANIE MOODY: ... I cannot see putting another 85 million into Atlanta, when we have so many libraries in need. Now, don't get me wrong, most of the libraries are there, so most of the refurbishing money will go there, but it will go where the people want it, and that's in their branch libraries, and I've tried to lay that out, and I'm sorry if some of the Commissioners don't agree, but we have been given notice that we have to have an opinion.

MR. JOSH TAYLOR: I think that the letter very clearly states the situation, and certainly reflects Paul's concern about the shape of the existing libraries, and Phyllis, it does say we will build some type of a Central Library. It just doesn't say iconic or big or whatever, and I think in essence, we just need to be able to go on record with the Board of Commissioners as requested. I think this is an excellent statement, and as we get more information in terms of the conditions of the libraries, their usage, and an updated plan for refurbishing them, we'll get another bite at the apple.

The vote was four to two with one abstention in favor of sending the letter to the BOC.

D. Director's Reports:

1. 2016 Budget: Interim Director, Gayle Holloman and Financial Systems Manager, Ed Robinson provided an update on the 2016 Library budget.
Discussion:
- We now have flexibility in allocating budget dollars between accounts during the year and this is a great improvement over past practices.
- Ed Robinson agreed that a first revision could be made as early as the first of March.
- Current Fulton County HR Policy is that the County cannot post a vacancy until they were leaving. MR. TODD LONG: ... “I just had a person at the airport that quit, gave me a three-week notice, and I was told we couldn't post it until they were leaving. I'm like, I've got to have somebody on board immediately, so it's the same thing, so Gayle, you've got my word to try to resolve that for you, and help you out there.”

2. Gayle Holloman provided a synopsis of the Director’s report with December activities and events. Other Customer Service concerns discussed included:
   - Renovate our libraries
   - Building in bad shape
   - Library closures due to no heat (HVAC failures) and roof leaks

E. Approval of Court Reporter Services: Motion made by Josh Taylor and seconded by John R. Thomas to approve the continuation of the court reporter services. The vote was unanimous.

F. The board voted to approve the verbatim minutes for August, October, November and December meetings.

G. Actions:

   Following the meeting, we requested that Gayle and her staff provide and complete the additional information on
   1. Add Strategic Plan to February meeting agenda.
   2. Send an email copy of the Library Closure report to the BOT.
   3. Provide a copy of court reporters contract to Josh Taylor.

The meeting was adjourned at 5:51 p.m.

Executive Session: This meeting was held after the regular BOT meeting for the purpose of Personnel Matters.
FULTON COUNTY LIBRARY SYSTEM

BOARD OF TRUSTEES REGULAR MEETING

JANUARY 27, 2016 – 4:00 P.M.

CENTRAL LIBRARY
Ms. Stephanie Moody called the meeting to order at 4:03 p.m. at the Central Library.
Transcript Legend

— — Break in speech continuity

(sic) Exactly as said

(phonic) Exact spelling unknown

Quoted material is typed as spoken.

** Inaudible
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(BEGAN AT 4:03 PM)

MS. STEPHANIE MOODY: I'm calling to order the Atlanta Fulton Public Library System -- actually, I guess that is the Fulton County Library System Board of Trustees meeting for January 27, 2016 at 4:00 p.m., and the first order of business is the Adoption of the Agenda.

May I have a motion to approve?

16-02 ADOPTION OF THE AGENDA

MR. JOHN R. THOMAS: So moved.

MS. STEPHANIE MOODY: May I have a second?

MR. JOSH TAYLOR: Second.

MS. STEPHANIE MOODY: Is there any discussion?

MR. JOSH TAYLOR: Do we have the letter that we're going to be discussing somewhere in the Agenda or not?

MS. STEPHANIE MOODY: I'm going to do that in the Chairman's Report.

MR. JOHN R. THOMAS: Okay.

MS. STEPHANIE MOODY: All in favor?

(Whereupon, all said "Aye.")

Any opposed? The motion passes.

16-01 APPROVAL OF SUMMARY MINUTES FROM REGULAR MEETING OF DECEMBER 16, 2015

The next order of business is the Approval of Summary Minutes from the Regular Meeting of December
16th, which were e-mailed to you.

May I have a motion to approve?

**MR. JOSH TAYLOR:** I make a motion we approve those minutes.

**MS. STEPHANIE MOODY:** May I have a second?

**MR. JOHN R. THOMAS:** Second.

**MS. STEPHANIE MOODY:** Is there any discussion?

All those in favor?

(Whereupon, all said "Aye."

Any opposed? The motion passes.

The next order is the Chairman's Report.

**CHAIRMAN'S REPORT**

The first item I'd like to report on today was a Library Day at the Legislature, and it was quite an event. The Legislature was "hopping" as you might say. I've never seen so many people down there. Not only was I able to meet with some of the legislators and just tour the Capitol, I ran into some ones that represent Fulton County, and I did take the time to go up and call on Jan Jones. Unfortunately, she was not there, so I did leave my name with her that I had called on her, and I met with Sandra Deal, and was able to discuss the importance of literacy and learn about a book that she has put out, and of course, literacy is one of her passions, and she spoke to library -- people
from the state library system about it and its importance, and also about her book on the state capital or the state house, the Governor's house, so that was all very informative, and I also lucked into running into the president pro tem of the senate, who invited me to lunch where Lieutenant Governor spoke, so all in all, I think it was time well spent, and I would recommend next year we try to send more people over there to represent Fulton County libraries, because the state does allocate over a million dollars to Fulton County, and the push was they're trying to get a per capita expenditure, so that could mean an additional million dollars for Fulton County if they were to have that be agreed upon by the legislator.

LETTER

Also, let's see -- the next order of the business is the letter. This letter takes into account all of the changes that were recommended by any board member, and so as you know, it has to go out immediately, because we're under guidance from the Board of Commissioners to have in their hands our opinion of the future of Central. It is not dramatically different from the letter you were sent almost a month ago that covers these same points, but it does have a few changes. Jamilica added a line or two, and then Josh
added also some lines, so if you want to take a minute to scan it, I do need to have a vote on it.

MR. JOSH TAYLOR: What were the lines that Jamilica added? Do you remember?

MR. CHIP JOYNER: Is there not a copy?

MS. STEPHANIE MOODY: I'm sorry --

MRS. PHYLLIS R. BAILEY: You can have mine.

MS. STEPHANIE MOODY: -- didn't it go down far enough?

MS. GAYLE HOLLOMAN: I think we might need some more.

MS. STEPHANIE MOODY: No. I thought I passed enough down there. How many more do we need?

MR. JOSH TAYLOR: Here you go.

MR. CHIP JOYNER: Thank you.

MS. STEPHANIE MOODY: Jamilica wanted it reiterated that the assessed library is -- the assessment of libraries completed, the Library Board would be more specific as to recommendations regarding its branch.

MR. JOSH TAYLOR: Just help me. Where is that?

MS. STEPHANIE MOODY: It's in the second to last paragraph, the last sentence.

MR. JOSH TAYLOR: Okay. Got it. Good. That's a good addition.
MR. PAUL KAPLAN: Stephanie, are we open for discussion, or are we going to make the motion first, and then --

MOTION

MS. STEPHANIE MOODY: I need a motion to approve.

MR. PAUL KAPLAN: I so move.

MR. JOHN R. THOMAS: Second.

MS. STEPHANIE MOODY: Okay. Is there any discussion?

MR. CHIP JOYNER: Yes, discussion. I spoke with two Commissioners, and they aren't comfortable with this position. They believe that there has to be a commitment to an iconic Central Library, not turning a Central Library into a branch library, and it's something that won't be approved by at least two of them, and they think it could be challenged if we were to try to go back to the taxpayers and say we're not going to use the money allocated for the Central Library, to do something else with it, and they strongly recommend against taking that position.

MS. STEPHANIE MOODY: Okay. Paul ... 

MR. PAUL KAPLAN: Well, I -- you know, I'm new, so I don't know what was said before. I'm not sure where this money was allocated. Was it allocated for an iconic library, or was it not? I've heard two
different stories.

MR. CHIP JOYNER: Yes --

MS. STEPHANIE MOODY: What is in the --

MR. CHIP JOYNER: -- and for a new Central Library.

MS. STEPHANIE MOODY: What is in the library is correct. If 50 million were raised, 85 million would be bonded.

MR. PAUL KAPLAN: Okay. Was the 85 million specifically for an iconic library?

MS. STEPHANIE MOODY: It was towards a new Central Library.

MR. JOHN R. THOMAS: Iconic --

MS. STEPHANIE MOODY: It had to be new.

MR. JOHN R. THOMAS: Yeah. "Iconic" was a word used by the Mayor in a meeting about two or three years ago. That was his word, and that sort of stuck. That was not the word used back during the referendum.

MR. PAUL KAPLAN: All right. Let me tell you what I feel about this. I have been going through probably like 22 branches. I will be darned if I would build any kind of iconic library when these branches are sitting in such crappy shape, and I'll say it just like it is, and I make my report about it.

I've seen branches -- I'm appalled that the
workers even have to work in there. We have safety
cconcerns for them. The place is in such poor shape,
and I can't believe that I would sit here and approve
building a brand-new central iconic-looking library,
and the other damned branch libraries are falling
apart, so we have a big library, but don't go to any of
the branches, because you can't do anything with it.

We have ceilings coming down. We have water
infiltration. I've got bathrooms that hardly even
work. The cleaning is horrible. I've got electric
lines running across the place. I have three branches
with horrible heaters, because we don't have any
heating systems. We don't even know what we're talking
about.

We're talking about a lot of money to get, and
there's no way that 24 million is going to cover the
cost of doing those branches, and I don't see -- if we
don't put the Board on notice, this is what we want to
do -- now, that's up to them. You know, the
Commissioners can say no, we still want an iconic,
that's fine, but until these branches are done, I will
not vote to build an iconic library.

A branch library is fine, but not an iconic one.
I'm telling you, these branches are deplorable.
They're horrible. I can't believe what I'm looking at.
I've gone at that Hapeville. I'm lucky I even walked through the front door, and the place doesn't fall.

We have recycled bins that have been sitting there for six months, paper's all over the place. You head in the bathroom, you've got to kick the papers out of the way.

Has anybody ever gone through these branches, guys, walked through these places and see what they would like, and talk to their branch managers? I'm telling you, I got an earful, and I'm sharing with the help as much as I can, trying to keep these branches going as much as they can until we do the remodeling work, and that's a struggle all the time, but I'm telling you right now, and I'm speaking for myself, I will not vote for one.

**MS. STEPHANIE MOODY:** John ...

**MR. JOHN R. THOMAS:** Yeah. I just want -- I think it was you, Chip, in a note, saying that -- you reflecting on what you just said that let's proceed with what the voters wanted as a result of the referendum or something like that. Okay. I just -- you were there. You were part of the Board, as was Stephanie and myself.

The voters never wanted that. Now, agreed, they voted for the referendum, which included that, but that
was an add-on by Robb Pitts, and only agreed to by the County Commissioners if there were another 50 million from private funds, which never happened, but I wish you would just remind me if that issue came up from Commissioners. Just remind them, that was not one of the -- remember, we had 37 public meetings, never, never, never, never was it mentioned we need a new Central Library, never mentioned, so I guess I'm disputing your point about doing what the voters wanted. That was not something they wanted. They voted for it because it was part of eight new libraries, which they dearly wanted.

MR. CHIP JOYNER: I think if the money was set aside for Central, we shouldn't, out of this group, so no, we're not going to do what they're set aside for; we're going to decide to move it other places where there should have been funds allocated for that anyway.

So if we have a budget every year that's not cut by a couple of million every year, which we've seen it done, that money should go into some of these other libraries.

Now, also, there are some libraries that get repaired more quickly, and there are others that stay in disrepair, so sometimes it's the Friends of the Library -- that squeaky wheel gets the oil. They get
their repairs done; other ones don't.

MR. PAUL KAPLAN: I will tell you, that might be true, but not anymore, not as far as I'm concerned, and I'm telling you something that I see a branch that's bad and I call up -- I mean, I've been at the Government Center more than probably most people have, and at least been talking to them, and I try to keep them abreast about every week. We try to get the branches as best we can and get the things operating, and I think there was one time a dispute between the north branches and the south branches, and I don't know the history. I'm trying to learn about this.

I think some branches did get taken care of, and the other ones just didn't do anything, but it looks like everything has been patched. Everything has been patched. Nothing has been done completely.

And I mean, I have a ceiling that's full of mildew. It's black. It gets people sick, and I'm telling you something that I'm trying to correct it. I'm trying to work with them. This is the business I was in for many years in construction, and I know what needs to be done to get them done, and you need money to do it, unfortunately, that's how it is, but I don't know what was done in the past. This is a new Board. This is the new way we're going to do things, and
that's the only way we're going to get this system up.

What do we have here? We build a nice brand-new iconic library, and you walk into the branches, and you see the kind of shape they're in. I came into the new branches, Chip, I can't even get onto the Wi-Fi system. It's working on it, but it's incredible, and that's a lot of the complaints we have.

I'm very adamant about this. You can tell. I'm really worked up today. I didn't sleep much last night, so I don't mean to be back and forth.

MS. STEPHANIE MOODY: All right. I think for --

MR. PAUL KAPLAN: But I'm telling you -- I'm getting my point across. We need to do the repairs in these branches, make these people feel they want to come to work, and the patrons that come in have a nice place to sit down.

And I look at statistics, and I look at how things are going, and how many turns there is, and so on and so forth. Well, you know, it's not only turns. It's not only how many 1800 or 1700. It's the neighborhood, it's really get to know the neighborhood, because you know, that's the only place that people can go.

Not everybody owns a computer. They can come in and at least use the computers. At least they've got a
place to go and do things, and feel secure, and I think that's very important, and I'll get off my high horse.

**MS. STEPHANIE MOODY:** All right. Well, I have something to add, too, but I believe Phyllis wanted to say something.

**MRS. PHYLLIS R. BAILEY:** I understand both positions, Chip, because I've been into Hapeville, and I've been in Southwest. Both are in horrible shape, but in every large city that I've ever been in from Sydney, Australia to Berlin, Germany, they've always had a Central Library, which is not a branch, so I see both where you're coming from, but I know exactly what you're talking about, because I, too, have seen that.

**MS. STEPHANIE MOODY:** Well, I'd like to add, having been on the Library Board of Trustees from the inception of the concept of a Facility Master Plan, which I believe started in 2006 at the latest, so it was worked on for two years that the referendum is what it is, and there is no 85 million, okay? It's not there, because the 50 million was not raised, so there is no access to it at all unless an amendment is made to the Facility Master Plan bond referendum, all right? So you can't say there's 85 million out there. You can't bond it, because it's not available. You can't just say, oh, we're taking the 85 anyway. That
requires public notice. That requires a two-thirds vote of the County Commission.

I'd like to point out to you that, you might've missed it, but the AJC picked up on Cobb County's seeming misuse of bonded money. It was bonded for a specific reason for green space, and Cobb County didn't use it that way, and the public is up in arms that Cobb County redirected this money somewhere else.

I don't want to see this Board faced with that unless it's for a very good cause, and as Paul has eloquently stated, fixing up our branch libraries is a good cause. I believe it's something we can sell to the voters in the way that it is for their benefit, and I believe as the letter states, it's not that we're opposed to an iconic library downtown, but now is not the time, so I believe if we're going to amend the Facility Master Plan and take $85 million, which I don't know what that millage rate will be, but right now, I think we're probably at 0.33 extra for the original 166 million, so now we're going to tax the taxpayer more, and already approximately 77 million was spent in Atlanta for improvement or for new buildings. About 42 million was spent in South Fulton. About 47 million was spent in North Fulton.

I cannot see putting another 85 million into
Atlanta when we have so many libraries in need. Now, don't get me wrong, most of the libraries are there, so most of the refurbishing money will go there, but it will go where the people want it, and that's in their branch libraries, and I've tried to lay that out, and I'm sorry if some of the Commissioners don't agree, but we have been given notice that we have to have an opinion, so ...

**MR. JOSH TAYLOR:** I think that the letter very clearly states the situation, and certainly reflects Paul's concern about the shape of the existing libraries, and Phyllis, it does say we will build some type of a Central Library. It just doesn't say iconic or big or whatever, and I think in essence, we just need to be able to go on record with the Board of Commissioners as requested. I think this is an excellent statement, and as we get more information in terms of the conditions of the libraries, their usage, and an updated plan for refurbishing them, we'll have another bite at the apple.

**MS. STEPHANIE MOODY:** Right. So I would like to have this called to vote on.

**MR. CHIP JOYNER:** Okay. Now, wait, no, no. I agree with both Paul and Josh, and also I understand your position, but instead of writing a
letter saying what we want to do with the money, I will
support a letter that says let's have an assessment
done, and how much money is needed to refurbish its
libraries. That's reflective of the whole Board,
because we all agree on that, but we don't all agree on
how the money would be spent, or going and changing the
bill and the language to re-divert money to something
other than Central.

**MS. STEPHANIE MOODY:** Chip, time is up. We have
to have it in their hands before February.

**MR. CHIP JOYNER:** We can just edit --

**MS. STEPHANIE MOODY:** Today is the day. I'd like
you to vote on whether to accept this as a position of
the Library Board or not.

We have a motion --

**MR. CHIP JOYNER:** So there's no consideration --

**MS. STEPHANIE MOODY:** -- do we have a second?

**MR. CHIP JOYNER:** So there's no consideration to
change language?

**MS. STEPHANIE MOODY:** We've already been through
that. You've had almost a month to offer a change of
language, and the people who were interested offered
the change of language, so I need all those in favor of
sending this letter to the County Commission, signify
by saying "Aye."
MR. JOHN R. THOMAS: Aye.

MR. JOSH TAYLOR: Aye.

MR. PAUL KAPLAN: Aye.

MS. STEPHANIE MOODY: Okay. All those opposed?

MRS. PHYLLIS R. BAILEY: Aye.

MR. CHIP JOYNER: Aye.

MS. STEPHANIE MOODY: All right. So it passes, four to two, actually, five. I am allowed a vote. So we will send this letter to the County Commission. Once the assessment of the branches is finished, we may revisit it. As Jamilica put in the letter, that once the assessment is finished, we will have further input about how to handle it, but we think if the Board of Commissioners wants to amend the Facility Master Plan to use the 85 million, this is the way we would like it done.

MR. CHIP JOYNER: Madam Chair, is this an opinion you got from the Commissioners, that they'd like you to do this?

MS. STEPHANIE MOODY: Yes. We were sent notice that we had to have a letter in their hands before February.

MR. CHIP JOYNER: Right, but did someone on the Board of Commissioners ask you to use language to re-divert money away from the Central Library for other
libraries?

    MS. STEPHANIE MOODY: We just had a full presentation by Mr. Collins about how to do it.
    MR. CHIP JOYNER: I was just asking.
    MS. STEPHANIE MOODY: He was just here at the last meeting.
    MR. CHIP JOYNER: I was here at the last meeting, but I was just asking --
    MS. STEPHANIE MOODY: Yes.
    MR. CHIP JOYNER: -- did that direction come from a Commissioner?
    MS. STEPHANIE MOODY: Mr. Collins ...
    MR. AL COLLINS: Well, I haven't gotten a directive from a Commissioner to do that, but --
    MRS. PHYLLIS R. BAILEY: But where did it come from then?
    MR. AL COLLINS: Well, that was -- Gayle, will you help me out here?
    MS. GAYLE HOLLOMAN: I have not heard a direction from the Commissioners --
    MR. JOSH TAYLOR: Well, we got the request --
    MS. GAYLE HOLLOMAN: -- in the sense of --
    MR. JOSH TAYLOR: We got the request. We got the request from the Board of Commissioners.
    MS. GAYLE HOLLOMAN: The request was that you tell
us what you want is what I thought I heard.

MR. JOSH TAYLOR: Yeah, to respond to the situation, because they need to make a decision about the bonding, so I think this -- you know, we've talked about this in several meetings, and there's a lot of information that we do not have, so I'm pleased that we basically have said, look, we need more information in order to make a final plan, but I think this direction is responsive to their request.

MR. CHIP JOYNER: Well, I agree with that, Josh, but what I've requested simply is that we request more information, and then once we get that information, then we come up with a letter like this. We're saying we don't have the information, but this is how we want to spend the money without knowing all the information, and I just think we --

MR. JOSH TAYLOR: Based on the information that we have, a large part of it coming from Al Collins's presentation, as well as the information that we've been presented, I think this is a fair direction to go, but if we find out that the refurbishing takes a lot more than what has been allocated, then we're going to come back and say we need to make some changes, and if we find out a lot less is required, then we'll have to address that, too, but the clock is running in terms of
a Board of Commissioners being able to move this $85 million.

They don't have a lot of time. In fact, I've already asked several times, can't we wait until the end of February to look at what the condition of the buildings is, and if you recall in the last meeting, I think Todd said, well, look, you just need to make a recommendation in general terms, realizing that there's some variables here, that will fall in place once we have more detail, and with that, I'm very comfortable with the letter.

MRS. PHYLLIS R. BAILEY: Operative word, you said, "Make a recommendation in general terms."

MR. JOSH TAYLOR: Uh-huh.

MRS. PHYLLIS R. BAILEY: Just general terms.

MR. JOSH TAYLOR: It's pretty general. I mean, it's basically the direction of saying that we want to take care of the branches as a priority. We don't think that the money allocated to the branches is adequate, and that once we get the assessment, we'll make a recommendation, so I think its -- without just a two-line sentence in general, we want you to spend the 85 million where it's needed, but we don't know anything, I think that would not be --

MR. CHIP JOYNER: Well, it is kind of specific
where it says, "A minimum of 45 million should be expended on behalf of branch libraries." That's pretty specific, but we don't even know how much it's going to cost to repair those libraries, and that's something we've been asking for for years.

**MS. STEPHANIE MOODY:** But based on Mr. Collins's presentation, we do know that he can put together a nice Central Library for $35 million, and we're hoping he's going to go forward on that, and we'll see how that works out.

In the meantime, if the County Commission wants the 85 million to be bonded at all, these are the conditions under which they would be bonded. Otherwise, believe me, people are going to pitch a fit if they find out they're going to have 85 million just taken with no direction whatsoever what the County Commission is going to do with this.

Okay. This has already passed, so I'd like to move on, because we have a lot of business to cover, and I guess that actually concludes my report, so we can move right into the Director's Report and the Monthly Financial Report.

**16-06 DIRECTOR'S REPORTS**

**16-04 MONTHLY FINANCIAL REPORT**

**MS. GAYLE HOLLOMAN:** Well, with regards to a
financial report, I note that Mrs. Moody said she
didn't have her book early enough, but hopefully, the
rest of you had it in time to look through, so do you
have any questions, per se, because Ed Robinson, our
Financial Systems Manager is here to shed some light on
where we are with the 2016 budget, in regard to where
we ended up the year 2015, so do you have any questions
that you want to note right now from what you've
already received?

MR. JOSH TAYLOR: My look at the report that we've
received indicates that we pretty much are on the same
trend that we've been on that we have spent less than
the budget, because we have not been able to hire the
number of people that we have planned to. Is that
correct?

MS. GAYLE HOLLOMAN: Yes. Ed is going to speak
about that.

MR. JOSH TAYLOR: And so I think at this point,
2015 is done. You've provided a budget for 2016, and I
have lots of questions, but I'm not sure if there is
time to parse very much on this, because we're coming
into the process pretty late, so I don't have any real
questions at this point.

MS. STEPHANIE MOODY: Ed, do you have any insight
you'd like to share with us as to how you came up with
the budget for the library that you think might be useful?

MR. ED ROBINSON: For 2016?

MR. JOSH TAYLOR: Right.

MR. ED ROBINSON: For 2016, we followed the roadmap, basically, from what was the previous years, and then the County has a zero-based budget, and we go through asking all the branch managers, they get an opportunity to go through the document and decide what operating costs, like supplies, and all of those things, and there are a few inherited costs, fixed expenses, like for the copier machine and building rent, and several other things. Those are operating costs. They are pretty much fixed expenses, so we know what those are, and I add those in myself.

I just, like, calculate what all the building rents are, what all of the leased equipment, and as far as, like, the rental-type items, basically, equipment rental, we just look at what, historically, what we've done in the past, and there are a few events that we know we rent equipment for, and then the repairs -- equipment repairs is such that we have a select amount of equipment that we know is going to require some type of repairs during the year, and then some have routine maintenance, so we calculate all those costs in there,
and once you calculate all those costs, plus the cost for all the software maintenance on a yearly basis, there's a small smidgen of money that the branches actually, probably, about 10 percent of the budget that they really control, say this is what I want to use, so I take all those in consideration when I build the things for supplies, and phone installation services, et cetera, but the biggest item, salaries, they're built in -- every employee -- the way the County does their budget, which I don't necessarily agree with -- every position -- say, if you make X number of dollars, they budget X number of dollars for that position, so during the course of the year, if that position is unfilled, or if a person is promoted -- that's what I was trying to explain to them -- if a person is promoted to a new position, then -- say like, this year, we had -- in 2015, we had about nearly 50 promotions, so what that did was just, like, once we filled the positions, it created another backlog, because everybody has their little slot of money for their positions, so it created another backlog for that position, so then we would constantly have this issue, so what I was proposing to Ms. Holloman is just looking at all -- we have about ten long-term vacant positions that have been vacant the whole year -- just go ahead
on, so we don't have that same problem in 2016 -- go ahead on and actually -- the County Manager gave us the authorization that we can move those funds from salaries to operations, so go ahead on and identify what we want to do, whether it's additional materials, and just move those positions, move that funding into those -- into the materials budget, and also with the part-time budget, because it is so volatile, as you can see from what you had left last year, we left nearly 45 percent of the part-time funding, so what I was proposing to the Library Director -- and I will meet with her, and we'll fine-tune it a little bit better -- is going ahead right now, looking in there and say, this is what we're going to spend for part-time, and moving some of those funds into materials or some of the needed equipment that we need, so then we won't have the same situation that we had in 2015, because if you look at the 2015 budget -- I did an analysis -- nearly 70 percent of what was left was actually salary dollars, and then another, probably 40 percent -- another probably about 25 percent was actually the benefit dollars, so practically all the money left was just on salaries, personnel.

MR. JOSH TAYLOR: I'd say it's 95 percent. If you just take the top three lines --
MR. ED ROBINSON: Right.

MR. JOSH TAYLOR: -- it's everything.

MR. ED ROBINSON: Right. I was just being modest with you.

MS. STEPHANIE MOODY: That's been a long standard, and I really appreciate hearing there's going to be some flexibility to move it to other parts of the budget.

MR. JOSH TAYLOR: So when would we see a proposal, a revised proposal for how that money would be allocated?

MR. ED ROBINSON: Right now, say, maybe after the first quarter, sometime in April when we come back with you to the April meeting, or even the March meeting, say, these are the dollars that we left on the table, and salaries so far.

MR. JOSH TAYLOR: Why don't we just do that now, and look at that between now and February, because the sooner you do it, the sooner you get the results.

MS. GAYLE HOLLOMAN: Because we have positions that we need to fill right now, and it's a delicate balance in making sure we don't do just the opposite, and end up spending money that we really need for some of these positions.

We still have some branches that because of the
volume of work that they're doing, they really need more staff, and then we've got some that right now, we know we're going to have to move all the staff back to South Fulton, so we've got to hang onto those positions. We've got to fill the slots that are leaving, so there are a lot of little things going on with that, and we want to be very careful that we do it in a delicate fashion, so we maybe can get it to you in March, sooner than April, but what do you think, Ed? It's just very delicate in the balance of it all.

**MR. ED ROBINSON:** I would say March or April, and I want to add to it, when we met with the County Manager on Monday, he indicated it's not totally a reciprocal where you can move up and down. Once we decide, hey, this is not what we're going to do with salaries, he wants once we move it there, then it's going to stay there for the balance of the year. He don't want us to be, correct me if I'm wrong, Mr. Long, he don't want us to, hey, move down a million from salaries, and then three months later, say, oh, we made a mistake; we're going to move, you know, 800,000 back, so once we move it down, and we've already decided -- that's why I say, I want to give -- because with the County's hiring process, and giving the staff -- the really -- truly to look at our staffing plans for 2016,
see where we're going with South Fulton, what we're
going to need with Southeast, and what we need for
Auburn, and then looking at that relationship, and say,
okay, now, March, that will give us roughly eight or
nine months to really spend that money once we move
down to materials and some equipment things that we can
probably purchase, so that's why we want to, instead of
just -- because right now, we're at the beginning of
the budget year.

We have the money in the materials budget to get
all of our -- to buy all of our main line things that
we know we buy every year, so we have a lot of fixed
expenses where we buy all of our databases, so we know
we're buying this 45 databases, so we're going to go
ahead on and spend that money. Then once we get, like,
say like March or early April, then we'll look at these
are the things that we want to buy, so we look at how
much money, how many positions that we can say we're
going to unfund these positions, how much salary
savings we've had so far, and then we can move that
money down and move forward, and have that money spent
in the fall of the year.

MR. TODD LONG: And you're basically
hedging -- you tell us -- every state organization or a
county, it doesn't matter, same philosophy -- if you
say you've got X number of staff you need, you budget for that, in hedging, you're going to have your vacancies. There's going to be a vacancy. With this many employees in a library, you're going to have a vacancy rate, but the problem is you really have to fill some of these vacancies. You've got to make a concerted effort. You don't want to get in a situation with the County Managers where you just overspend your personnel budget on operations or buy books or whatever is, and then come back later on, well, I've got to have personnel money, so you can't have it both ways.

MS. GAYLE HOLLOMAN: Right. No, well, we're identifying those, and the --

MR. TODD LONG: It was a breakthrough on Monday, getting the County Manager and budget office together, Gayle and Ed, so we have this flexibility. It's going to provide us, so we're not stuck with a situation where we've got 400 calls for one book, right, we can't afford to go buy books, or whatever it may be. It will help a lot.

MR. JOSH TAYLOR: This is a tremendous improvement. My only question is we have a budget plan based on some assumptions now. It sounds like you want to revise that budget plan based upon other factors.

MS. GAYLE HOLLOMAN: And we will be able to.
MR. JOSH TAYLOR: How long will it take for you to come up with that revised budget plan? I mean, it seems like it's an exercise in paper to a certain extent.

MR. TODD LONG: What you probably could do, Ed, is figure out what you're ahead, hedge your bets -- vacancy rate and come up with a dollar amount you think you're going to have, and come up with the --

(Unintelligible, multiple speakers at once to follow:)

MR. JOSH TAYLOR: Yeah. I mean --

MR. TODD LONG: -- plan. That's the reason he's asking for it -- what you think you might have left, you might have left over at the end, instead of waiting till the end, and so ...

(Unintelligible, multiple speakers at once)

THE COURT REPORTER: Okay. I can only take down one or two or three people at a time, not five or six, so please.

MS. STEPHANIE MOODY: Okay. Yes, Josh.

MR. JOSH TAYLOR: If March is the timetable to do an updated plan, that's either, let's say 35 days to the first of March, or 60 days till the end of March, so 35, 40 days sounds like a reasonable number to me to, you know, here's what our best guess is. It isn't frozen. You know, come back June or July, you may need
to do a different plan. I mean, it's a dynamic.

MR. ED ROBINSON: Absolutely.

MR. JOSH TAYLOR: So I'm just asking when is your first revision?

MR. ED ROBINSON: I want to say that probably, like I say, the first of March.

MR. JOSH TAYLOR: Okay. I think that's good.

MR. ED ROBINSON: Okay.

MS. STEPHANIE MOODY: Are there any other questions regarding the Monthly Financial Report? All right.

MS. GAYLE HOLLOMAN: Usage Summary? Do you want to skip it?

MS. STEPHANIE MOODY: No, no. I do want to do that. We didn't get the usual narrative of some of the events. Were there any --

MS. GAYLE HOLLOMAN: It's in there, but I'll comment --

MS. STEPHANIE MOODY: Well, I know we have them --

MS. GAYLE HOLLOMAN: I have some to highlight.

MS. STEPHANIE MOODY: -- but usually, we just highlight them in the minutes.

MS. GAYLE HOLLOMAN: Right. I have some to highlight. Just calling your attention to some activities that have happened in the library. On page
3 of the narrative, I want to call to your attention
that the Auburn Avenue Research Library had a caller
who inquired about Dr. Martin Luther King's travel
through Texas, and these were articles that were
provided regarding when he was in Houston in 1963, and
in Dallas in 1966, so we were able to help him provide
that type of information and refer them to the archives
at the Atlanta University Center's Woodruff Library
Archives, and at the Morehouse College Martin Luther
King, Jr. Collection, so they're continuing to do a
great deal of work at the Auburn Avenue Research
Library.

On page 5, I want to bring to your attention the
program that I was fortunate to be able to attend here
at the Central Library, and that was put on by Monica
Foderingham, who is the Assistant Manager at the
Metropolitan Library now, but she used to work here at
Central, and it was a group of homeless men who formed
what's called "The Atlanta Homeward Choir," and it was
fantastic. The program was just absolutely fantastic.

They sang a capella. They sang with
accompaniment, and they were so enthusiastic. It had
nothing to do with their circumstances in life. They
were just happy to express themselves in the holiday
spirit, so it was a very wonderful and well-attended
Looking on page 11 of that same document, you will note the technology concerns are basically the same, and that's going into our Wi-Fi access, which we'll talk about a little bit more as a problem, but I do want to also point out to you some of the marketing that was done for us this past month.

The Kwanzaa observance, which represents Nia, the principal Nia, which is purpose, that was well attended by over 600 people I'm told. I was on vacation at the time, but I have attended that program, and it's fantastic, high energy, music and dance, and just actually a wonderful celebration of dance, poetry, music and stories, so that took place here at Central on the 30th.

We were also featured in the GPLS publication, and it's not featured in the sense of the library itself, but in the fact that we have catalogers who would be attending the conference that it mentions in Unicoi Lodge coming up this month, so we have two of our staffers who are going, two of our librarians who are going to that training class at that conference.

You have your new Access that is out now, so I hope that you will see it and give us your comments and feedback on that. I want to make sure that you are
aware that we mentioned to the Foundation members this morning that our PR and Marketing Director, Kelly Robinson Vann, her last day was yesterday. She's moving from the library to go home and do some things that she wants to do in her personal life, so we are sorry to lose her, but we do intend to post that job. As you know, we can't post it until the person is gone, so her last day was yesterday, so we expect to post her job.

And speaking about job postings, we found out that all of the postings we'd done, and the registers we had that weren't ending until almost February, we have to forget about those now, and we have to repost all of our positions that have vacancies, and that takes a little bit of time, because of the fact that pay-in-class came in, and some of the titles changed and/or the actual funded position's salaries changed, so you can't advertise the old -- you can't leave what's out there with the old salaries on there, or the old name on there for the position, so we're having to repost everything, so if you hear anything about what's going on, and we thought we were going to be able to interview or whatever, that's the hold up. We have to repost, and then we start our interviews again, so I just wanted you to be aware of that in case you hear...
MR. JOSH TAYLOR: Can I ask a question?

MS. GAYLE HOLLOMAN: Yes.

MR. JOSH TAYLOR: You said you can't post a position until the person is gone.

MS. GAYLE HOLLOMAN: Yes.

MR. JOSH TAYLOR: Is that County policy, or is that library policy?

MS. GAYLE HOLLOMAN: That has been County policy.

MR. JOSH TAYLOR: Does that really make sense? I mean, it seems to me that we ought to have -- if we know somebody is going to be leaving for whatever reason, two months ahead, why wouldn't we want to begin --

MS. GAYLE HOLLOMAN: Some organizations do that. We just have not.

MR. TODD LONG: If you'll allow me.

MS. GAYLE HOLLOMAN: Go ahead.

MR. TODD LONG: It makes no sense, and it is Fulton County's -- I think it is policy, but it was a policy where I came from before, and we fought it and fought it. What happens is -- you've got to get past the point of maybe advertising, and not hiring prior to.

MR. JOSH TAYLOR: Right.
MR. TODD LONG: But it is an issue, and it's something on my agenda to talk to others about. Gayle, her hands were tied, and this has been going on for years, apparently, across the County, and the same thing where I came from before. It is a valid concern that we've got to stop that from happening. We've got to figure out a way in the County to get that --

MR. JOSH TAYLOR: Yeah.

MR. TODD LONG: I don't know if I can make it happen, but I want to get exactly what you're saying done.

MR. JOSH TAYLOR: We'll support that with the Board of Commissioners.

MR. TODD LONG: Because I've got several people that I know are upcoming with retirement, and I'd like to get that ball rolling beforehand. I just had a person at the airport that quit, gave me a three-week notice, and I was told we couldn't post it until they were leaving. I'm like, I've got to have somebody on board immediately, so it's the same thing, so Gayle, you've got my word to try to resolve that for you, and help you out there.

MS. GAYLE HOLLOMAN: It would help tremendously.

MR. JOSH TAYLOR: Okay. Good. Thanks.
MS. STEPHANIE MOODY: Let's move ahead to the Monthly Usage Summary.

MS. GAYLE HOLLoman: The Usage Summary, do y'all have any questions about it? Our visits are still down. We're working toward that. We know that part of the way that we can get our visitors in is that we are able to improve our programming. We get more programs in, we get more people coming in. If we have new materials, then they will come in, so you're going to get your number of visits up.

Also, though, please remember, which I have not pointed out in the past, the Wolf Creek Library's visits are not recorded. There's a problem, and there has been since they opened, so it's been going on now for a year or more, that for some reason, the machine, the machine that everybody walks through, and it's brand new, does not pick up their visits, so that one is not reflected in it, which it might would skew the numbers a bit more in a favorable light, but they have never been listed, because something is going on there.

The GED is getting a little bit better, the GED testing. We are finding more and more people are coming to computer classes, because our biggest problem with GED is now is that the testing is done online, and a lot of people are not savvy with the computers, and
so we're having to kind of start from scratch with
teaching people how to use just a mouse, how to get
online, how to do all those things, so they are
comfortable with testing online, so that has put a gap
in that situation, but we're moving towards positive
direction with that.

English as a Second Language is a little bit down,
because we lost a couple of personnel, who were
actually on our own staff doing some English as a
Second Language training. We have also partnered with
groups in the past, and we're trying to bring some more
of that back, but they were not able to work their
schedules out, and we kind of lost a lot of that
momentum, we're trying to go back on an upsweep with
that as well.

As I was alluding to a moment ago, our wireless
sessions are still a problem. IT has brought on
another individual, who is working very closely with
us. The head of IT, our CIO, Sally Wright, is working
very closely through that individual to try and figure
out what is the problem. They are working with GPLS
and everyone they can think of. They've talked with
other library systems, and they're trying to figure out
what to do to get our Wi-Fi back on track.

It is improving in some places. The problem is we
can't tell what the fix is. Why does it work over
here, but it's still not working over there, and it
used to didn't work over here, so you know, we just
don't -- they don't know, and I don't know enough
technology to try to explain it any better than that,
but that's what we've been told, but we think we're
moving into a somewhat positive direction.

Our online resources are down, and that's because
of the Wi-Fi issues in a lot of cases. We try to go
out and do outreach, even within the County or within
our own buildings, and if the Wi-Fi is not there, you
can't do E-Campus as an example. We can't go into
those databases or what have you, because the Wi-Fi is
not working well. Our virtual reference desk is also
suffering from our issues with Wi-Fi and from computer
problems in general.

Books for Babies, we're working very closely with
volunteer services to continue to find ways to partner
with groups that work with expectant mothers in
particular, and to get those numbers back on track.

Our children's programs are getting a little bit
better, because we now have more Children's Librarians.
We need to have even more, and so we're working to make
sure you received -- I think you requested to receive a
list of who or where we are with our Children's
Librarians, and if you recall receiving that e-mail, we have some vacancies to fill, and we have some Children's Librarians -- some locations that do not have a Children's Librarian assigned, and we gave you a list of the ones hired in 2015, and there were six hired at different locations: Adamsville, Dogwood, Fairburn, Northeast, Northwest and Ocee, so we're still working to fill those gaps.

**MS. STEPHANIE MOODY:** Does Ocee have a manager yet -- oh, Ocee, no, Spruill Oaks? Do they have a manager?

**MS. GAYLE HOLLOMAN:** Spruill Oaks has an assistant manager right now, and that's one of the positions we thought we could just -- once everything was okay with -- you've got to wait till they're paid out their dollars and all that, that we could fill Nancy's position, but we have to repost the job now and start over, so that's what we're going to be doing. Those postings should be going out within the week or the next week.

**MS. STEPHANIE MOODY:** What do you do with the people who've applied under the old posting?

**MS. GAYLE HOLLOMAN:** They'll have to post again. They'll have to reapply in order to build the register.

**MS. STEPHANIE MOODY:** Do you contact them that...
they have to reapply?

**MS. GAYLE HOLLOMAN:** We have not done it that way in the past. We just put all of our postings out there all the time, and we ask people to continue to look at those postings.

**MS. STEPHANIE MOODY:** But it seems to me if I were applying for a job, I would've thought I had applied.

**MS. GAYLE HOLLOMAN:** They did apply, but that register has ended, and I don't know. We may need to look at doing that. This is the first time this has happened, so we might need to look at how to make them aware, if you're interested, we're posting again, so we could do that.

**MS. STEPHANIE MOODY:** I would think you would need to contact applicants.

**MRS. PHYLLIS R. BAILEY:** I would agree with that, yeah.

**MS. GAYLE HOLLOMAN:** Yeah. We can do that. We just never experienced this before, but that is something we can do, so we will.

**MRS. PHYLLIS R. BAILEY:** They wouldn't have any idea as to why you wouldn't have gotten in touch with them.

**MS. GAYLE HOLLOMAN:** Right, but we don't -- not every person who comes on the register is invited to an
interview. There is a process, but I do see the need
to make them aware that -- because most of the time,
the register is only -- all the time, the registers
only last six months, so this would be less than six
months, so I can see the value in making them aware
that you really need to look at it again if you're
interested, because we had to go out and repost, so
we'll look at doing that. We can do an e-mail blast to
make that happen.

**MS. STEPHANIE MOODY:** You were discussing the
computer classes being down, and you mentioned E-Campus
being part of this. Now that E-Campus is more a part
of this system, why don't we just roll that under the
computer heading? Why is one person dedicated to
E-Campus?

**MS. GAYLE HOLLOMAN:** Well, it isn't just one
person. One person goes out and makes a lot of calls
to schools and what have you. It's not as many as it
used to be, but it's all of our librarians are aware,
and they take that to the schools. They take it to
meetings with the public. If they're doing
parent/teacher meetings, they make presentations, so
we're doing that all around.

**MS. STEPHANIE MOODY:** Okay. So if we have all
the -- librarians are fulfilling this need. Why do we
have one person who does only E-Campus? Why isn't that
person's role spread out more?

MS. GAYLE HOLLOMAN: Well, she has other duties,
but what she does as well, is that she takes care of
looking at the statistics, and there are a lot of
statistics that have to do with some of the -- in
particular, like, Tutor.com, there are some statistics
there that you have to keep, and then there's always
people calling and saying they couldn't get in, so she
has to deal with those issues as well. She's an
administrative coordinator, too, so she has all those
administrative coordinator duties as well. It's not
just E-Campus, but people are coming to know it now
very well, so a lot of the calls are not coming in
quite as much as they used to, but it has suffered as
all of our databases have, because of the computer
issues.

MS. STEPHANIE MOODY: Right. I was just thinking
we needed to get more work in other areas, as you cover
many areas that having one person -- and I thought she
was just dedicated to E-Campus.

MS. GAYLE HOLLOMAN: No. She is an administrative
coordinator, too, as she has E-Campus as a part of her
duties, but she's not a part of the regular public
service staff, so she wouldn't be given those duties,
though. We'd be working her out of class.

MS. STEPHANIE MOODY: Okay.

MR. JOHN R. THOMAS: I have a question. Gayle, a measure of how we're doing in terms of serving our clients, the citizens of Fulton County, is the circulation, and it's good to see that that's up 9 percent. That is comparing year-to-year, and I guess it doesn't help -- it doesn't hurt to have big new libraries coming on, does it?

MS. GAYLE HOLLOMAN: Oh, no, it doesn't.

MR. JOHN R. THOMAS: Because if you look at the circulation page, East Roswell is 178,000, and that's just about one year, and Milton is 102,000, and the increase for the whole system is only 243, so it's good to see that these new libraries are fulfilling their purpose.

It's also interesting to note that two libraries up in that same area must be feeling the impact of that, in that Northeast is down 35, and Ocee is down 23,000, so I guess there's a little bit of -- what's the word, when you're taking from somebody else?

MR. JOSH TAYLOR: Robbing Peter to pay Paul.

MS. GAYLE HOLLOMAN: It does happen.

MR. JOHN R. THOMAS: Yeah. The two new libraries are doing very well, but some of those used to go to
Ocee and Northeast, but overall, the circulation is up, and that's very good news.

**MS. GAYLE HOLLOMAN:** Yes. Well, you're right. That has had an impact. We haven't seen it happen before. When we built Ocee, we thought it was going to do the same to Northeast, but it didn't, but now we see it happening with the new ones we've just built. That trend has really made a difference, and so people are going to the newer ones, Alpharetta, and in particular, Alpharetta's circulation has gone up tremendously, although it was always a high circulating branch, so you're right.

**MS. STEPHANIE MOODY:** All right. Are there any other questions regarding the Usage Summary?

**16-03 CUSTOMER SERVICE REPORT**

**MS. GAYLE HOLLOMAN:** Some of our comments that you'll see on the snapshot, people have expressed some wonderful compliments: "The children's programs are wonderful."

"Loved getting my holds."

"So glad our library has reopened." That's Adams Park.

Northwest, "Love the look and the service."

Milton, "The natural light and interior are amazing."
But then of course, we have the disappointments listed on that page.

Sandy Springs, "Please renovate our building."

Hapeville, "Building is in sad shape."

College Park, "Wi-Fi needs help as soon as possible."

Ponce, "Wi-Fi is awful and we need new carpet."

So we do know that we have a lot of things left to do, and so that's where we are working daily to try and help make a difference in those areas, and again, thanks to Mr. Kaplan, we are seeing some strides with regard to our building conditions.

The Closure Report, are we ready for that?

**MS. STEPHANIE MOODY:** Are there any questions regarding Customer Service?

**MR. JOHN R. THOMAS:** Customer Service, I do.

Did you look at the sampling of the quotes at the bottom of the page?

**MS. STEPHANIE MOODY:** The sampling of quotes, yes.

**MR. JOHN R. THOMAS:** On the disappointments, they get exactly at what Paul is getting at: "What has happened to our library? It looks horrible."

"Please renovate our building," under Sandy Springs.

"We are thankful for the recent improvements, but
our library needs attention."

Hapeville, "Building is in sad shape, and we need new carpet."

"Beautiful library and lovely woodwork." I'm not sure how that ended up down there.

**MS. STEPHANIE MOODY:** Well, that's the new library.

**MR. JOHN R. THOMAS:** Oh, that's the new library, right?

**MS. STEPHANIE MOODY:** That's East Roswell, so that one is brand new.

**MR. JOHN R. THOMAS:** Yeah. No one ever doubted what Paul has been reporting to us, but now we're having confirmation from patrons, who are saying enough is enough, we need to do something.

**MS. STEPHANIE MOODY:** None of the new eight libraries would fall under the renovation money.

**MR. JOHN R. THOMAS:** They don't qualify.

**MS. STEPHANIE MOODY:** Although, I have been to a couple of them, and the weeds are starting to crop up, so already, the landscaping is starting to not be maintained.

All right. Are we ready for your Closure Report?

**MS. GAYLE HOLLOMAN:** You do have the list. You should have the list of the facility issues. We were
able to get that and get that to you, and have it by branch. The last time we had a little bit of a problem, but they were able to work that out to give it to us by branch.

I did want to mention, you all asked for the Hoopla usage statistics, so you should have that, and now, looking at the Closure Report, if you're ready.

**MS. STEPHANIE MOODY:** Okay.

**LIBRARY CLOSURE REPORT**

**MS. GAYLE HOLLOMAN:** We closed Adams Park Library 57.5 hours in 2015, and that's because of the HVAC problems, December 2015.

**MS. STEPHANIE MOODY:** That wasn't for the year.

**MS. GAYLE HOLLOMAN:** No. That was for the month, December, and we now have -- they have now worked through it. That was a situation that they were able to resolve, and now they've got some heat coming in there, and it's amazing, but we are very happy about it. That was our major closure for the month, 57.50 hours, but I'm glad it's down to one, because in the past, we've had more than one branch closed for HVAC and other things.

Any other questions about any of that?

**MS. STEPHANIE MOODY:** Adams Park was the only
branch that had any closures for the month of December.

MS. GAYLE HOLLOMAN: For December.

MS. STEPHANIE MOODY: That was a lot. It's good it's only one, but --

MS. GAYLE HOLLOMAN: It's a lot for one location, but not multiple locations.

MS. STEPHANIE MOODY: That concludes the Director's Reports. Are there any other questions regarding her reports?

Hearing none, it is out of order, but we do have a speaker's card. I know it is our custom to invite people to speak prior to the meeting for up to two minutes, so I would have to have a motion and a second and approval if we want to have someone speak to the Board.

MR. CHIP JOYNER: Moved.

MS. STEPHANIE MOODY: I have a motion. Do I have a second?

MS. JAMILICA BURKE: Second.

MS. STEPHANIE MOODY: I have a second. Is there any discussion? All those in favor?

(Whereupon, all said "Aye."

Any opposed?

Commissioner Pitts, the Board has agreed to have you speak to them for two minutes, so welcome.
MR. ROBB PITTS: Two minutes.

MS. STEPHANIE MOODY: We're taking a cue from the County Commission.

MR. ROBB PITTS: I would take exception with that, but that's not accurate what you said.

I had a lot that I wanted to say today, and I'll come back if I only get two minutes today. I'll come back to the next meeting, but when I came in today, you were talking -- apparently, talking about one of the things that I wanted to talk about.

There's a lot of erroneous information, whether intention or not about the use of that $85 million. I was there at the time, helped craft the legislation that went before the public. Two or three points, number one, the Board of Commissioners voted to put that issue, the question before the public, specifically Phase I and Phase II.

Phase II, as you know, includes the construction of a brand-new Central Library. Of the $275 million, $85 million of that was specifically earmarked for the construction of a brand-new Central Library to be located in downtown Atlanta. Some have never wanted that, but that's okay.

The Board of Commissioners approved it. This Library Board of Trustees voted unanimously in support...
of that, in spite of what's being said here, in spite of the lies that are being told in the street.

This Board of Trustees voted unanimously to support the construction of a brand-new Central Library in downtown Atlanta. More importantly, 65 percent of the people of Fulton County voted to support the construction of a brand-new Central Library to be located in downtown Atlanta.

Now, this foolishness, this notion about at a 35,000 square-foot library, that's just pure nonsense. And let me tell you why I think you're playing with fire. Those of you who were around during the last transportation voted -- the TSPLOST, why did it fail? In large part, because the public did not trust appointed and elected officials to carry out the projects that they wanted done.

Now if we -- you, go against, and the Board of Commissioners go against what the public asked for when they approved by 65 percent what they want, then I think you are opening yourselves up for some serious issues, including legal action. Plus, you may be aware, if you follow what's going on in the County and the State, that there is a push now for another vote for transportation with improvements in Fulton County, which are sorely needed. If you go against what the
public said that they want, that's going to impact that transportation vote, because the public has lost confidence.

So this notion about this money can be used for other things, renovations, because of cost overruns in Phase I, that's just pure nonsense. There should never have been any cost overruns in the first place, had you gone and used a design build as opposed to the construction-at-risk method.

So I'm hoping I made that point before --

MS. STEPHANIE MOODY: Commissioner -- thank you.

MR. ROBB PITTS: If my time is up --

MS. STEPHANIE MOODY: Yeah.

MR. ROBB PITTS: -- I'll be back at the next meeting --

MS. STEPHANIE MOODY: All right.

MR. ROBB PITTS: -- because I have a lot to say.

MS. STEPHANIE MOODY: Thank you for your --

MR. ROBB PITTS: I have a lot to say.

MS. STEPHANIE MOODY: Thank you for your comments. I know you're very passionate about this, but I draw your attention to the Fulton County Board Minutes, and the resolution as adopted in July of 2008.

MR. ROBB PITTS: Regarding ... 

MS. STEPHANIE MOODY: The $85 million.
MR. ROBB PITTS: Which says ...

MS. STEPHANIE MOODY: $50 million in matching funds must be raised from the private sector.

MR. ROBB PITTS: That's not what it says. In the event of a shortfall -- in the event of a shortfall, any additional funds must be raised privately. That's correct. That's why -- that's misinformation.

The cost of a new Central Library is a function of the size. Will it be a 300,000 square-foot facility? Will it be a 250 or 200 or 150? It's a function of the size of it.

We have $85 million that the voters approved. There's another $27 million from the Beltline TAD, which the Board of Commissioners already voted to use for the construction of a brand-new Central Library that is 112. If you decide to sell this facility, that another eight or $10 million, so this notion of -- my time is up, I'll be back.

MS. STEPHANIE MOODY: All right. Thank you very much.

MR. ROBB PITTS: But let's keep the record straight and clear and factual and truthful.

MS. STEPHANIE MOODY: Yes, Chip.

MR. CHIP JOYNER: Can I make a motion to allocate five more minutes for particularly, Mr. Taylor,
Mr. Kaplan, who might welcome some more feedback on some of the background, because it seems like there might be some misunderstanding or two sides to it, but this is a side they might not have heard before, so I'd like to make a motion to give him five more minutes to answer questions.

**MS. STEPHANIE MOODY:** You may make a motion if you so choose.

**MRS. PHYLLIS R. BAILEY:** Second.

**MS. STEPHANIE MOODY:** Any discussion?

All those in favor?

(Whereupon, all said, "Aye.")

**MR. ROBB PITTS:** I'm glad you mentioned Mr. Kaplan. Mr. Kaplan, you have experience, and I welcome people like you being on this Board of Commission, because you do have experience from Chicago, as I understand the situation.

There's a classic example in Chicago that Joe and what's the name of the library?

**MR. PAUL KAPLAN:** You mean the main -- the new library?

**MR. ROBB PITTS:** Yes. It's named after -- it's about a 75,000 square feet, beautiful facility, breathtaking. It's sort of what we're talking about here.
The Mayor is supportive of this, and I used the example when I came to you before. Arthur Blank --

**MR. AL COLLINS:** The Harold Washington?

**MR. ROBB PITTS:** No. That's crap. Not that.

That's just a brick building.

Arthur Blank could have gotten 100 yards one way and put up some stadium that was from the '50s, but he didn't. He was futuristic. He was thinking outside the box, and he is building a facility in Atlanta, downtown Atlanta, where there will be no other like it in the world.

You have an opportunity to do the same thing for this city, and the funds are in place to do it. It just takes big thinking. That's all I'm asking you to do. Follow what the law said.

In spite of what your personal opinions may be about who is going to use the downtown Central Library versus who uses the library up north, that's just nonsense. We don't need that anymore, and even if that's an argument, the demographics of who lives downtown and who would use a downtown Central Library is changing.

These new libraries worldwide, what do they have now? They have coffee shops. They have wine bars as a part of them. They have adequate parking. They have
housing. This is the opportunity that you have here if
you would take the time and step back, and use this
money wisely.

Yes, sir ...

MR. JOSH TAYLOR: I think once we have a statement
of the requirements to refurbish the libraries, we'll
be able to have this conversation again.

MR. ROBB PITTS: You can refurbish anything you
want. I'm simply saying that the $85 million cannot be
used to refurbish or renovate anything in Phase I. The
$85 million was specifically earmarked for the
construction of a brand-new Central library, period,
not to renovate this one, not for cost overruns, which
we would not have had in the first place had we used
the design-build method. That's undisputable.

Yes, ma'am ...

MS. JAMILICA BURKE: And what you're saying is
that the $85 million is available without the
$50 million matching funds that needs to be raised.

MR. ROBB PITTS: The $85 million is there. I
mean, those bonds have not been issued. They have to
be issued, I think, by the end of 2017. If they're not
issued by then, there's a
small fee -- strike that -- penalty for not doing so,
but that $85 million has already been approved by the
public.

The $27 million from the beltline, it's already there. The sale of this building, eight or ten, $12 million, whatever the market will bear, and I'm simply saying that if there's a shortfall, and there may not even be a shortfall if you build a facility that's smaller than this one, which in all probability will be the case.

You may have already enough money to do so, but in the event that additional revenue is needed, there's no doubt in my mind that we will be able to raise that money from private corporations, individuals, naming rights, Mercedes-Benz, a classic example.

You've got all of these Fortune 500, Fortune 100 companies here, families, I used the example before, Lloyd Whitaker. I didn't even know Lloyd Whitaker had $10 million that he could donate for a civic purpose to move the Cyclorama from Grant Park to West Paces Ferry, but he and his wife did.

There are hundreds of Lloyd Whitakers in this city, who would step forward tomorrow, once they see a plan to have their family name on that library forever and a day, so that's a long-winded answer to your question, but it's a great question, and that needs to be clarified.
MR. PAUL KAPLAN: So let me understand this.

MR. ROBB PITTS: Yes, sir.

MR. PAUL KAPLAN: That $85 million, there is nothing else with it, so the $85 million is here. You don't have to raise the $50 million from public funds.

MR. ROBB PITTS: If -- the $50 million, whatever, whether it's 50, 35, it's the shortfall. The 50 was just thrown in there, assuming we would be building something --

MR. PAUL KAPLAN: I understand everything you're going from, but let me tell you where my point of view is. I look at these branches -- I'm talking about neighborhood -- like, they're deplorable, a hell of a place to work in, let alone having patrons come in there.

To go ahead and build a Central Library, iconic or whatever it is, and then have the branches sitting there, not enough money to remodel them, to me, that's wrong. I like to build the neighborhood branches. They're in terrible shape.

We can build a brand-new Central Library, I understand that, but until the branches are done, I can't do something like that. I want to see those branches look well.

People in those neighborhoods who live there,
that's their only means to come in there -- their only
means to communicate. They do job applications there.
I've been talking to the neighborhood people, and I'm
understanding what -- even though the turnover is slow,
but you know, you've got to look at the neighborhood
and what's in there, and I'm telling you I've seen
these branches, and they're just in terrible shape, and
how come if in 2008 we talked about a Central Library,
and there was the $85 million, how come nobody ever
went for public funds?

In 2008 when you talked about the money, the $85
million, and now I understand -- I'm trying to listen
to the history -- that in order to get the $85 million,
you had to come up with another $50 million in public
funds.

MR. ROBB PITTS: But that's not correct.

MR. PAUL KAPLAN: Well, see then, I've been
misguided.

MR. ROBB PITTS: No, that's not correct. The
voters approved the $85 million. If anything over and
above the $85 million that would be needed would have
to be raised privately.

MR. PAUL KAPLAN: It's totally opposite of what I
thought.

MR. ROBB PITTS: It's in black and white. I don't
know what you've been reading. I mean, no disrespect, and that's some of the misinformation that's out here, particularly in north county.

MR. JOHN R. THOMAS: Commissioner Pitts, I was around at that time, as you know.

MR. ROBB PITTS: And you voted for this, by the way.

MR. JOHN R. THOMAS: I did. It was unanimous. But let me give a little background. You'll remember that we hung our hat on the importance of this referendum on the fact that no less than 37 community meetings were held throughout the county, getting feedback from the citizens on what they wanted in their libraries. Never did a large new Central Library come up. It wasn't mentioned. It's not something they wanted.

You proposed it. You came in here and stood right there --

MR. ROBB PITTS: That's correct.

MR. JOHN R. THOMAS: -- right beside me as Chairman, and the County Commission approved it.

MR. ROBB PITTS: And this Board of Trustees approved it. And the people approved it.

MR. JOHN R. THOMAS: They did, but that was only because they wanted their eight new libraries, and to
get it, they had to build a new library, build a
Central Library.

MR. ROBB PITTS: That's not the issue.

MR. JOHN R. THOMAS: Oh, sure, it is.

MR. ROBB PITTS: It's not the issue.

MR. JOHN R. THOMAS: We want to do what the
citizens want. There was never a mention of a new --

MR. ROBB PITTS: They voted for it.

MR. JOHN R. THOMAS: I hear you.

MS. STEPHANIE MOODY: Okay. Five minutes is up.

I'm sorry. That's all the time we have today.

MR. ROBB PITTS: I'll be back at the next --

MS. STEPHANIE MOODY: Okay.

MR. ROBB PITTS: -- meeting. I have more to say.

Thank you, Madam Chair.

MS. STEPHANIE MOODY: All right. Thank you.

The next item on -- Mr. Collins, I know you're
here, sort of special. Was there something that you
wanted to address the Board about?

MR. AL COLLINS: Well, at the last meeting when I
delivered the presentation, I think at that time, your
request was should we prepare a letter to go to the
Board to make the recommendation of the Board of
Trustees known to the Board of Commissioners, and I
think at that time, I said I would love to take at

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least a little more time to look at the presentation, and see if there was anything that needed to be added to it in order to make it a little bit more understandable, and so I've done that. I've gone back. I've taken a look at it, and I've tried to address some of the later concerns about cost, about size. This talks about location, so I'm not sure --

**MS. STEPHANIE MOODY:** Okay. We have to do that in Executive Session.

**MR. AL COLLINS:** Yeah. I think so.

**MS. STEPHANIE MOODY:** All right. Then we'll move along. The next order of business is the Foundation Report Update.

**FOUNDATION REPORT — UPDATE**

**MR. JOHN R. THOMAS:** Real quickly, Stephanie, the Board -- the Foundation Board met today, and I'm happy to report that we -- our 2016 strategic plan was approved unanimously. This was a plan that we've been working on for the last year. It is going forward. Our roadmap, I won't go into the details, but suffice it to say, no organization can run well, run effectively, without a strategic plan, so I'm happy to report that we have this.

The Board agreed regarding the Best Buy offer to take it up at its March meeting. We need to have the
details. We need to know what is being expected of us, and Gayle advises we have that kind of time, we will take it up at the March meeting.

**MS. STEPHANIE MOODY:** Would the Board like a copy of the Best Buy presentation? I think you were sent it just this week. I got it Tuesday. Were you sent a copy? It was in your packet of information. Mine ended up in spam.

**MR. JOHN R. THOMAS:** So did mine.

**MS. STEPHANIE MOODY:** That's why I asked Zenobia to send you an e-mail and ask if you had gotten it. I don't know if anybody responded, but it was a pack of information. It included statistics that we had asked for.

**MS. JAMILICA BURKE:** You said it went to spam.

**MS. STEPHANIE MOODY:** Mine ended up in spam.

**MRS. PHYLLIS R. BAILEY:** Mine must have.

**MS. JAMILICA BURKE:** Yeah, because I haven't seen that.

**MS. GAYLE HOLLOMAN:** It included the entire Best Buy proposal.

**MR. PAUL KAPLAN:** Is there time to make some copies?

**MS. ZENOBIA CLAXTON:** I'll make a copy.

**MS. STEPHANIE MOODY:** Well, the Best Buy proposal

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**FULTON COUNTY LIBRARY BOARD OF TRUSTEES MEETING**
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is full color and many pages. I think you would be
better served to get it online, okay. The other
documents were from last month's meeting that were
questions that were raised. Are you saying you didn't
get this document, either?

MR. JOSH TAYLOR: No. I got the e-mail. I just
haven't looked at it, because it was a lot of detail.

MS. GAYLE HOLLOMAN: Yeah. We sent it out. She
sent it out.

MR. JOSH TAYLOR: And I responded that I did
receive it.

MS. STEPHANIE MOODY: Okay. Well, what I asked
Gayle to do in the future if she has a large document,
is to separate them, because since you put them all in
one large document, for whatever reason, my computer
didn't like it, and it thought it was spam.

Okay. John, I'm sorry. Did I interrupt you?

MR. JOHN R. THOMAS: No. That's it. We had a
long meeting, but you don't need to have the details of
that. The most important one, the strategic plan is in
place, and I'm happy to be part of that.

OLD BUSINESS

LIBRARY BOND PROGRAM - UPDATE

MS. STEPHANIE MOODY: Great. The next item of
business is Old Business, which is the Library Bond
Program Update.

**MS. GAYLE HOLLOMAN:** You had said Executive Session. Didn't you say Executive Session?

**MS. STEPHANIE MOODY:** If we're going to talk about location, yes. That has to be in Executive Session, and the Facilities Update, Josh[sic], since you've told us a lot about Facilities Update, and we also have this document regarding the improvements that are needed.

Did you have more to say?

**FACILITIES – UPDATE**

**MR. PAUL KAPLAN:** Well, I'm going to make it very short, because I'm probably more on a roll today than I've been, because I haven't slept much, so I'm pretty tired.

We've had numerous problems. We have problems at Central with the elevator system. There's only two elevators operating. One is the freight elevator. One is a passenger elevator, and the modernization of the elevator is about $250,000 per elevator, and we need an elevator. I don't care if we're in this building for six weeks, two or three months.

What's happening is the motor -- it's a drive motor. It's built in 1994. There are no parts available, so what they do is jury-rig it the best they can to keep it going.
That $250,000, by the way, includes new cables. It's very, very involved new switch gears. It has to be integrated into the system. While they do this modernization, there will always be one elevator working while they do this, then switch people over there, but right now, there's been entrapments several times during the month when people get stuck in the elevators. I don't know if anybody knows about that. It's not fun if you're claustrophobic and get caught in an elevator, so it's very critical that this gets done, so this is something that --

**MR. JOSH TAYLOR:** Is this an obligation of the County?

**MR. PAUL KAPLAN:** County right now. Well, they own the building, but they are working on it. Dennis King is up on it. They've got them working today, and they're trying to do the best they can at this point, but eventually, all that's going to be brought up to the Commissioners, because it does involve a lot of money.

**MS. GAYLE HOLLOMAN:** The entrapments are the biggest problem. Our person who's assisting us now, since Kelly has left, has been stuck in the elevator twice now in the two weeks, in the last two weeks, this week and last week, and fortunately, she's not
claustrophobic, but it's not a good thing.

**MR. TODD LONG:** Dennis and I -- King and I have talked about this at length, and you know, the libraries, you've got a lot of them. The floodgates have opened. Ever since the Board said we're going to set aside -- we're going to address facilities in the County, because it's not just libraries. It's all the facilities, so we've set aside $20 million in the budget, and got a lot of pushback for even doing that in the first place, but now everybody is coming out saying they've got to have a piece of that money, so three elevators, 250 apiece. That's 750 of $20 million, so all of a sudden, it just gets gone in a heartbeat, so we're struggling.

Dennis is getting a thousand requests for everything from -- you name it -- but when you've got neglected buildings for years and years and years, as a county, as we've done, you're going to have a lot of built-up demand.

Dennis is trying his best to get things at least safe. I think this is a decision -- the Board of Trustees, we'd like some input from you on the elevators, because essentially, you're talking about three elevators needing upgraded here, so that's $750,000 to invest in a building that has a lot of
problems, that you ultimately want to get out of here, obviously, and sell or move from this property in some fashion, but if you're going to be here for at least two or three more years, you might have to make that investment anyway. We talked about that this morning. It's for sure you're going to be here for a while.

You can't just go -- you can fix them and they break again. Of course, if you come down to our building, we've been under, basically, a rehab of our elevators in our main building down here for months now, and it cost a bunch of money to do them.

We all went into the wrong business. I'll let you know that right now. We should have been in the elevator business, because those guys are making a killing.

MR. PAUL KAPLAN: And I will tell you that I work with Dennis probably once a week. I talk to him. He's very informative. He's right on it. We talk about prioritizing.

Some of these things I see at the branches, yes, it's wrong, but you know something, we've got life-safety problems, and that comes first, and I do talk to Dennis quite a bit. I mean, that's some decision about the elevator, but at least, probably one elevator for sure is going to have to be done, because
right now, every week, trying to keep -- just keeping it going is enough.

MR. TODD LONG: Obviously, you're getting this information -- just so you have the gravity of the situation so you know, but ultimately, the day-to-day of trying to get things fixed -- I know it seems like sometimes you get neglected, but just be patient. We really are -- Dennis is trying to get to things, and Al, you've got a list from some of the new libraries the other day, where punch list items that need to go back, and we've got to go get the warranty on the main contractor to make sure they fix them, but at the same time, your branch managers, there's some things the fire marshal identified the other day, but we need to be doing ourselves.

There's certain things that staff can fix on their own. They don't have to wait and send in a work order, and some of the work order requests, you know, we've got to make sure we close those out, so they don't show up and you look like you've got more problems than you really do, but there's no question.

We've got to do a better job, and I promise you, we're trying to work to that end, and in fact, we even talked this morning about would it make sense to take the libraries separately, and hire a contract
maintenance service, just to do libraries. It will cost more to do that. I can assure you, more than what we're spending now, but it gives a more ready response, but it comes at a cost, and you've got to figure that in.

The budget is going to be tight for -- until a lot more revenue comes in, budgets are going to be tight. I don't see us, necessarily, leading in that direction everywhere, but we do that in certain cases, and y'all might know the jail.

The big jail over here, we contract that out with Johnson -- we have one man on staff. It's about 25 percent of their time. The rest of it is Johnson Controls. It's $5 million a year to maintain that building, $5 million.

MR. JOSH TAYLOR: So what does it cost to maintain this building?

MR. TODD LONG: It's 34 of them. Think about that. I'm not talking about this building. I don't know, but probably -- we don't spend near what -- JCI is there all the time, and they've got -- of course, you can't have things not functioning in a jail. You can't have the locks going down.

MS. STEPHANIE MOODY: I think they did, though.

MR. TODD LONG: We've replaced those locks.
MR. JOHN R. THOMAS: Fulton County Jail costs $5 million a year to maintain?

MR. TODD LONG: I think that's what the contract is for.

MR. JOHN R. THOMAS: Wow.

MR. TODD LONG: It's a big jail. Think about it, 2,500 people live there, so when you think about it that way, it's not -- if you were trying to service 2,500 people somewhere else, you'll spend a lot more than $5 million.

MR. JOHN R. THOMAS: Yeah. That's true. But their conditions aren't the finest. I mean, for a jail, I'm sure they're very nice, but not --

MR. PAUL KAPLAN: Okay. I'll move this along. This represents the branches I've seen, branches and problems that -- I've been trying to go to as many branches as I can, but I will tell you one thing I am upset about, and I'll tell you, Gayle, what I am upset about.

Rose talked to me concerning a work order concerning electric plugs over at Buckhead branch. This is for the election. This is not for us. This is for the election, and I made -- we made sure -- I talked to Dennis -- we've got to make sure we get this, because it's coming up, and so I was on a two-way
conversation with Dennis, the electrician and myself, concerning please get over there and get it done.

Rose called to make sure that somebody is there to get in. They came in there. Nobody knew anything about it. They didn't know where the plugs went. They didn't know what location it went, so I called Dennis and apologized today, just so you know.

I said, "I'm really sorry that you sent somebody out there."

I just found out about it. I should have followed up on it, myself. I didn't.

And what happens is, it's probably told to somebody at the branch, but when that person leaves, it needs to be several people at the branch, so that when they do come in, your contractors come in, they know what to do, because now we have to get them back out again, and that's a service call.

Being a contractor myself over the years, I'm telling you right now, if I send somebody out there and they're not ready, well, that's a service call. It's goes back, and I don't know if it was our own people that went out, or if we had an outside contractor, and Dennis said, "Don't worry about it. Relax."

But I was upset about it, because I specifically called. We got into a three-way conversation to get
those plugs done, and nothing got done, and because
nobody knew where it went -- they finally got the sheet
from the -- who runs the voting machines?

**MS. GAYLE HOLLOMAN:** The registration and
elections.

**MR. PAUL KAPLAN:** They finally gave the sheet of
exactly how to lay out, and where they want the plugs,
so miscommunication somewhere along the line. I don't
know where it's coming from, but that was something
that I called up, and I felt embarrassed about that,
and I tried to keep as much as I -- trying to get
people in there -- if I find something that's really
critical, I'll call Dennis or I'll e-mail him, so
anyway ...

**MS. GAYLE HOLLOMAN:** That doesn't help things, and
I apologize if that happened, but --

**MR. PAUL KAPLAN:** No, that's all right.

**MS. GAYLE HOLLOMAN:** -- I'll find out, and make
sure I remember to remind everybody.

**MR. PAUL KAPLAN:** So that's that. I'm going to
get off -- I'll shut up.

**FISCAL YEAR 2016 BUDGET - UPDATE**

**MS. STEPHANIE MOODY:** All right. Are we good on
that update? I think we have already covered the
Fiscal Year 2016 Budget Update. Are we in agreement?
So the next item under Old Business is the Court Reporter Contract.

The court reporter contract is up in April.

**MS. ZENOBIA CLAXTON:** March.

**MS. STEPHANIE MOODY:** March, end of March or beginning of March.

**MS. ZENOBIA CLAXTON:** I believe her last reporting is March, the March meeting.

**MS. STEPHANIE MOODY:** All of March, okay, so April 1, and I've been asked to discuss this, so I would like to hear your opinion.

**MRS. PHYLLIS R. BAILEY:** I am very concerned about the fact that this Board has moved from the Court Reporter's report to a summary report as a legal document. I do not suggest that Josh and Zenobia are not doing a good job as secretary, but I feel that when you have a legal document, you need the specifics. You need an accurate word-by-word account.

Now, one of the things that I'm concerned about -- I understand that there was a legal concern about 10 years ago that brought about the use of the Court Reporter, that someone had challenged some part of a report, and because it was a summary report, it did not reflect what was actually needed.
We don't need to go back to a problem that has already been solved. Now, I'm not saying you don't have to have a summary. If that is best for you to work with, so well and good, but we need to have the details. For instance, we have found items that have been omitted, not intentionally, but some things that have been bypassed that was said that would change the reflection and color of an issue, and in order to have the accurate portrayal of an issue, how people felt, how the voting was done, I think that the Court Reporter needs to be retained.

MR. JOHN R. THOMAS: Uh-huh.

MS. STEPHANIE MOODY: Are there any other opinions?

MR. JOSH TAYLOR: Well, I would support that, you know, having done the minutes, we've got so many details going on here, that I have found it useful, great job that Zenobia does of providing a beginning, but sometimes I need to go back and look at the Court Reporter minutes to really reflect it.

I don't think we really need to have an index the way it's indexed, so when the contract is negotiated, I would suggest that you take a look at really what's useful, as opposed to the full thing that we have right now.
MR. JOHN R. THOMAS: And to Phyllis' point, and fortunately, we haven't needed to have the detail that often, but I think we'd be very thankful that we did have the detail if we ever needed it, so ...

MS. STEPHANIE MOODY: Okay. Then here is part of the question that I see, as I was hearing that the Board felt like it took too much time to read the verbatim minutes.

MR. JOHN R. THOMAS: Yes.

MS. STEPHANIE MOODY: And they did not want to approve the verbatim minutes, so are we still going to have a summary of minutes?

MR. JOSH TAYLOR: Well, I think that's still an important means of communication with the Board.

MR. JOHN R. THOMAS: I agree.

MR. JOSH TAYLOR: And since the Board has sat through the meeting, and their memories and notes will reflect this, or they can look at the verbatims, and make corrections as you did upon one occasion, I think that's a healthy process.

MR. JOHN R. THOMAS: Sure. Stephanie, I've labored through those minutes for years, and it's a laborious process, but I agree with Phyllis that we need to have them, but I've gotten used to the summary, so why not do both?
MS. STEPHANIE MOODY: Well, then, may I suggest, and I heard this before, that meetings have transcribed minutes, but they don't approve them until -- I don't know how we get to approve them after the fact, though. They use them more for reference than for actual approval, but I don't see how they can be an accurate record unless somebody reads them, and ...  

MR. JOSH TAYLOR: That's why the motions I've made is that we approve the summary minutes. The details are there for anybody that wants to go back to look at what actually was said, and I think that is sufficient.  

MR. JOHN R. THOMAS: But not necessarily have them approved. I think that's fine.  

MS. GAYLE HOLLOMAN: Legally speaking, don't they have to be approved, though?  

MR. CHIP JOYNER: I thought the approval is we normally read them on our own, and then we just come in and approve them, and like a former Board of Trustees member, Roger, would identify something incorrect almost on a monthly basis. I miss that kind of detail, but it was a responsibility of ours, as Board Members to read through it, and check for accuracy, and I think what everyone is suggesting, continuing the contract, but then also having a summary for those of us, who, for one reason or another, are looking for clarity in
one area, or just want to breeze through. I think where we're growing as a Board, I think we're going in the right direction, particularly if we do both.

**MS. JAMILICA BURKE:** Similar to Chip, I think that both are important. Also, just thinking about the things that we're moving forward and discussing in terms of new Central Libraries, in terms of looking at all of the things that need to be done, there's going to be a lot of important discussion that takes place, so I think it's good to have the reference of having all the detail of what was discussed, but definitely having the summary that's something that's approved during the meeting, so I just think for reference, it's important, especially during this time.

**MS. STEPHANIE MOODY:** Zenobia would like to weigh in.

**MS. ZENOBIA CLAXTON:** For the first time. Since I handle the minutes, three things. One, I can -- when we get ready to do the new contract, I will negotiate the minutes to come back sooner than what was originally told to me when I first started doing them. With a five-day turnaround, and a total of 12 days for to receive the final document to send out. So I'll be redoing the contract.

The second thing is I need you all to vote on the
verbatim minutes so I can produce the packet for the public, because there are people who read this.

All the other minutes, I can't put them out for the public. They will only get the summary minutes, because that's what you all voted, so it's up to you all to say -- to vote, because if you don't vote, they do not go in the book when I reproduce them, which is similar to what Ms. Moody has that goes to all of the branches.

MR. JOHN R. THOMAS: Do the verbatim minutes have to go in there?

MS. ZENOBIA CLAXTON: Yes.

MR. JOSH TAYLOR: Well, they don't have to if we don't vote them in.

MS. ZENOBIA CLAXTON: If you don't vote them, they won't go in, but then the public comes back and says, "Well, what was said? What is this that you gave me, this is three pages? This is not telling me anything," because they're interested. I was surprised at how many people read it.

MS. GAYLE HOLLOMAN: They do read it.

MS. ZENOBIA CLAXTON: They do read it.

MR. JOSH TAYLOR: My question is since we've been doing the summaries, you've not distributed the verbatims, right?
MS. ZENOBIA CLAXTON: I have not, except for -- right.

MS. GAYLE HOLLOMAN: They have to be voted upon.

MR. JOSH TAYLOR: Have you gotten any questions on the summaries?

MS. ZENOBIA CLAXTON: I haven't sent anything out yet.

MR. JOSH TAYLOR: Well, the summaries have been approved.

MS. ZENOBIA CLAXTON: I've only sent out one, and that is the month of August, I'm behind. I'm behind for October, November, December, because I don't have the verbatim minutes, because people were saying, "What is this," and I don't know what to do, and I was waiting for this to be on the Agenda, what you all would decide to do, how you want to move forward.

MS. GAYLE HOLLOMAN: And this past Monday, I was called into the Chairman's office to inquire, and had two patrons right there, who were very upset by the fact that they have not been able to get that information, and Chairman Eaves had me come in. I didn't even know what I was going in for, and he just said, "Some people from the library want to meet, and will you come to the meeting?"

And so I went to the meeting, and there were two
patrons who were very upset and quite vocal about that, and I was surprised, because I had not remembered it, so I went back, and Zenobia told me what the circumstances are, and they're looking to have those verbatim minutes.

**MS. ZENOBIA CLAXTON:** So until you vote and say yes, then I can produce them and put them in the book, but right now, I can't.

**MS. JAMILICA BURKE:** So you just need a motion and an approval, and then you can do it.

**MS. ZENOBIA CLAXTON:** If you say yes and approve, you have to go back, and I can put them in, but I am holding those three months.

**MOTION**

**MR. JOSH TAYLOR:** I'll make a motion that we approve the verbatim to be included in the books.

**MRS. PHYLLIS R. BAILEY:** I second the motion.

**MS. STEPHANIE MOODY:** Is there any more discussion? All in favor?

(Whereupon, all said, "Aye.")

Any opposed?

I would like to recommend that the minutes not take up this much space. I do not know why we need to put a frame around them, and --

**MS. ZENOBIA CLAXTON:** That will be in the new
contract.

**MS. STEPHANIE MOODY:** Okay. And once we're identified by our name, I don't know why we need to be identified by our full name. It seems to take up a lot of space, so Mr. Josh Taylor could henceforth be Mr. Taylor, so it just seems like little things like that would cut down on the page number, for one thing, and I'd like to say, I mean, I've read some of these minutes all the way through, and our present stenographer, notwithstanding, it often has spelling errors and other errors that are never brought to her attention. I've done that before, brought every little error to the Board, and it is time consuming, so unless it's of significance, material matter, I'm going to suggest that we allow some of these smaller mistakes to go without mention, or we circle them, report them, and send them to Zenobia, so she can fix them.

**MRS. PHYLLIS R. BAILEY:** I was concerned about your mentioning of the names and so forth. I think that my concern was that the actual discussion and the actual materials that go into making a decision are available for us to look at. I wasn't really as concerned at that point about the grammatical errors that you pointed out. My concern is the issue. If you come to a conclusion, your summary shows an issue that
has been concluded. I want to be able to see the process of getting to that conclusion. That is what my concern was.

MOTION

MR. CHIP JOYNER: So we're making a motion to renew the contract.

MS. STEPHANIE MOODY: It's already happened, and I believe --

All in favor?
(Whereupon, all said, "Aye.")

Any opposed?

I thought I called it.

MR. JOSH TAYLOR: I think you did.

MS. STEPHANIE MOODY: I thought my comments were afterwards to say that I thought the form should be changed. We will continue with the Court Reporter, and Zenobia will negotiate the new contract, and if you would like to inform what you think should be a part of that contract, please contact Zenobia with those details.

NEW BUSINESS

LIBRARY STRATEGIC PLAN

The New Business is Item 7, the Library Strategic Plan. Gayle sent me the Fulton County Strategic Plan that Fulton County has come up with, which I believe I
MS. JAMILICA BURKE: You did.

MR. JOHN R. THOMAS: You did.

MS. STEPHANIE MOODY: And as part of that, there was a firm mentioned, who I believe was soliciting this Board to be engaged to help us develop a strategic plan, and it was just a letter. I believe the amount was $50,000 to help do it. I don't know anything about this company.

MS. GAYLE HOLLOMAN: Accenture.

MS. STEPHANIE MOODY: But they were the firm that Fulton County hired to help them with their strategic plan. Right at this time, I'm not sure we have $50,000 to spend for a strategic plan, but I agree that we need one.

MR. TODD LONG: I'd like to see what you think.

You've done it, John. Can you forward that?

MR. JOHN R. THOMAS: I sure can. It's nothing like that Fulton County plan, but it serves our purpose. It defines the goal, the strategy, the action plan steps, the who and the when, and it's going to work for us, but I'll be happy -- we're very happy -- I'll be happy to pass that on to them.

MR. TODD LONG: Accenture is a huge company. They do work for big Fortune 500 companies.
MR. JOSH TAYLOR: They're the largest consulting firm in the world.

MR. TODD LONG: There you go.

MR. JOSH TAYLOR: It was split off from Anderson.

MR. TODD LONG: They do work for everybody. For them to take on -- I know the library seems big to us -- but to take on a small library, they really probably weren't very interested, and out of courtesy of doing work for the County, they actually put a proposal together, but at the time, I didn't know that you were working on one, and certainly, even talking to the fellow from Accenture, he says, "Well, really, probably a sit-down of a few hours, you can come out with some key gems that you want to move forward on, which sounds like maybe what you did anyway.

MR. JOHN R. THOMAS: That's exactly what we did, yeah.

MR. TODD LONG: Probably, let's look at that -- probably suits the needs of y'all's Board of Trustees very well.

MR. JOHN R. THOMAS: Yeah.

MR. TODD LONG: As long as he can give Gayle direction. That's what you're looking for.

MR. JOHN R. THOMAS: Okay.

MR. TODD LONG: Gayle, do you feel any different
than that?

**MS. GAYLE HOLLOMAN:** No, I don't. I don't think it takes a lot, but he pointed out in that meeting that we had, that he didn't think it would take a lot for our purposes, but it's up to, of course, all of you to decide how you want to handle it. It can be very involved or not, and very costly or not, so that's kind of where we are.

I mean, I've seen these really good ones that a lot of library systems have put out. I mean, John Szabo and his staff has an awesome one for L.A. Public, but you know, I'm sure they paid a lot of money for that, so it's just a matter of what do we want to do?

**MS. STEPHANIE MOODY:** Well, and as important, though, where are libraries headed? Is this company -- there are firms out there that deal with library strategic plans, and deal with big systems, and they are talking about the future of libraries, and will this firm investigate that?

**MR. TODD LONG:** Accenture is so huge and large, they can quickly do a search within their own firm, and they've got people in their firm that have done nothing but library strategic plans. They can contract with them.

So we would end up getting a project manager to
sit down, have a brainstorming session with the Board of Trustees, and bring in someone who probably has some experience putting library strategic plans together.

It would be a pretty costly endeavor. It's $50,000, so probably -- you think $50,000, you may have somebody for a long -- it's not a -- it would be a couple-of-days engagement, would still be $50,000, just to kind of let you guys know, and I'm not trying to sell you it, or it's not like I'm not trying to sell you on it, really, but ...

**MR. JOHN R. THOMAS:** Well, Todd --

**MR. TODD LONG:** I haven't seen your work. Maybe we can do this: If Accenture folks are still engaged with Fulton County, can we have them take a look at your strategic plan and give us some thoughts and ideas?

**MR. JOHN R. THOMAS:** Yeah, the Foundation strategic plan?

**MR. TODD LONG:** Yes.

**MR. JOHN R. THOMAS:** Sure, absolutely, yeah.

**MR. TODD LONG:** That might be worthwhile to just get feedback on that, maybe some pointers on where to go, and --

**MR. JOSH TAYLOR:** Well, and then, don't forget that the Georgia Public Library System offers and
services in that area, and that might be worth considering as well.

**MR. TODD LONG:** Give us a copy, and I'll do this: I'll make sure that Anna Roach and Accenture takes a look at it and gives us some feedback, and you can have that by the next meeting, and then you can make a decision. That would be my recommendation to the Board.

**MR. JOHN R. THOMAS:** Well, Todd, let me ask you this: Two or three years ago, the Foundation felt so strongly about the library system having a strategic plan, we voted to fund it for $70,000, put up that much. Now that I'm the Chairman, and seeing that our funds are limited, and we really want to focus on reading and literacy, I prefer to have, honestly, have the County pay for that.

If the County can't pay for a strategic plan for the library system, what can they do?

**MR. TODD LONG:** So in fairness, you're coming back and saying, look, if we'll do it for you, maybe we're interested, but if the County's not --

**MR. JOHN R. THOMAS:** Yeah. If the County says no, then that will surprise me that they don't put enough emphasis on this organization having a strategic plan, but we'll certainly give a consideration.
MR. TODD LONG: Okay.

MR. JOHN R. THOMAS: You see what I'm saying?

MR. TODD LONG: Yeah. Right. Because the overall strategic plan doesn't go into the details with the library. It doesn't create the detailed key performance indexes that you need.

MR. JOHN R. THOMAS: Yeah.

MR. TODD LONG: Good point.

MS. STEPHANIE MOODY: So at our next meeting, we will discuss this further. We will then hear what --

MR. JOHN R. THOMAS: Yeah. I'll send this up --

MS. STEPHANIE MOODY: -- their opinion is of the strategic plan.

MR. JOHN R. THOMAS: By the way, Todd, this has not been prettied up. We spent the whole year working on content and strategies. It's not as pretty as the Fulton County plan, but that's where we're going next. We're going to pretty it up.

MS. STEPHANIE MOODY: Lipstick ... If you go online, you can go and find some pretty amazing strategic plans for some significant library systems, and I'm not above taking some of their direction and key points to incorporate into our system. We have been waiting, because we've been waiting for a new Library Director to take a key role
in this, so I think it's time that we move on.

**LIBRARY HOURS – DISCUSSION**

All right. So the last is the Library Hours Discussion. This is not from me, so it must be from you.

**MS. GAYLE HOLLOMAN:** No. We were asked to send this to you by the e-mail we received. Who sent it?

And so we provided it for you so you would have it.

**MR. JOSH TAYLOR:** Was this the question that I raised about the report that we were having increased hours?

**MS. GAYLE HOLLOMAN:** Right.

**MR. JOSH TAYLOR:** Okay. I think you've answered it, then. This was just a false report in the newspaper.

**MS. STEPHANIE MOODY:** Oh, that there were increased hours?

**MS. GAYLE HOLLOMAN:** That we were going to increase. Someone put it in an AJC article that we were about to increase hours, and I'm like, increase hours, so that was really, like, an overwhelming moment, because we were, like, who said that?

**MR. JOSH TAYLOR:** Okay.

**MS. STEPHANIE MOODY:** So the discussion is void.
MR. JOSH TAYLOR:  Right.

MS. STEPHANIE MOODY:  Is there any -- yes, Chip?

MR. CHIP JOYNER:  On a separate item, Madam Chair, I just think in light of new information that might be a different understanding of how funds can be used or what's available, until everyone is on the same page with that understanding, I think it would prudent to withhold this letter or to amend it.

MS. STEPHANIE MOODY:  We've already voted to send the letter --

MR. CHIP JOYNER:  But, but --

MS. STEPHANIE MOODY:  -- and the majority of the Board --

MR. CHIP JOYNER:  But on the record, one of the Board members said that's not how he understood it.

MS. STEPHANIE MOODY:  You may not -- if you do not want your name associated with it, that is fine, but the majority of the Board has already voted.

MR. PAUL KAPLAN:  The thing that I questioned was -- not the letter.  I'm not questioning the letter. I'm questioning about the $85 million that it was contingent about the $50 million had to be raised before the $85 million was released, and that's what I understood, and he said no.  Mr. Pitts said no.

I'm trying to find out what really happened when
that bond went through. We're talking about 2008. I was listening to John here, and there is something is not there. Something is not right, so I'll find out, but as far as the letter is concerned, I have no problems with the letter at all, just make the Commissioners aware of how -- what kind of shape we are in, in the branches. That's the way it's going to have to be.

**MS. STEPHANIE MOODY:** I have correspondence from Anne Haimes. She says, "The final recommendation of the Library Board regarding a Facility Master Plan were submitted to the Board of Commissioners in a March 13, 2008 memorandum. The Library Board's recommendation for the Central Library was major renovations for the existing 265,000 square-foot library. The Board of Commissioners approved the library Facility Master Plan's final recommendations as presented on March 19, 2008. The general services and library staff developed costs associated with the implementation -- sorry -- the estimated budget for the Central Library was $34,807,771, which was later rounded to $35 million. On June 4, 2008, the Board of Commissioners approved a resolution to amend the Facility Master Plan to implement building a new Atlanta-Fulton County Library System in lieu of renovating the current facility. On
July 16th, the Board of Commissioners approved a special referendum election for the purpose of submitting to the voters of Fulton County the approval or rejection of the issuance of library bonds in the principal amount of $275 million for the purpose of implementing the library facility plan, and that $85 million be made available for the Central Library upon successfully raising another $50 million from private donors."

So that's all I'm going to say about it right now. We can go and do some research. There are some dates there. We can see what's part of the written record for Fulton County.

**MOTION TO ADJOURN/EXECUTIVE SESSION**

So I would like a motion to adjourn.

**MR. JOHN R. THOMAS:** So moved.

**MS. GAYLE HOLLoman:** Oh, wait a minute. I thought we were going -- are you not going into Executive Session for ...?

**MS. STEPHANIE MOODY:** We adjourn first. Do we --

**MS. GAYLE HOLLoman:** I don't know.

**MS. STEPHANIE MOODY:** Don't we adjourn, and then go into Executive Session? No.

**MR. PAUL KAPLAN:** You make a motion to go into Executive Session.
MS. STEPHANIE MOODY: All right. May I have a motion to go into Executive Session?

MR. JOSH TAYLOR: Second.

MS. STEPHANIE MOODY: Any discussion? All those in favor?

(Whereupon, all said, "Aye.")

All right. If you would like a quick two or a three-minute break, I think that would be fair.

Board, I am sorry. I did send you notice that Reverend Bolden had passed away, and Friendship Community Church at 4141 Old Fairburn Road, Atlanta, Georgia, is going to have his services at 1:00 p.m. on Saturday, if anybody would like to attend. That's 1/30/16.

(OFF THE RECORD AT 5:50 PM)
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Fulton County Library System
Director’s Report
Gayle H. Holloman, Interim Library Director
February 18, 2016

Summary of January Activities

January was a month of new beginnings for new hires at the Library. There was much excitement about the addition of newly hired librarians who will provide services to youth. The programming efforts of all branches continue to demonstrate employees’ desire to inform, uplift and enhance the lives of our citizenry. The month culminated with successful programs throughout the county that highlighted the contributions of Dr. Martin Luther King Jr. through readings, displays, storytelling, film viewings and book discussions. The month also brought about much planning for the forthcoming elections, tax assistance, the Chinese New Year and the circus.

Auburn Avenue Research Library

During the month of January, the Auburn Avenue Research Library (AARL) staff members were engaged in a variety of activities including providing public service to patrons in-house, by telephone and via email. Staff members and volunteers were also engaged in research services, various collection processing and maintenance activities including processing and cataloging of new materials, shelf reading and inventory, shelving book and non-book materials into the research collections, and facilitating a diverse mix of programs and events that promoted the AARL’s mission.

AARL Renovation and Expansion Project:

AARL administrative and managerial staff attended Transition meetings (1/8/16, 1/19/16, and 1/26/16) with Project Team Manager, Evan Jahn, held at the Central Library. A status of the project milestones dates was provided. The move-in dates for each division have been changed to early April. The transition meetings will occur on Tuesdays until the substantial completion date.

On January 27, 2016, Mr. Derek T. Mosley, joined the AARL, as the new Archivist.

Programs / Events

Auburn Avenue Research Library, in collaboration with the Hammond House Museum, On Our Own Authority! Publishing and the Onyxcon Institute, hosted “Drawing Divergent Lines: The Graphic Novel as Resistance Art.” This event included a panel discussion, featuring Nicole Burton, the publisher of new graphic novel, Drawing The Line: Indian Women Fighting Back; Joseph R. Wheeler III, founder and president of ONYXCON, and Dawud Anyabwile, illustrator of two new graphic novels Monster and Brotherman: Revelation.
The Research Library, in collaboration with the Johns Creek Arts Center and Hammonds House Museum, presented “Photography on the Color Line,” a photographic exhibition on the lives and achievements of African American Georgians at the turn of the 20th century. Curated by Dr. Shawn Michelle Smith, the exhibit epitomizes the efforts of Dr. W. E. B. Du Bois, to debunk racial stereotypes. This exhibition is currently on display at the Johns Creek Arts Center, 6290 Abbotts Bridge Road, GA 30097.

DATA AND STATISTICS
Patron/Visitor Count – Month of January - 176
Archives Division - 3
Program Division - 140
Reference & Research Division – 33

Volunteer Hours
- Number of Volunteers – 2
- Total Hours Worked – 10 hours 32 minutes

AARL Website Statistics Report (AARL Google Analytics account maintained by Fulton County IT)
- The AARL homepage was viewed 1,023 times

Branch Services

The Branch Services Administrators are focusing on the planning and implementation of the Best Buy Teen Tech Center.

The New Year brought forward all the needed preparations for the tax season. AARP volunteers are hosting tax preparations at nine Atlanta-Fulton Public Library locations. It involved planning with staff as well as the Fulton County Office of Registrations and Elections as it is the season for early voting.

It’s always a pleasure to hear the voice of the community. The following are few comments that were found to be encouraging:

- Chrystal M.: “I have always thought of the library has a safe haven and appreciate being able to come to one place to find ample books on several topics.” Peachtree Library
- Jamie W.: “I’ve learned more than I ever thought I could by frequenting the library on a regular base. Thanks for helping me.” Mechanicsville Library
- D. Woods: “The Metropolitan Library is a wonderful addition to the neighborhood”. Metropolitan Library
- Kim S.: “The databases on the website have made a difference in my graduate studies”. Buckhead Library
Program Highlights

- The Alpharetta Library hosted its first “College Road Map” presented by C2 Education. The program assisted college bound students on academics, financial literacy and emotional readiness.

- The Georgia Hill Library welcomed archivists from the Atlanta University Center’s Robert Woodruff Library’s Archives and Research Center. The archivists provided information about their holdings, special databases and how to obtain access to the Morehouse College Martin Luther King Jr. collections.

- The Ocee Library featured The Johns Creek Art Center and their presentation of a “Small, Small World Storytime and Arts” program for the children of the community.

- The Ponce de Leon Library continued one of its most popular programs with an AARP volunteer. The Safe Driving Class proved yet again to gain the attention and attendance of the community.

- The West End Library hosted Elizabeth Hall, a ghostwriter and grant writing consultant. The program was very well attended with requests for a second program for those not able to attend.

- The Friends of the Northwest Library held their first ever meeting of the Northwest Book Nook Club. The club has decided to read One Hundred Years of Solitude by Gabriel Garcia Marquez.

- The Wolf Creek Library’s Busy Bee Gardening Club visited a DeKalb horticultural center where Mr. Arthur Ratliff shared his knowledge on composting and everyone came ready to dig up plants to transplant them. The club provides networking opportunities, a place to fellowship and special projects for the community.

Building Program
Meetings continue to be held and plans made as the building program moves through the end of the Phase I project. It is expected that the AARL will re-open in the renovated space in early spring; with the Southeast Atlanta Library closely following and the renovated South Fulton Library’s re-opening in early fall.

Central Library

Adult Programming
On Saturday, January 30th, Sister Souljah, a well-known author on her Midnight Book Tour, visited the Central Library for a book discussion and book signing program of her recent work, A Moment of Silence. The program attendance totaled 501! The author talked about characters in her books. She expressed that it is important for individuals to return to fundamental community and family values in order to have a spiritual-centered life style. From the completed program evaluation forms here are some of the typical responses written by attendees “first time visit at
the Central Library,” “great program,” “bring more prominent authors,” and “a larger space.” Thanks to the Volunteer Services Office for getting 15 volunteers. Four of the volunteers stayed until the last person got their books signed.

The Friday Movie Program is picking up momentum. Many football fans and movie fans have had a great experience during the month with the Super Bowl 50 themed movies.

Children’s and Teens’ Services
The Atlanta-Fulton Public Library System will celebrate the arrival of Ringling Brothers/Barnum and Bailey Circus. The circus will be at Phillips Arena February 10th through the 15th and the Arena at Infinite Energy Center (formally named Gwinnett Arena) February 18th through February 28th. To celebrate the arrival of the circus, Ringling Brothers is partnering with public libraries again with Reading with Ringling Brothers’ reading incentive program. In order to participate in the program, children ages 2 through 12 are required to read five books of his/her choice or to read 25 hours, in order to receive a free circus ticket with the purchase of an adult ticket. Over 300 children are participating in the program. In addition to free circus passes, clown visits were arranged to conduct wacky storytime experiences with tricks, magic, and tons of fun. Clown visits were held at Central, Northeast Spruill Oaks, Northwest, and Palmetto libraries.

In the Children’s Department at the Central Library, children learned about the circus and enjoyed a performance by Ringling Brothers’ clowns. After the performance, children received a clown nose, bookmark, and a library mood pencil. There were 183 attendees.

Sophia from Zoo Atlanta’s ZooMobile came to the Children’s Department to talk to the kids about animals and their senses. Students compared the body parts of animals and humans and discovered how we use senses just like animals. Staff conducted a storytime about animals.

Teens met on January 21st to discuss agenda topics for the Teen Advisory Board (TAB). Teens also completed volunteer applications so they can receive credit for their services to the Library. A staff member in the Children’s Department submitted a proposal on financial literacy programming in libraries to present at the 2016 ALA Annual Conference.

Circulation Services
Employees in the department continue each day to meet, greet and provide a variety of services at the Information Desk, handling numerous transactions. As the first point of entry into the Central Library, they often provide the first impact a visitor has to the facility.

Year-end circulation reports were submitted to library administration.

Learning and Career Center

GED
As the general public may be aware, the United States Department of Education in conjunction with GED state offices across the country announced the re-norming of the current battery of
GED tests. It is common practice for the GED to go through a re-norming process about every couple of years. This is intended to insure that the difficulty of the GED matches the academic competency required of current graduating high school students across the nation. The norming process results in the GED battery becoming a bit more difficult or a bit less difficult. The unusual thing about this year’s re-norming is that the decision was made to slide the actual required numeric score. This has made it confusing to the public. To further add to this confusion, the decision was made to make the re-norming retroactive for last year. Therefore, the passing score is now 145 and not 150 on each and all of the required four tests in the battery. Staff estimates that this process will be completed by the 2Nd week of March, 2016. That being the case, we will be able to run reports that will give us an updated listing of GED graduates month by month for 2015 which will lift the total number previously reported. We will also at that point re-run the reports for January and February, 2016, and it is possible that those two months will also show an improvement in the number of graduates.

Literacy, Computer Literacy & Training
The month of January, 2016 was a very successful one for the Learning & Career Center. Staff provided programs and services that promoted literacy and other educational opportunities for Library patrons. With an increase in public demand for access to Internet services and an increasing range of government, corporate and community services and transactions heavily reliant on Internet access, computer usage in the department increased tremendously. There were over 13,419 computer sessions in January, 2016. Many patrons needed assistance to retrieve their tax forms as well as pay slips. Staff also assisted patrons in resume preparation and in accessing government assistance sites. Happily, the public access computers are working well and there were no complaints from patrons. Staff also conducted classes in Computer Basics, Email Basics, Excel 2010 Basics, Internet Basics, and PowerPoint 2010 Basics. Significantly, most of the attendees were seniors eager to catch up with today’s computer technology.

The English as a Second Language class registered 12 new students. Registered students come to the library for classes to learn English. They can also take home ESL books, videos, CDs and more to practice. It's all free. Also, we take this opportunity to welcome Ms. Hoa (Jeannie) Nguyen, a graduate student in Applied Linguistics at Georgia State University who has volunteered with the program. She comes to the Library System through a partnership program between the Library’s Volunteer Services Office and Georgia State University. What impresses the ESL students is the fact that they do not have to fill out a four-page registration document as they do with other organizations. One of the students remarked that if she could fill out those registration forms in English, she would not need to take ESL classes.

Interlibrary Loan (ILL)
In January, Interlibrary Loan staffers received 104 requests and loaned 99 items.

Outreach
Trinity Towers Senior Living Facility’s deposit collection has been set up and the residents are very grateful for the services that are being provided.
The new bookmobile schedule is still being constructed as well as the staffing that will help with the bookmobile circulation and duties. There will be 10 stops including, senior living and service centers, daycares, local schools, and recreation centers on the routes that will begin the 2nd week of March. The schedule will be re-evaluated in May 2016 with possible changes to times and routes to reflect changing community needs during the summer months.

Reference, Virtual Reference and Special Collections
Staff added a link to the IAD homepage on the following: the Federal Reserve’s weekly report on interest rates, now that interest rates are rising again. New information went onto the elections page in preparation for the March primary and on the taxes page. Those links added were resources for those preparing for the naturalization test, a citation for a book profiling the Smithsonian’s rare book collections, a useful book about soils from the US Natural Resources Conservation Service and the UDS Mapper, a way to visualize the relationship between patients, population, and available health services to identify potential areas of need. In addition, a link to the legacy of NASA’s Langley Research Center was provided. The same day staff sent out the list to AFPLS staffers that includes the Langley document, a researcher came in to the department and requested background material for a film about the mostly women “human computers” who were once on staff at Langley before machine computers were invented. The department had that document, and more. The timing was amazing.

Staff reported the following interesting reference questions from library patrons. A patron in Savannah contacted us to find information on an early 19th century landowner in Jefferson County - we found an account of his life written from various local sources, and her response was “Thank you so very much -- this is what I have been looking for, for two years!” A student at Bentonville High School in Arkansas said she was “conducting some research for my IB Math class.” Could you tell me how many library members you have and how many items are checked out in a 12 month time span?” With the help of staff in administration and Library Finance the Reference Department members were able to provide 2015 numbers for her, which she very much appreciated.

A patron living in another city wrote that he needed information concerning his grandmother, regarding a grocery store she owned or operated in northwest Atlanta circa 1935 - we found listings for her in the Atlanta city directories around that time, prompting the patron to say “This is exactly what I needed! Thank you very much!”

A woman was wandering distractedly around on the second floor. She finally came to the desk to say “that she was happy to see that we still have reference books; Chattanooga Public Library has gotten rid of theirs,” according to the patron.

According to tally sheets and departmental logs, the Library’s remote reference units processed 1,733 information transactions this month (28.5 days) with a daily average of 60.8. Virtual Reference is a valuable resource for our internal customers (library staffers and Fulton County employees), senior citizens, students, businesses, and individuals that want information as well as those who need assistance to use Library e-resources.

On January 14th Special Collections’ staff attended a program held in the Kopleff Recital Hall at Georgia State University. The recital was followed by an exhibition opening in the Ernest G.
Welch School of Art & Design Galleries. The program and exhibit “Prospects for a Labor of Love” were developed by João Enxuto and Erica Love, Welch Artists-In-Residence at GSU. The program and exhibit focused on the architecture of Marcel Breuer and included images and content they found while conducting research in the Special Collections Department.

On January 20th, 25 students and faculty members from GSU Honors College, Honors 3260 “Alonzo Herndon and the Business of Civil Rights” visited the Special Collections Department to learn how to conduct research using historic maps and Atlanta City Directories. The class was led by FOCAL Board Vice President, Dr. Karchiek Sims-Alvarado. Atlanta Interfaith Broadcasters filmed the class for programming at a later date.

On January 25th Special Collections’ staff provided a tour of the department to 24 Georgia Tech University Architecture Department graduate students and faculty members. The students are working on a project to design a modern library within the Marcel Breuer designed Central Library. Several students have returned to conduct studies of the design and construction of the library.

Displays, Exhibits, and Projects
The “King-Rogers, Mixed Media Experience Exhibition” stayed up from December 2015 through January 25th, in the Lower Level Gallery. As a rule, First Thursday Receptions are not held in January because of the holiday season and the possibility of inclement weather conditions. During January, 43 people signed the guest book for the art exhibit.

The “Colors of My Mind” was installed on Saturday, January 30th and will be up through Friday, February 26th. Members of the African Americans for the Arts organized the exhibit in celebration of African-American History Month. The First Thursday Opening Reception is scheduled for February 4th and will feature artists’ talks and spoken word performances.

“Poetic Voices: Poetry of the Muslim World” - the exhibit was picked up for return to the Poet’s House on January 5th. The final report for the Poetic Voices grant is in progress. Below is the link to the Atlanta Interfaith Broadcasters video that includes clips and interviews from the Poetic Voices program "The Traveling Word: A West African Epic."
https://www.youtube.com/watch?v=XsnGivwqq8Y

On January 13th Special Collections’ staff attended a meeting of the Georgia State University Digital Projects team held at the Georgia State University (GSU) Library. The focus of the meeting was to discuss the ATLmap project a joint project being conducted by GSU, Emory University and Georgia Tech University to develop maps and street level images of Atlanta over time. The demonstration of the project focused on the Special Collections Department’s glass plate negatives previously digitized by the GSU archives. The glass plates were street views of the areas of downtown Atlanta that later became “Underground Atlanta.” The project anticipates stitching the photographs together in the hopes of creating panoramas and potentially contiguous street scenes that can be overlaid on to Google Street View. Concepts may also include a website that displays the panoramas and provides the data and contextual information about the locations.
On January 21st three members of the Georgia State University Digital Projects team visited the Special Collections Department to identify unique maps and images of Atlanta to be included in the ATLmaps project. Several maps were identified to be digitized and included in the mapping phase of the project. Discussion also included digitizing of other images and photos of Atlanta, including libraries, as the project continues.

**eCampus**

*Programming and Outreach*

The eCampus coordinator continues to participate in the New Hire Orientation for the County, in partnership with the Personnel Office. The Personnel Department held two New Hire Orientations on January 13th and January 27th during which 55 new employees received an overview of the professional development materials in eCampus that will help them in their endeavors as new employees. The participants were also provided information on how to access the Library System’s online library card application so that they can sign up for a library card.

A new eCampus initiative at the North Fulton Annex which was previously pending has been approved and is now underway.

A meeting with Mr. Robert Frady, Facilities Manager at the North Fulton Annex, and his staff, was held on January 26, 2016. A total of 10 staff members were in attendance. A presentation was given on eCampus and all the benefits of the suite for persons who visit the North Annex for services. The following schedule has been developed for eCampus sessions to begin in the facility’s newly opened computer lab: February 9 & 23; March 8 & 22; April 12 & 26; May 10 & 24; and June 14 & 28.

The eCampus Coordinator, Ms. Juree Hall, attended the Library Foundation’s regular meeting held at the Alpharetta Library on January 27th. She provided a summary of the 2015 Bill Fox Mini Grant activities by Library staff. Fifteen people were in attendance.

**Facility Concerns**

The Adamsville Library experienced some HVAC problems in the later part of the month with a malfunctioning thermostat; however the problem has been rectified and things are in working condition.

The Central Library was plagued with several outages of all of the public elevators, during the month of January.

Cleaning and recycling needs around the Library System continue to be of concern. The problems have been moved up the chain of command regarding the issues, with assurances the problems will be corrected.
PR/ Marketing

Kicking off the New Year, a number of MLK Day celebrations and programs earned coverage in Atlanta Parent’s January 2016 issue. Programs featured, include MLK, Jr. Birthday Storytime (Buckhead, Southwest), MLK, Jr. Celebration (Wolf Creek/Dogwood).

The January 5 issue of the Atlanta Journal-Constitution ran in its Metro section, information about the English Conversation Class for all levels at the Alpharetta Library.

The January 6 issue of the South Fulton Neighbor ran its “Main” Section a short blurb about the Kuumba Writers’ Group at the Adamsville Collier Heights Library. In the same issue, a short blurb about the Kinship Care Tutoring Program at the East Point Library rain in the “Main” section.

The January 6 issue of the Sandy Springs Neighbor, Northside Neighbor and Vinings Neighbor, a photo caption was featured about the Milner Award for Children’s Literature Award Winner, Mo Willems.

The January 6 issue of the South Fulton Neighbor, In Brief section ran an announcement about the Ringling Bros. Barnum & Baily Circus clowns at the Palmetto Library, as well as a short promotional text about the Hoopla app.

The January 13 edition of the South Fulton Neighbor featured two Martin Luther King, Jr. Day celebration events taking place at the Wolf Creek Branch, a screening of The Boondocks for young adults ages 13-17 and a King birthday party for children ages 6-12.


Atlanta Journal-Constitution’s Metro Section continued to feature a variety of programs and events at many of our library locations. Highlights during the month include:
- “English Conversation Class for All Levels,” Alpharetta Branch, January 5.


The January 27 issue of the South Fulton Neighbor featured the Black History Month program, dramatic monologues presented by the students of McClarin Success Academy, at the College Park Branch on February 23.
SOCIAL MEDIA STATS – JANUARY 2016

FACEBOOK:    Total Posts  39
Post Likes    160
Comments      10
Post Shares   37
Total Fans    3266

TWITTER:     Total Posts  34
Mentions     50
Retweets     55
Likes         63
Followers     555

BLOG:        New Posts  1
Post Views    73
YTD posts     20
YTD post views 2980

Technology Concerns
The Central Library was scheduled for the migration of its public access PCs to the Comprise/SAMS system. Meetings were held with staff from all of the various public service departments in order to prepare for the migration. Fulton County IT met specifically with each department in order to configure the needs of the PCs in their specific service area. The migration, staff training, and configuration of Central continue. Patrons were interrupted from accessing PCs on the floors that they usually frequent but no patron was unable to use a PC for the work they needed; it just took place on a different floor.

Library patrons continued to complain about our Wi-Fi access and we continue to hold regular meetings with Fulton County IT staff. Previous spotty WI-FI connectivity seems to be coming to a halt. IT staff continue to monitor the progress of recent fixes to the problem.

IT staff completed the migration to Comprise at all branches, with the Dogwood Library being the last site. Final troubleshooting will take place next week at the Dogwood Library.

Upcoming Events
Youth Services staff are preparing for “Read across America Day” in March which celebrates the birthday and work of Theodore Geisel, better known as Dr. Seuss; and to make preparations for the Summer Reading Program.

Volunteer Services
The Office of Volunteer Services recorded 4,372 hours performed at 31 locations, including eight departments at Central, by 487 volunteers and 84 were new volunteers to the System. Nine Friends groups and eight branches increased the number of hours served since the previous
An Ocee Library volunteer stated, “As a volunteer I’ve learned that the library is much more than a place to read and check out books. The community comes together at the library. I am grateful that people really appreciate small things I can do to help.”

The top three volunteers by hours worked, shelved materials at the Dogwood Library and led the Friends bookstores at the Alpharetta and Roswell libraries. Our top three new volunteers served between 18-24 hours each at Milton, Northside and Ponce. The staff at Milton, Northeast/Spruill Oaks and Ocee led the branches with the highest number of regular orientations and trainings for new volunteers. A partnership was renewed with the Georgia State University Linguistics Department and two college students started leading ESL classes at Central.

The Friends of the Northeast/Spruill Oaks Library held a successful four day book sale despite the colder weather. The Friends of the Alpharetta Library recruited several new members to help extend bookstore hours and increase sales. The Friends of the Milton Library hosted regular hours for both the store inside the library and a monthly sale in the barn and shared duplicate copies of bestsellers with the Friends of the Adamsville-Collier Heights Library.

Volunteer Services Department staff held an interest meeting for the Friends of the College Park Library and discussed community support with five patrons. Friends’ members from Central, Northeast/Spruill Oaks and Roswell spoke at the county’s annual budget meeting and the newly elected Sandy Springs president came to support efforts for libraries. Incorporation and nonprofit status information was shared with Friends at Northwest, Palmetto, Ponce and Southwest and the volunteer services manager brainstormed with the volunteer liaison at Northeast/Spruill Oaks regarding a be-friend campaign to recruit more volunteers.

A group of four Georgia State University students started a project at Central in the periodicals room with a Library System librarian and will return every two weeks to see the project through completion. A General Collections Department volunteer cleared out the shelving in the sixth floor bookmobile room at the request of the Interim Central Library Administrator.

The North Springs High School Interact Club brought six volunteers back to Sandy Springs to help with shelving projects. Volunteers from the Friends of the Auburn Avenue Research Library, Friends of the Central Library, Friends of the Dogwood Library, Georgia State University, Friends of the Kirkwood Library, Friends of the Ponce Library, Friends of the South Fulton Library and Spelman College volunteered until 9:00 p.m. to help with the packed meet the author event featuring Sister Souljah, which was held at the Central Library.

Unfortunately, due to the winter weather and library closures, the teen volunteer fair at Buckhead and service projects with two groups from Georgia State University and three groups of Teach for America Teachers had to be cancelled at Central, College Park, East Atlanta and Metropolitan, but we hope to reschedule later in the spring.

Staff was able to start weeding volunteer records and spend time cleaning up the database to increase the accuracy of volunteer information. Volunteer policies were shared with new volunteer liaisons at Alpharetta, Central’s General Collections Department and Roswell. Staff connected the children’s librarian at Hapeville to a St. John’s Elementary School teacher to promote the circus incentive reading program and connected a representative from the Fulton
County Department of Registration and Elections with the branches with Friends groups to host voter information sessions. The list for AARP Tax Aid preparations was finalized and posted to the website for patrons.

The volunteer services manager represented the Library System as a console judge for the Helen Ruffin Reading Bowl at Drew Charter School. The event was started by media specialist Helen Ruffin several years ago as a way to use the Georgia Children’s Book Award nominees to encourage students to read and brings teams of students together from different schools to test their knowledge of the books. Students prepared for several months, reading from a list of 18 books in order to answer the questions during the competition. We also followed up with staff at the 16 branches that had schools represented.

The Books for Babies program materials were distributed to 11 families in January by the Youth Services librarians; and staff met with social workers at Grady Hospital to provide additional packets and recruitment techniques.

Volunteer services staff screened and placed 36 teenagers, 15 adults, 14 court-required and two National Charity League volunteers. Staff also assisted 1 group placement, completed 12 volunteer letters to verify service hours and assisted 18 community members with finding alternative community service locations.

**Youth Services (Systemwide)**

The year began with “Reading with the Circus.” Every child will have the opportunity to receive a free ticket to the circus by simply reading five books. The Ringling Brothers/ Barnum and Bailey Circus provided this wonderful opportunity for over 10 years. The staff at every branch gets excited as children throughout the county come to the Library to check out books and receive a ticket to the circus for the joy of reading.

Winter programs in the libraries are presented to reflect a multitude of interests and exploration, with classes such as: STEM programs, book clubs, Science clubs, storytelling, and coding classes, which are just a few of the offerings for youth. The programs also included seasonal readings, displays, toy drives, book sales and crafts. All library locations are preparing ahead for special programming, which includes the Summer Reading Program that runs June 1 through August 1.

The Best Buy Teen Tech Center Coordinator, along with another Librarian, attended training in Boston in preparations for the Center’s opening at the Central Library, at mid-year. The training was sponsored by the recently awarded Best Buy grant.
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<th>2016 BUDGET</th>
<th>2016 JANUARY</th>
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## ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
### MONTHLY FINANCIAL REPORT - BY ORG TYPE
### AS OF JANUARY 31, 2016

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<th>2016 YTD</th>
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<td>307,800</td>
<td>4,783</td>
<td>4783.17</td>
<td>-</td>
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<tr>
<td></td>
<td>SUPPLIES</td>
<td>203,063</td>
<td>-</td>
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<td>0%</td>
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<td>BUILDING RENT</td>
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<td>-</td>
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<td>575,035</td>
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<td>OFFICE FURNITURE</td>
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<td>PROFESSIONAL SERV</td>
<td>15,004</td>
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<td>2,875</td>
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<td>LYRASIS CHARGES</td>
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<td>-</td>
<td>150</td>
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<tr>
<td>TRAINING</td>
<td>465</td>
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<td>-</td>
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<td>VEHICLE MAINTENANCE</td>
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<td><strong>Total</strong></td>
<td>3,792,867</td>
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<td>221,858</td>
<td>6%</td>
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<td>2015</td>
<td></td>
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<td>% Difference</td>
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<td>----------------------------------------------</td>
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<tr>
<td></td>
<td>January</td>
<td>YTD</td>
<td>January</td>
<td>YTD</td>
<td>Monthly</td>
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<td>Items the library owns</td>
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<tr>
<td>Total Cardholders</td>
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<td>Library accounts registered in our system</td>
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<td>New Cardholders</td>
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<td>4,170</td>
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<tr>
<td>First time registration of a patron</td>
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<td>Renewing Cardholders</td>
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<td>7,626</td>
<td>6,629</td>
<td>6,629</td>
<td>15%</td>
<td>15%</td>
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<tr>
<td>Current patrons renewing a card</td>
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<tr>
<td>Total number of items checked out of the library</td>
<td>259,815</td>
<td>259,815</td>
<td>223,410</td>
<td>223,410</td>
<td>16%</td>
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<tr>
<td>Holds</td>
<td>55,012</td>
<td>55,012</td>
<td>45,887</td>
<td>45,887</td>
<td>20%</td>
<td>20%</td>
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<tr>
<td>Number of requests by patrons for staff to locate and make available materials throughout the system</td>
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<td></td>
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<tr>
<td>Inter-Library Loans</td>
<td>210</td>
<td>210</td>
<td>218</td>
<td>218</td>
<td>-4%</td>
<td>-4%</td>
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<tr>
<td>Number of items lent to or borrowed from another library system</td>
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<tr>
<td>Visits</td>
<td>269,443</td>
<td>269,443</td>
<td>211,246</td>
<td>211,246</td>
<td>28%</td>
<td>28%</td>
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<tr>
<td>Number of people entering a library for any reason</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>GED Testing &amp; Training</td>
<td>33</td>
<td>33</td>
<td>45</td>
<td>45</td>
<td>-27%</td>
<td>-27%</td>
<td></td>
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<tr>
<td>Number of programs offered (counseling, training, testing)</td>
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<td></td>
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<tr>
<td>Number of unduplicated participants served</td>
<td>70</td>
<td>*</td>
<td>86</td>
<td>*</td>
<td>-19%</td>
<td>-19%</td>
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<tr>
<td>Number of tests administered</td>
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<td>43</td>
<td>74</td>
<td>74</td>
<td>-42%</td>
<td>-42%</td>
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</tr>
<tr>
<td>Number of graduates</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>50%</td>
<td>50%</td>
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<tr>
<td>English as a Second Language Classes</td>
<td>25</td>
<td>25</td>
<td>20</td>
<td>20</td>
<td>25%</td>
<td>25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Number of people attending programs</td>
<td>287</td>
<td>287</td>
<td>155</td>
<td>155</td>
<td>85%</td>
<td>85%</td>
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# Atlanta-Fulton Public Library System - January 2016

<table>
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<tr>
<th>Activity and Description</th>
<th>2016</th>
<th>2015</th>
<th>% Difference</th>
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<tbody>
<tr>
<td><strong>Auburn Avenue Research Library</strong></td>
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<tr>
<td>Number of research items requested by patrons</td>
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<td>118</td>
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<tr>
<td>Number of finding aids accessed (on site as well as online sources)</td>
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<tr>
<td>Number of linear feet of archival material processed</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Patrons served</td>
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<td>176</td>
<td>197</td>
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<td><strong>Special Collections (Genealogy, Margaret Mitchell, GLBT)</strong></td>
<td>2,773</td>
<td>2,773</td>
<td>2,694</td>
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<tr>
<td><strong>Partnership Programs</strong></td>
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<tr>
<td>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)</td>
<td>217</td>
<td>217</td>
<td>188</td>
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<tr>
<td><strong>Computer/Internet Usage</strong></td>
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<tr>
<td>Number of computer sessions (Internet access and office software)</td>
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<td>80,193</td>
<td>51,449</td>
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<tr>
<td>Number of hours of computer use</td>
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<td>44,103</td>
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<td><strong>Wireless Sessions</strong></td>
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<tr>
<td>Number of times the library's wireless network is accessed</td>
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<td>33,495</td>
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<td>726,718</td>
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<td>61,799</td>
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<tr>
<td>Number of classes</td>
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<td>19</td>
<td>29</td>
</tr>
<tr>
<td>Number of attendees</td>
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<td>160</td>
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<td><strong>Virtual Circulation</strong></td>
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<td>Number of e-books and e-audiobooks checked out</td>
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<td>15,486</td>
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<td><strong>Virtual Reference Desk</strong></td>
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<td>Information requests via telephone, online chat and email</td>
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<td>1,733</td>
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<td>Activity and Description</td>
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<td>YTD</td>
<td>January</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------</td>
<td>-----</td>
<td>---------</td>
</tr>
<tr>
<td>Books for Babies</td>
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<tr>
<td>Number of mothers who were made aware of the program, given a book and applied for a card</td>
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<td>11</td>
<td>32</td>
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<td>Children's programs</td>
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<td>Library sponsored programs offered for children (birth - 12)</td>
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<td>176</td>
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<td>23</td>
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<td>Adult Programs</td>
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<tr>
<td>Library sponsored programs offered for adults (18 + )</td>
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<td>247</td>
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<td>4,358</td>
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<tr>
<td>Programs - Total</td>
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<tr>
<td>Library sponsored programs offered - total of all programs</td>
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<td>563</td>
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<td>11,687</td>
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<td>Meeting Rooms</td>
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<td>Non-library sponsored meetings or activites scheduled</td>
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<td>271</td>
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<td>Volunteers</td>
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<td>427</td>
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<td>Voter Registration</td>
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<td>Book Mobile</td>
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*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.
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<th>JAN 2016 ATTENDANCE</th>
<th>JAN 2015 ATTENDANCE</th>
<th>INCREASE/DECREASE CHg %</th>
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### ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

#### JANUARY

#### CIRCULATION

#### 2016 - 2015

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### BRANCHES (continued)

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## ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
### SYSTEM STATS AT A GLANCE
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<th>PROGRAM</th>
<th>NUMBER OF</th>
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<th>VOTER</th>
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<td>USAGE</td>
<td>VISITS</td>
<td>PROGRAMS</td>
<td>ATTENDANCE</td>
<td>MEETINGS</td>
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### Customer Service Comments

**January 2016**

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<th>Year to Date</th>
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<td>Ranking for Types of Comments:</td>
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| - Most frequent compliments received | - New libraries  
- Customer service |
| - Most frequent suggestions received | - Improve Wi-Fi  
- 3D Printing  
- Color printing |
| - Most frequent complaints received | - Printing, Wi-Fi and Facility/HVAC, grounds, cleanliness |
| - Most frequent inquiries received | - Inquiries/Patron assistance (login) /PIN Resets, Wi-Fi Issues |
| Format of Comments: | | | |
| - Emails | 55 |
| - Postcards | 66 |
| - Direct Contact | 10 |
• **44 compliments** were received during January. Almost all compliments received were related to our new bond libraries opened since 2014.

• A sampling of complimentary quotes received include:
  1. Northeast: “Staff are very helpful, kind and considerate!”
  2. Wolf Creek: “The online card application really saved time. Beautiful branch!”
  3. Northside: “Great staff!”
  5. Adams Park: “Thank you for the temporary heat until ours can be fixed.”
  6. Central: “Circulation staff are always helpful and especially when placing holds.”
  7. East Roswell: “Love the library theme!”

• Managers receive a monthly compilation of the feedback received from patrons visiting their libraries as well as specific card/email/phone calls. Managers use this input to acknowledge employee's success in a peer setting as evidence of the public’s appreciation for library services in their community or for instructional and coaching sessions as needed.

• **51 disappointments and suggestions for improvement** were received during January indicating patrons felt the service they received that time was worse than what they had experienced in the recent past. The greatest source of disappointment from patrons throughout our system was related to grounds maintenance, IT and building maintenance issues.

• A sampling of quotes received appears below:
  1. Northeast: “The parking lot lights need to be repaired as does the heat!”
  2. Milton: “The Wi-Fi just does not work properly.”
  3. Sandy Springs: “The women’s restroom needs a thorough cleaning.”
  4. Northwest: “The meeting room is freezing.”
  5. East Point: “The meeting room is worn and shabby!”
  6. Peachtree: “This branch needs a security guard.”
  7. Alpharetta: “Interior lighting needs improvement.”