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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

FEBRUARY 24, 2016



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ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
FEBRUARY 24, 2016



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



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Doc. #16-07

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 be 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 a crappy shape. ... We are 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 [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, 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.

Doc. #16-07



**FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING**

JANUARY 27, 2016 – 4:00 P.M.

CENTRAL LIBRARY



**1201 Peachtree Street
400 Colony Square
Suite 200
Atlanta, Georgia 30361**



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

Members Absent None

Also In Attendance Claxton, Zenobia – Assistant to Director’s Office
Collins, Al – Assistant Director, Building Engineering/Library Projects
Holloman, Gayle H. – Interim Library Director
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
Pitts, 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

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

(phonetic) Exact spelling unknown

Quoted material is typed as spoken.

** Inaudible

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25

1 (BEGAN AT 4:03 PM)

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

8 May I have a motion to approve?

9 **16-02 ADOPTION OF THE AGENDA**

10 MR. JOHN R. THOMAS: So moved.

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

12 MR. JOSH TAYLOR: Second.

13 MS. STEPHANIE MOODY: Is there any discussion?

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

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

18 MR. JOHN R. THOMAS: Okay.

19 MS. STEPHANIE MOODY: All in favor?

20 (Whereupon, all said "Aye.")

21 Any opposed? The motion passes.

22 **16-01 APPROVAL OF SUMMARY MINUTES FROM REGULAR**
23 **MEETING OF DECEMBER 16, 2015**

24 The next order of business is the Approval of
25 Summary Minutes from the Regular Meeting of December

**FULTON COUNTY LIBRARY BOARD OF TRUSTEES MEETING
JANUARY 27, 2016**

1 16th, which were e-mailed to you.

2 May I have a motion to approve?

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

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

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

7 **MS. STEPHANIE MOODY:** Is there any discussion?
8 All those in favor?

9 (Whereupon, all said "Aye.")

10 Any opposed? The motion passes.

11 The next order is the Chairman's Report.

12 **CHAIRMAN'S REPORT**

13 The first item I'd like to report on today was a
14 Library Day at the Legislature, and it was quite an
15 event. The Legislature was "hopping" as you might say.
16 I've never seen so many people down there. Not only
17 was I able to meet with some of the legislators and
18 just tour the Capitol, I ran into some ones that
19 represent Fulton County, and I did take the time to go
20 up and call on Jan Jones. Unfortunately, she was not
21 there, so I did leave my name with her that I had
22 called on her, and I met with Sandra Deal, and was able
23 to discuss the importance of literacy and learn about a
24 book that she has put out, and of course, literacy is
25 one of her passions, and she spoke to library -- people

1 from the state library system about it and its
2 importance, and also about her book on the state
3 capital or the state house, the Governor's house, so
4 that was all very informative, and I also lucked into
5 running into the president pro tem of the senate, who
6 invited me to lunch where Lieutenant Governor spoke, so
7 all in all, I think it was time well spent, and I would
8 recommend next year we try to send more people over
9 there to represent Fulton County libraries, because the
10 state does allocate over a million dollars to Fulton
11 County, and the push was they're trying to get a per
12 capita expenditure, so that could mean an additional
13 million dollars for Fulton County if they were to have
14 that be agreed upon by the legislator.

15 **LETTER**

16 Also, let's see -- the next order of the business
17 is the letter. This letter takes into account all of
18 the changes that were recommended by any board member,
19 and so as you know, it has to go out immediately,
20 because we're under guidance from the Board of
21 Commissioners to have in their hands our opinion of the
22 future of Central. It is not dramatically different
23 from the letter you were sent almost a month ago that
24 covers these same points, but it does have a few
25 changes. Jamilica added a line or two, and then Josh

1 added also some lines, so if you want to take a minute
2 to scan it, I do need to have a vote on it.

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

5 **MR. CHIP JOYNER:** Is there not a copy?

6 **MS. STEPHANIE MOODY:** I'm sorry --

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

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

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

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

14 **MR. JOSH TAYLOR:** Here you go.

15 **MR. CHIP JOYNER:** Thank you.

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

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

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

24 **MR. JOSH TAYLOR:** Okay. Got it. Good. That's a
25 good addition.

1 **MR. PAUL KAPLAN:** Stephanie, are we open for
2 discussion, or are we going to make the motion first,
3 and then --

4 **MOTION**

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

6 **MR. PAUL KAPLAN:** I so move.

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

8 **MS. STEPHANIE MOODY:** Okay. Is there any
9 discussion?

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

21 **MS. STEPHANIE MOODY:** Okay. Paul ...

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

1 different stories.

2 **MR. CHIP JOYNER:** Yes --

3 **MS. STEPHANIE MOODY:** What is in the --

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

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

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

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

13 **MR. JOHN R. THOMAS:** Iconic --

14 **MS. STEPHANIE MOODY:** It had to be new.

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

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

25 I've seen branches -- I'm appalled that the

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

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

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

23 A branch library is fine, but not an iconic one.
24 I'm telling you, these branches are deplorable.
25 They're horrible. I can't believe what I'm looking at.

1 I've gone at that Hapeville. I'm lucky I even walked
2 through the front door, and the place doesn't fall.

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

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

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

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

24 The voters never wanted that. Now, agreed, they
25 voted for the referendum, which included that, but that

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

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

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

22 Now, also, there are some libraries that get
23 repaired more quickly, and there are others that stay
24 in disrepair, so sometimes it's the Friends of the
25 Library -- that squeaky wheel gets the oil. They get

1 their repairs done; other ones don't.

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

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

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

1 that's the only way we're going to get this system up.

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

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

11 **MS. STEPHANIE MOODY:** All right. I think
12 for --

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

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

24 Not everybody owns a computer. They can come in
25 and at least use the computers. At least they've got a

1 place to go and do things, and feel secure, and I think
2 that's very important, and I'll get off my high horse.

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

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

14 **MS. STEPHANIE MOODY:** Well, I'd like to add,
15 having been on the Library Board of Trustees from the
16 inception of the concept of a Facility Master Plan,
17 which I believe started in 2006 at the latest, so it
18 was worked on for two years that the referendum is what
19 it is, and there is no 85 million, okay? It's not
20 there, because the 50 million was not raised, so there
21 is no access to it at all unless an amendment is made
22 to the Facility Master Plan bond referendum, all right?

23 So you can't say there's 85 million out there.
24 You can't bond it, because it's not available. You
25 can't just say, oh, we're taking the 85 anyway. That

1 requires public notice. That requires a two-thirds
2 vote of the County Commission.

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

9 I don't want to see this Board faced with that
10 unless it's for a very good cause, and as Paul has
11 eloquently stated, fixing up our branch libraries is a
12 good cause. I believe it's something we can sell to
13 the voters in the way that it is for their benefit, and
14 I believe as the letter states, it's not that we're
15 opposed to an iconic library downtown, but now is not
16 the time, so I believe if we're going to amend the
17 Facility Master Plan and take \$85 million, which I
18 don't know what that millage rate will be, but right
19 now, I think we're probably at 0.33 extra for the
20 original 166 million, so now we're going to tax the
21 taxpayer more, and already approximately 77 million was
22 spent in Atlanta for improvement or for new buildings.
23 About 42 million was spent in South Fulton. About
24 47 million was spent in North Fulton.

25 I cannot see putting another 85 million into

1 Atlanta when we have so many libraries in need. Now,
2 don't get me wrong, most of the libraries are there, so
3 most of the refurbishing money will go there, but it
4 will go where the people want it, and that's in their
5 branch libraries, and I've tried to lay that out, and
6 I'm sorry if some of the Commissioners don't agree, but
7 we have been given notice that we have to have an
8 opinion, so ...

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

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

23 **MR. CHIP JOYNER:** Okay. Now, wait, no, no.

24 I agree with both Paul and Josh, and also I
25 understand your position, but instead of writing a

1 letter saying what we want to do with the money, I will
2 support a letter that says let's have an assessment
3 done, and how much money is needed to refurbish its
4 libraries. That's reflective of the whole Board,
5 because we all agree on that, but we don't all agree on
6 how the money would be spent, or going and changing the
7 bill and the language to re-divert money to something
8 other than Central.

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

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

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

15 We have a motion --

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

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

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

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

1 **MR. JOHN R. THOMAS:** Aye.

2 **MR. JOSH TAYLOR:** Aye.

3 **MR. PAUL KAPLAN:** Aye.

4 **MS. STEPHANIE MOODY:** Okay. All those opposed?

5 **MRS. PHYLLIS R. BAILEY:** Aye.

6 **MR. CHIP JOYNER:** Aye.

7 **MS. STEPHANIE MOODY:** All right. So it passes,
8 four to two, actually, five. I am allowed a vote.

9 So we will send this letter to the County
10 Commission. Once the assessment of the branches is
11 finished, we may revisit it. As Jamilica put in the
12 letter, that once the assessment is finished, we will
13 have further input about how to handle it, but we think
14 if the Board of Commissioners wants to amend the
15 Facility Master Plan to use the 85 million, this is the
16 way we would like it done.

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

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

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

1 libraries?

2 **MS. STEPHANIE MOODY:** We just had a full
3 presentation by Mr. Collins about how to do it.

4 **MR. CHIP JOYNER:** I was just asking.

5 **MS. STEPHANIE MOODY:** He was just here at the last
6 meeting.

7 **MR. CHIP JOYNER:** I was here at the last meeting,
8 but I was just asking --

9 **MS. STEPHANIE MOODY:** Yes.

10 **MR. CHIP JOYNER:** -- did that direction come from
11 a Commissioner?

12 **MS. STEPHANIE MOODY:** Mr. Collins ...

13 **MR. AL COLLINS:** Well, I haven't gotten a
14 directive from a Commissioner to do that, but --

15 **MRS. PHYLLIS R. BAILEY:** But where did it come
16 from then?

17 **MR. AL COLLINS:** Well, that was -- Gayle, will you
18 help me out here?

19 **MS. GAYLE HOLLOMAN:** I have not heard a direction
20 from the Commissioners --

21 **MR. JOSH TAYLOR:** Well, we got the request --

22 **MS. GAYLE HOLLOMAN:** -- in the sense of --

23 **MR. JOSH TAYLOR:** We got the request. We got the
24 request from the Board of Commissioners.

25 **MS. GAYLE HOLLOMAN:** The request was that you tell

1 us what you want is what I thought I heard.

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

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

17 **MR. JOSH TAYLOR:** Based on the information that we
18 have, a large part of it coming from Al Collins's
19 presentation, as well as the information that we've
20 been presented, I think this is a fair direction to go,
21 but if we find out that the refurbishing takes a lot
22 more than what has been allocated, then we're going to
23 come back and say we need to make some changes, and if
24 we find out a lot less is required, then we'll have to
25 address that, too, but the clock is running in terms of

1 a Board of Commissioners being able to move this
2 \$85 million.

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

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

14 **MR. JOSH TAYLOR:** Uh-huh.

15 **MRS. PHYLLIS R. BAILEY:** Just general terms.

16 **MR. JOSH TAYLOR:** It's pretty general. I mean,
17 it's basically the direction of saying that we want to
18 take care of the branches as a priority. We don't
19 think that the money allocated to the branches is
20 adequate, and that once we get the assessment, we'll
21 make a recommendation, so I think its -- without just a
22 two-line sentence in general, we want you to spend the
23 85 million where it's needed, but we don't know
24 anything, I think that would not be --

25 **MR. CHIP JOYNER:** Well, it is kind of specific

1 where it says, "A minimum of 45 million should be
2 expended on behalf of branch libraries." That's pretty
3 specific, but we don't even know how much it's going to
4 cost to repair those libraries, and that's something
5 we've been asking for for years.

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

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

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

23 **16-06 DIRECTOR'S REPORTS**

24 **16-04 MONTHLY FINANCIAL REPORT**

25 **MS. GAYLE HOLLOMAN:** Well, with regards to a

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

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

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

18 **MR. JOSH TAYLOR:** And so I think at this point,
19 2015 is done. You've provided a budget for 2016, and I
20 have lots of questions, but I'm not sure if there is
21 time to parse very much on this, because we're coming
22 into the process pretty late, so I don't have any real
23 questions at this point.

24 **MS. STEPHANIE MOODY:** Ed, do you have any insight
25 you'd like to share with us as to how you came up with

1 the budget for the library that you think might be
2 useful?

3 **MR. ED ROBINSON:** For 2016?

4 **MR. JOSH TAYLOR:** Right.

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

16 I just, like, calculate what all the building
17 rents are, what all of the leased equipment, and as far
18 as, like, the rental-type items, basically, equipment
19 rental, we just look at what, historically, what we've
20 done in the past, and there are a few events that we
21 know we rent equipment for, and then the repairs --
22 equipment repairs is such that we have a select amount
23 of equipment that we know is going to require some type
24 of repairs during the year, and then some have routine
25 maintenance, so we calculate all those costs in there,

1 and once you calculate all those costs, plus the cost
2 for all the software maintenance on a yearly basis,
3 there's a small smidgen of money that the branches
4 actually, probably, about 10 percent of the budget that
5 they really control, say this is what I want to use, so
6 I take all those in consideration when I build the
7 things for supplies, and phone installation services,
8 et cetera, but the biggest item, salaries, they're
9 built in -- every employee -- the way the County does
10 their budget, which I don't necessarily agree with --
11 every position -- say, if you make X number of dollars,
12 they budget X number of dollars for that position, so
13 during the course of the year, if that position is
14 unfilled, or if a person is promoted -- that's what I
15 was trying to explain to them -- if a person is
16 promoted to a new position, then -- say like, this
17 year, we had -- in 2015, we had about nearly 50
18 promotions, so what that did was just, like, once we
19 filled the positions, it created another backlog,
20 because everybody has their little slot of money for
21 their positions, so it created another backlog for that
22 position, so then we would constantly have this issue,
23 so what I was proposing to Ms. Holloman is just looking
24 at all -- we have about ten long-term vacant positions
25 that have been vacant the whole year -- just go ahead

1 on, so we don't have that same problem in 2016 -- go
2 ahead on and actually -- the County Manager gave us the
3 authorization that we can move those funds from
4 salaries to operations, so go ahead on and identify
5 what we want to do, whether it's additional materials,
6 and just move those positions, move that funding into
7 those -- into the materials budget, and also with the
8 part-time budget, because it is so volatile, as you can
9 see from what you had left last year, we left nearly
10 45 percent of the part-time funding, so what I was
11 proposing to the Library Director -- and I will meet
12 with her, and we'll fine-tune it a little bit better --
13 is going ahead right now, looking in there and say,
14 this is what we're going to spend for part-time, and
15 moving some of those funds into materials or some of
16 the needed equipment that we need, so then we won't
17 have the same situation that we had in 2015, because if
18 you look at the 2015 budget -- I did an analysis --
19 nearly 70 percent of what was left was actually salary
20 dollars, and then another, probably
21 40 percent -- another probably about 25 percent was
22 actually the benefit dollars, so practically all the
23 money left was just on salaries, personnel.

24 **MR. JOSH TAYLOR:** I'd say it's 95 percent. If you
25 just take the top three lines --

1 **MR. ED ROBINSON:** Right.

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

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

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

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

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

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

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

25 We still have some branches that because of the

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

11 **MR. ED ROBINSON:** I would say March or April, and
12 I want to add to it, when we met with the County
13 Manager on Monday, he indicated it's not totally a
14 reciprocal where you can move up and down. Once we
15 decide, hey, this is not what we're going to do with
16 salaries, he wants once we move it there, then it's
17 going to stay there for the balance of the year. He
18 don't want us to be, correct me if I'm wrong, Mr. Long,
19 he don't want us to, hey, move down a million from
20 salaries, and then three months later, say, oh, we made
21 a mistake; we're going to move, you know, 800,000 back,
22 so once we move it down, and we've already decided --
23 that's why I say, I want to give -- because with the
24 County's hiring process, and giving the staff -- the
25 really -- truly to look at our staffing plans for 2016,

1 see where we're going with South Fulton, what we're
2 going to need with Southeast, and what we need for
3 Auburn, and then looking at that relationship, and say,
4 okay, now, March, that will give us roughly eight or
5 nine months to really spend that money once we move
6 down to materials and some equipment things that we can
7 probably purchase, so that's why we want to, instead of
8 just -- because right now, we're at the beginning of
9 the budget year.

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

23 **MR. TODD LONG:** And you're basically
24 hedging -- you tell us -- every state organization or a
25 county, it doesn't matter, same philosophy -- if you

1 say you've got X number of staff you need, you budget
2 for that, in hedging, you're going to have your
3 vacancies. There's going to be a vacancy. With this
4 many employees in a library, you're going to have a
5 vacancy rate, but the problem is you really have to
6 fill some of these vacancies. You've got to make a
7 concerted effort. You don't want to get in a situation
8 with the County Managers where you just overspend your
9 personnel budget on operations or buy books or whatever
10 is, and then come back later on, well, I've got to have
11 personnel money, so you can't have it both ways.

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

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

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

25 **MS. GAYLE HOLLOMAN:** And we will be able to.

1 **MR. JOSH TAYLOR:** How long will it take for you to
2 come up with that revised budget plan? I mean, it
3 seems like it's an exercise in paper to a certain
4 extent.

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

9 **(Unintelligible, multiple speakers at once to follow:)**

10 **MR. JOSH TAYLOR:** Yeah. I mean --

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

15 **(Unintelligible, multiple speakers at once)**

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

19 **MS. STEPHANIE MOODY:** Okay. Yes, Josh.

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

1 to do a different plan. I mean, it's a dynamic.

2 **MR. ED ROBINSON:** Absolutely.

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

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

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

8 **MR. ED ROBINSON:** Okay.

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

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

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

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

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

20 **MS. GAYLE HOLLOMAN:** I have some to highlight.

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

23 **MS. GAYLE HOLLOMAN:** Right. I have some to
24 highlight. Just calling your attention to some
25 activities that have happened in the library. On page

1 3 of the narrative, I want to call to your attention
2 that the Auburn Avenue Research Library had a caller
3 who inquired about Dr. Martin Luther King's travel
4 through Texas, and these were articles that were
5 provided regarding when he was in Houston in 1963, and
6 in Dallas in 1966, so we were able to help him provide
7 that type of information and refer them to the archives
8 at the Atlanta University Center's Woodruff Library
9 Archives, and at the Morehouse College Martin Luther
10 King, Jr. Collection, so they're continuing to do a
11 great deal of work at the Auburn Avenue Research
12 Library.

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

21 They sang a capella. They sang with
22 accompaniment, and they were so enthusiastic. It had
23 nothing to do with their circumstances in life. They
24 were just happy to express themselves in the holiday
25 spirit, so it was a very wonderful and well-attended

1 program.

2 Looking on page 11 of that same document, you will
3 note the technology concerns are basically the same,
4 and that's going into our Wi-Fi access, which we'll
5 talk about a little bit more as a problem, but I do
6 want to also point out to you some of the marketing
7 that was done for us this past month.

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

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

23 You have your new Access that is out now, so I
24 hope that you will see it and give us your comments and
25 feedback on that. I want to make sure that you are

1 aware that we mentioned to the Foundation members this
2 morning that our PR and Marketing Director, Kelly
3 Robinson Vann, her last day was yesterday. She's
4 moving from the library to go home and do some things
5 that she wants to do in her personal life, so we are
6 sorry to lose her, but we do intend to post that job.
7 As you know, we can't post it until the person is gone,
8 so her last day was yesterday, so we expect to post her
9 job.

10 And speaking about job postings, we found out that
11 all of the postings we'd done, and the registers we had
12 that weren't ending until almost February, we have to
13 forget about those now, and we have to repost all of
14 our positions that have vacancies, and that takes a
15 little bit of time, because of the fact that
16 pay-in-class came in, and some of the titles changed
17 and/or the actual funded position's salaries changed,
18 so you can't advertise the old -- you can't leave
19 what's out there with the old salaries on there, or the
20 old name on there for the position, so we're having to
21 repost everything, so if you hear anything about what's
22 going on, and we thought we were going to be able to
23 interview or whatever, that's the hold up. We have to
24 repost, and then we start our interviews again, so I
25 just wanted you to be aware of that in case you hear

1 anything about it.

2 **MR. JOSH TAYLOR:** Can I ask a question?

3 **MS. GAYLE HOLLOMAN:** Yes.

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

6 **MS. GAYLE HOLLOMAN:** Yes.

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

9 **MS. GAYLE HOLLOMAN:** That has been County policy.

10 **MR. JOSH TAYLOR:** Does that really make sense? I
11 mean, it seems to me that we ought to have -- if we
12 know somebody is going to be leaving for whatever
13 reason, two months ahead, why wouldn't we want to begin
14 --

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

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

18 **MS. GAYLE HOLLOMAN:** Go ahead.

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

25 **MR. JOSH TAYLOR:** Right.

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

8 **MR. JOSH TAYLOR:** Yeah.

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

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

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

23 **MS. GAYLE HOLLOMAN:** It would help tremendously.

24 **MR. JOSH TAYLOR:** Okay. Good. Thanks.

25 **16-05 MONTHLY USAGE SUMMARY**

1 **MS. STEPHANIE MOODY:** Let's move ahead to the
2 Monthly Usage Summary.

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

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

21 The GED is getting a little bit better, the GED
22 testing. We are finding more and more people are
23 coming to computer classes, because our biggest problem
24 with GED is now is that the testing is done online, and
25 a lot of people are not savvy with the computers, and

1 so we're having to kind of start from scratch with
2 teaching people how to use just a mouse, how to get
3 online, how to do all those things, so they are
4 comfortable with testing online, so that has put a gap
5 in that situation, but we're moving towards positive
6 direction with that.

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

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

25 It is improving in some places. The problem is we

1 can't tell what the fix is. Why does it work over
2 here, but it's still not working over there, and it
3 used to didn't work over here, so you know, we just
4 don't -- they don't know, and I don't know enough
5 technology to try to explain it any better than that,
6 but that's what we've been told, but we think we're
7 moving into a somewhat positive direction.

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

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

21 Our children's programs are getting a little bit
22 better, because we now have more Children's Librarians.
23 We need to have even more, and so we're working to make
24 sure you received -- I think you requested to receive a
25 list of who or where we are with our Children's

1 Librarians, and if you recall receiving that e-mail, we
2 have some vacancies to fill, and we have some
3 Children's Librarians -- some locations that do not
4 have a Children's Librarian assigned, and we gave you a
5 list of the ones hired in 2015, and there were six
6 hired at different locations: Adamsville, Dogwood,
7 Fairburn, Northeast, Northwest and Ocee, so we're still
8 working to fill those gaps.

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

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

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

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

25 **MS. STEPHANIE MOODY:** Do you contact them that

1 they have to reapply?

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

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

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

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

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

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

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

24 **MS. GAYLE HOLLOMAN:** Right, but we don't -- not
25 every person who comes on the register is invited to an

1 interview. There is a process, but I do see the need
2 to make them aware that -- because most of the time,
3 the register is only -- all the time, the registers
4 only last six months, so this would be less than six
5 months, so I can see the value in making them aware
6 that you really need to look at it again if you're
7 interested, because we had to go out and repost, so
8 we'll look at doing that. We can do an e-mail blast to
9 make that happen.

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

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

24 **MS. STEPHANIE MOODY:** Okay. So if we have all
25 the -- librarians are fulfilling this need. Why do we

1 have one person who does only E-Campus? Why isn't that
2 person's role spread out more?

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

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

22 **MS. GAYLE HOLLOMAN:** No. She is an administrative
23 coordinator, too, as she has E-Campus as a part of her
24 duties, but she's not a part of the regular public
25 service staff, so she wouldn't be given those duties,

1 though. We'd be working her out of class.

2 **MS. STEPHANIE MOODY:** Okay.

3 **MR. JOHN R. THOMAS:** I have a question. Gayle, a
4 measure of how we're doing in terms of serving our
5 clients, the citizens of Fulton County, is the
6 circulation, and it's good to see that that's up
7 9 percent. That is comparing year-to-year, and I guess
8 it doesn't help -- it doesn't hurt to have big new
9 libraries coming on, does it?

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

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

17 It's also interesting to note that two libraries
18 up in that same area must be feeling the impact of
19 that, in that Northeast is down 35, and Ocee is down
20 23,000, so I guess there's a little bit of -- what's
21 the word, when you're taking from somebody else?

22 **MR. JOSH TAYLOR:** Robbing Peter to pay Paul.

23 **MS. GAYLE HOLLOMAN:** It does happen.

24 **MR. JOHN R. THOMAS:** Yeah. The two new libraries
25 are doing very well, but some of those used to go to

1 Ocee and Northeast, but overall, the circulation is up,
2 and that's very good news.

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

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

15 **16-03 CUSTOMER SERVICE REPORT**

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

20 "Loved getting my holds."

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

23 Northwest, "Love the look and the service."

24 Milton, "The natural light and interior are
25 amazing."

1 But then of course, we have the disappointments
2 listed on that page.

3 Sandy Springs, "Please renovate our building."

4 Hapeville, "Building is in sad shape."

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

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

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

13 The Closure Report, are we ready for that?

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

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

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

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

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

23 "Please renovate our building," under Sandy
24 Springs.

25 "We are thankful for the recent improvements, but

1 our library needs attention."

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

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

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

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

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

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

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

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

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

23 All right. Are we ready for your Closure Report?

24 **MS. GAYLE HOLLOMAN:** You do have the list. You
25 should have the list of the facility issues. We were

1 able to get that and get that to you, and have it by
2 branch. The last time we had a little bit of a
3 problem, but they were able to work that out to give it
4 to us by branch.

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

8 **MS. STEPHANIE MOODY:** Okay.

9 **LIBRARY CLOSURE REPORT**

10 **MS. GAYLE HOLLOMAN:** We closed Adams Park Library
11 57.5 hours in 2015, and that's because of the HVAC
12 problems, December 2015.

13 **MS. STEPHANIE MOODY:** That wasn't for the year.
14 That was for the month.

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

24 Any other questions about any of that?

25 **MS. STEPHANIE MOODY:** Adams Park was the only

1 branch that had any closures for the month of December.

2 **MS. GAYLE HOLLOMAN:** For December.

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

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

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

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

16 **MR. CHIP JOYNER:** Moved.

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

19 **MS. JAMILICA BURKE:** Second.

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

22 (Whereupon, all said "Aye.")

23 Any opposed?

24 Commissioner Pitts, the Board has agreed to have
25 you speak to them for two minutes, so welcome.

1 **MR. ROBB PITTS:** Two minutes.

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

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

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

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

18 Phase II, as you know, includes the construction
19 of a brand-new Central Library. Of the \$275 million,
20 \$85 million of that was specifically earmarked for the
21 construction of a brand-new Central Library to be
22 located in downtown Atlanta. Some have never wanted
23 that, but that's okay.

24 The Board of Commissioners approved it. This
25 Library Board of Trustees voted unanimously in support

1 of that, in spite of what's being said here, in spite
2 of the lies that are being told in the street.

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

9 Now, this foolishness, this notion about at a
10 35,000 square-foot library, that's just pure nonsense.
11 And let me tell you why I think you're playing with
12 fire. Those of you who were around during the last
13 transportation voted -- the TSPLOST, why did it fail?
14 In large part, because the public did not trust
15 appointed and elected officials to carry out the
16 projects that they wanted done.

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

1 public said that they want, that's going to impact that
2 transportation vote, because the public has lost
3 confidence.

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

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

11 **MS. STEPHANIE MOODY:** Commissioner -- thank you.

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

13 **MS. STEPHANIE MOODY:** Yeah.

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

16 **MS. STEPHANIE MOODY:** All right.

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

18 **MS. STEPHANIE MOODY:** Thank you for your --

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

20 **MS. STEPHANIE MOODY:** Thank you for your comments.

21 I know you're very passionate about this, but I draw
22 your attention to the Fulton County Board Minutes, and
23 the resolution as adopted in July of 2008.

24 **MR. ROBB PITTS:** Regarding ...

25 **MS. STEPHANIE MOODY:** The \$85 million.

1 **MR. ROBB PITTS:** Which says ...

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

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

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

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

19 **MS. STEPHANIE MOODY:** All right. Thank you very
20 much.

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

23 **MS. STEPHANIE MOODY:** Yes, Chip.

24 **MR. CHIP JOYNER:** Can I make a motion to allocate
25 five more minutes for particularly, Mr. Taylor,

1 Mr. Kaplan, who might welcome some more feedback on
2 some of the background, because it seems like there
3 might be some misunderstanding or two sides to it, but
4 this is a side they might not have heard before, so I'd
5 like to make a motion to give him five more minutes to
6 answer questions.

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

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

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

11 All those in favor?

12 (Whereupon, all said, "Aye.")

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

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

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

22 **MR. ROBB PITTS:** Yes. It's named after -- it's
23 about a 75,000 square feet, beautiful facility,
24 breathtaking. It's sort of what we're talking about
25 here.

1 The Mayor is supportive of this, and I used the
2 example when I came to you before. Arthur Blank --

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

4 **MR. ROBB PITTS:** No. That's crap. Not that.
5 That's just a brick building.

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

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

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

23 These new libraries worldwide, what do they have
24 now? They have coffee shops. They have wine bars as a
25 part of them. They have adequate parking. They have

1 housing. This is the opportunity that you have here if
2 you would take the time and step back, and use this
3 money wisely.

4 Yes, sir ...

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

8 **MR. ROBB PITTS:** You can refurbish anything you
9 want. I'm simply saying that the \$85 million cannot be
10 used to refurbish or renovate anything in Phase I. The
11 \$85 million was specifically earmarked for the
12 construction of a brand-new Central library, period,
13 not to renovate this one, not for cost overruns, which
14 we would not have had in the first place had we used
15 the design-build method. That's undisputable.

16 Yes, ma'am ...

17 **MS. JAMILICA BURKE:** And what you're saying is
18 that the \$85 million is available without the
19 \$50 million matching funds that needs to be raised.

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

1 public.

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

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

14 You've got all of these Fortune 500, Fortune 100
15 companies here, families, I used the example before,
16 Lloyd Whitaker. I didn't even know Lloyd Whitaker had
17 \$10 million that he could donate for a civic purpose to
18 move the Cyclorama from Grant Park to West Paces Ferry,
19 but he and his wife did.

20 There are hundreds of Lloyd Whitakers in this
21 city, who would step forward tomorrow, once they see a
22 plan to have their family name on that library forever
23 and a day, so that's a long-winded answer to your
24 question, but it's a great question, and that needs to
25 be clarified.

1 **MR. PAUL KAPLAN:** So let me understand this.

2 **MR. ROBB PITTS:** Yes, sir.

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

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

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

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

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

25 People in those neighborhoods who live there,

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

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

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

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

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

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

25 **MR. ROBB PITTS:** It's in black and white. I don't

1 know what you've been reading. I mean, no disrespect,
2 and that's some of the misinformation that's out here,
3 particularly in north county.

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

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

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

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

19 **MR. ROBB PITTS:** That's correct.

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

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

24 **MR. JOHN R. THOMAS:** They did, but that was only
25 because they wanted their eight new libraries, and to

1 get it, they had to build a new library, build a
2 Central Library.

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

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

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

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

8 **MR. ROBB PITTS:** They voted for it.

9 **MR. JOHN R. THOMAS:** I hear you.

10 **MS. STEPHANIE MOODY:** Okay. Five minutes is up.
11 I'm sorry. That's all the time we have today.

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

13 **MS. STEPHANIE MOODY:** Okay.

14 **MR. ROBB PITTS:** -- meeting. I have more to say.
15 Thank you, Madam Chair.

16 **MS. STEPHANIE MOODY:** All right. Thank you.

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

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

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

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

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

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

14 **FOUNDATION REPORT - UPDATE**

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

24 The Board agreed regarding the Best Buy offer to
25 take it up at its March meeting. We need to have the

1 details. We need to know what is being expected of us,
2 and Gayle advises we have that kind of time, we will
3 take it up at the March meeting.

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

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

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

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

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

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

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

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

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

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

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

1 is full color and many pages. I think you would be
2 better served to get it online, okay. The other
3 documents were from last month's meeting that were
4 questions that were raised. Are you saying you didn't
5 get this document, either?

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

8 **MS. GAYLE HOLLOMAN:** Yeah. We sent it out. She
9 sent it out.

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

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

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

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

22 **OLD BUSINESS**

23 **LIBRARY BOND PROGRAM - UPDATE**

24 **MS. STEPHANIE MOODY:** Great. The next item of
25 business is Old Business, which is the Library Bond

1 Program Update.

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

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

9 Did you have more to say?

10 **FACILITIES - UPDATE**

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

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

22 What's happening is the motor -- it's a drive
23 motor. It's built in 1994. There are no parts
24 available, so what they do is jury-rig it the best they
25 can to keep it going.

1 That \$250,000, by the way, includes new cables.
2 It's very, very involved new switch gears. It has to
3 be integrated into the system. While they do this
4 modernization, there will always be one elevator
5 working while they do this, then switch people over
6 there, but right now, there's been entrapments several
7 times during the month when people get stuck in the
8 elevators. I don't know if anybody knows about that.
9 It's not fun if you're claustrophobic and get caught in
10 an elevator, so it's very critical that this gets done,
11 so this is something that --

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

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

21 **MS. GAYLE HOLLOMAN:** The entrapments are the
22 biggest problem. Our person who's assisting us now,
23 since Kelly has left, has been stuck in the elevator
24 twice now in the two weeks, in the last two weeks, this
25 week and last week, and fortunately, she's not

1 claustrophobic, but it's not a good thing.

2 **MR. TODD LONG:** Dennis and I -- King and I have
3 talked about this at length, and you know, the
4 libraries, you've got a lot of them. The floodgates
5 have opened. Ever since the Board said we're going to
6 set aside -- we're going to address facilities in the
7 County, because it's not just libraries. It's all the
8 facilities, so we've set aside \$20 million in the
9 budget, and got a lot of pushback for even doing that
10 in the first place, but now everybody is coming out
11 saying they've got to have a piece of that money, so
12 three elevators, 250 apiece. That's 750 of
13 \$20 million, so all of a sudden, it just gets gone in a
14 heartbeat, so we're struggling.

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

20 Dennis is trying his best to get things at least
21 safe. I think this is a decision -- the Board of
22 Trustees, we'd like some input from you on the
23 elevators, because essentially, you're talking about
24 three elevators needing upgraded here, so that's
25 \$750,000 to invest in a building that has a lot of

1 problems, that you ultimately want to get out of here,
2 obviously, and sell or move from this property in some
3 fashion, but if you're going to be here for at least
4 two or three more years, you might have to make that
5 investment anyway. We talked about that this morning.
6 It's for sure you're going to be here for a while.

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

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

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

20 Some of these things I see at the branches, yes,
21 it's wrong, but you know something, we've got
22 life-safety problems, and that comes first, and I do
23 talk to Dennis quite a bit. I mean, that's some
24 decision about the elevator, but at least, probably one
25 elevator for sure is going to have to be done, because

1 right now, every week, trying to keep -- just keeping
2 it going is enough.

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

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

22 We've got to do a better job, and I promise you,
23 we're trying to work to that end, and in fact, we even
24 talked this morning about would it make sense to take
25 the libraries separately, and hire a contract

1 maintenance service, just to do libraries. It will
2 cost more to do that. I can assure you, more than what
3 we're spending now, but it gives a more ready response,
4 but it comes at a cost, and you've got to figure that
5 in.

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

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

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

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

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

25 **MR. TODD LONG:** We've replaced those locks.

1 **MR. JOHN R. THOMAS:** Fulton County Jail costs \$5
2 million a year to maintain?

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

5 **MR. JOHN R. THOMAS:** Wow.

6 **MR. TODD LONG:** It's a big jail. Think about it,
7 2,500 people live there, so when you think about it
8 that way, it's not -- if you were trying to service
9 2,500 people somewhere else, you'll spend a lot more
10 than \$5 million.

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

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

20 Rose talked to me concerning a work order
21 concerning electric plugs over at Buckhead branch.
22 This is for the election. This is not for us. This is
23 for the election, and I made -- we made sure -- I
24 talked to Dennis -- we've got to make sure we get this,
25 because it's coming up, and so I was on a two-way

1 conversation with Dennis, the electrician and myself,
2 concerning please get over there and get it done.

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

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

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

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

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

24 But I was upset about it, because I specifically
25 called. We got into a three-way conversation to get

1 those plugs done, and nothing got done, and because
2 nobody knew where it went -- they finally got the sheet
3 from the -- who runs the voting machines?

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

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

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

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

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

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

22 **FISCAL YEAR 2016 BUDGET - UPDATE**

23 **MS. STEPHANIE MOODY:** All right. Are we good on
24 that update? I think we have already covered the
25 Fiscal Year 2016 Budget Update. Are we in agreement?

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COURT REPORTER CONTRACT - DISCUSSION

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.

1 We don't need to go back to a problem that has
2 already been solved. Now, I'm not saying you don't
3 have to have a summary. If that is best for you to
4 work with, so well and good, but we need to have the
5 details. For instance, we have found items that have
6 been omitted, not intentionally, but some things that
7 have been bypassed that was said that would change the
8 reflection and color of an issue, and in order to have
9 the accurate portrayal of an issue, how people felt,
10 how the voting was done, I think that the Court
11 Reporter needs to be retained.

12 **MR. JOHN R. THOMAS:** Uh-huh.

13 **MS. STEPHANIE MOODY:** Are there any other
14 opinions?

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

21 I don't think we really need to have an index the
22 way it's indexed, so when the contract is negotiated, I
23 would suggest that you take a look at really what's
24 useful, as opposed to the full thing that we have right
25 now.

1 **MR. JOHN R. THOMAS:** And to Phyllis' point, and
2 fortunately, we haven't needed to have the detail that
3 often, but I think we'd be very thankful that we did
4 have the detail if we ever needed it, so ...

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

9 **MR. JOHN R. THOMAS:** Yes.

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

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

15 **MR. JOHN R. THOMAS:** I agree.

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

21 **MR. JOHN R. THOMAS:** Sure. Stephanie, I've
22 labored through those minutes for years, and it's a
23 laborious process, but I agree with Phyllis that we
24 need to have them, but I've gotten used to the summary,
25 so why not do both?

1 **MS. STEPHANIE MOODY:** Well, then, may I suggest,
2 and I heard this before, that meetings have transcribed
3 minutes, but they don't approve them until -- I don't
4 know how we get to approve them after the fact, though.
5 They use them more for reference than for actual
6 approval, but I don't see how they can be an accurate
7 record unless somebody reads them, and ...

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

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

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

16 **MR. CHIP JOYNER:** I thought the approval is we
17 normally read them on our own, and then we just come in
18 and approve them, and like a former Board of Trustees
19 member, Roger, would identify something incorrect
20 almost on a monthly basis. I miss that kind of detail,
21 but it was a responsibility of ours, as Board Members
22 to read through it, and check for accuracy, and I think
23 what everyone is suggesting, continuing the contract,
24 but then also having a summary for those of us, who,
25 for one reason or another, are looking for clarity in

1 one area, or just want to breeze through. I think
2 where we're growing as a Board, I think we're going in
3 the right direction, particularly if we do both.

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

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

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

25 The second thing is I need you all to vote on the

1 verbatim minutes so I can produce the packet for the public,
2 because there are people who read this.

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

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

12 **MS. ZENOBIA CLAXTON:** Yes.

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

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

21 **MS. GAYLE HOLLOMAN:** They do read it.

22 **MS. ZENOBIA CLAXTON:** They do read it.

23 **MR. JOSH TAYLOR:** My question is since we've been
24 doing the summaries, you've not distributed the
25 verbatim, right?

1 **MS. ZENOBIA CLAXTON:** I have not, except
2 for -- right.

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

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

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

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

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

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

25 And so I went to the meeting, and there were two

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

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

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

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

14 **MOTION**

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

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

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

20 (Whereupon, all said, "Aye.")

21 Any opposed?

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

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

1 contract.

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

18 **MRS. PHYLLIS R. BAILEY:** I was concerned about
19 your mentioning of the names and so forth. I think
20 that my concern was that the actual discussion and the
21 actual materials that go into making a decision are
22 available for us to look at. I wasn't really as
23 concerned at that point about the grammatical errors
24 that you pointed out. My concern is the issue. If you
25 come to a conclusion, your summary shows an issue that

1 has been concluded. I want to be able to see the
2 process of getting to that conclusion. That is what my
3 concern was.

4 **MOTION**

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

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

9 All in favor?

10 (Whereupon, all said, "Aye.")

11 Any opposed?

12 I thought I called it.

13 **MR. JOSH TAYLOR:** I think you did.

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

21 **NEW BUSINESS**

22 **LIBRARY STRATEGIC PLAN**

23 The New Business is Item 7, the Library Strategic
24 Plan. Gayle sent me the Fulton County Strategic Plan
25 that Fulton County has come up with, which I believe I

1 forwarded to you.

2 **MS. JAMILICA BURKE:** You did.

3 **MR. JOHN R. THOMAS:** You did.

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

10 **MS. GAYLE HOLLOMAN:** Accenture.

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

16 **MR. TODD LONG:** I'd like to see what you think.
17 You've done it, John. Can you forward that?

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

24 **MR. TODD LONG:** Accenture is a huge company. They
25 do work for big Fortune 500 companies.

1 **MR. JOSH TAYLOR:** They're the largest consulting
2 firm in the world.

3 **MR. TODD LONG:** There you go.

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

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

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

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

21 **MR. JOHN R. THOMAS:** Yeah.

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

24 **MR. JOHN R. THOMAS:** Okay.

25 **MR. TODD LONG:** Gayle, do you feel any different

1 than that?

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

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

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

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

25 So we would end up getting a project manager to

1 sit down, have a brainstorming session with the Board
2 of Trustees, and bring in someone who probably has some
3 experience putting library strategic plans together.

4 It would be a pretty costly endeavor. It's
5 50,000, so probably -- you think 50,000, you may have
6 somebody for a long -- it's not a -- it would be a
7 couple-of-days engagement, would still be \$50,000, just
8 to kind of let you guys know, and I'm not trying to
9 sell you it, or it's not like I'm not trying to sell
10 you on it, really, but ...

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

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

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

19 **MR. TODD LONG:** Yes.

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

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

24 **MR. JOSH TAYLOR:** Well, and then, don't forget
25 that the Georgia Public Library System offers and

1 services in that area, and that might be worth
2 considering as well.

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

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

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

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

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

1 **MR. TODD LONG:** Okay.

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

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

7 **MR. JOHN R. THOMAS:** Yeah.

8 **MR. TODD LONG:** Good point.

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

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

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

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

19 **MS. STEPHANIE MOODY:** Lipstick ...

20 If you go online, you can go and find some pretty
21 amazing strategic plans for some significant library
22 systems, and I'm not above taking some of their
23 direction and key points to incorporate into our
24 system. We have been waiting, because we've been
25 waiting for a new Library Director to take a key role

1 in this, so I think it's time that we move on.

2 **LIBRARY HOURS - DISCUSSION**

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

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

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

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

13 **MS. GAYLE HOLLOMAN:** Right.

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

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

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

24 **MR. JOSH TAYLOR:** Okay.

25 **MS. STEPHANIE MOODY:** So the discussion is void.

1 **MR. JOSH TAYLOR:** Right.

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

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

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

11 **MR. CHIP JOYNER:** But, but --

12 **MS. STEPHANIE MOODY:** -- and the majority of the
13 Board --

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

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

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

25 I'm trying to find out what really happened when

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

9 **MS. STEPHANIE MOODY:** I have correspondence from
10 Anne Haimes. She says, "The final recommendation of
11 the Library Board regarding a Facility Master Plan were
12 submitted to the Board of Commissioners in a March 13,
13 2008 memorandum. The Library Board's recommendation
14 for the Central Library was major renovations for the
15 existing 265,000 square-foot library. The Board of
16 Commissioners approved the library Facility Master
17 Plan's final recommendations as presented on March 19,
18 2008. The general services and library staff developed
19 costs associated with the implementation -- sorry --
20 the estimated budget for the Central Library was
21 \$34,807,771, which was later rounded to \$35 million.
22 On June 4, 2008, the Board of Commissioners approved a
23 resolution to amend the Facility Master Plan to
24 implement building a new Atlanta-Fulton County Library
25 System in lieu of renovating the current facility. On

1 July 16th, the Board of Commissioners approved a
2 special referendum election for the purpose of
3 submitting to the voters of Fulton County the approval
4 or rejection of the issuance of library bonds in the
5 principal amount of \$275 million for the purpose of
6 implementing the library facility plan, and that \$85
7 million be made available for the Central Library upon
8 successfully raising another \$50 million from private
9 donors."

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

14 **MOTION TO ADJOURN/EXECUTIVE SESSION**

15 So I would like a motion to adjourn.

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

17 **MS. GAYLE HOLLOMAN:** Oh, wait a minute. I thought
18 we were going -- are you not going into Executive
19 Session for ...

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

21 **MS. GAYLE HOLLOMAN:** I don't know.

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

24 **MR. PAUL KAPLAN:** You make a motion to go into
25 Executive Session.

1 **MS. STEPHANIE MOODY:** All right. May I have a
2 motion to go into Executive Session?

3 **MR. JOSH TAYLOR:** Second.

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

6 (Whereupon, all said, "Aye.")

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

9 Board, I am sorry. I did send you notice that
10 Reverend Bolden had passed away, and Friendship
11 Community Church at 4141 Old Fairburn Road, Atlanta,
12 Georgia, is going to have his services at 1:00 p.m. on
13 Saturday, if anybody would like to attend. That's
14 1/30/16.

15 **(OFF THE RECORD AT 5:50 PM)**

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<p>4 (3) 3:3,4;94:22 4:00 (1) 4:5 4:03 (1) 4:1 40 (2) 27:21;32:23 400 (1) 31:18 4141 (1) 96:11 42 (1) 16:23 45 (3) 23:1;27:10;30:14 47 (1) 16:24</p>	<p>800,000 (1) 29:21 85 (10) 9:7,9;15:19,23,25; 16:25;19:15;22:23; 23:12,15</p>			
	9			
5	<p>9 (1) 46:7 95 (1) 27:24</p>			
<p>5 (1) 34:13 5:50 (1) 96:15 50 (6) 9:7;12:2;15:20; 26:17;60:7,7 50,000 (2) 89:5,5 500 (2) 59:14;86:25</p>				

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 ran 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.

The January issue of *North Fulton Family Life* featured a full page of events at the Alpharetta, Milton, Northeast/Spruill Oaks, Ocee, Roswell and East Roswell Branches.

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.
- "Ringling Brothers Clown Performance," Northeast/Spruill Oaks Branch, January 6.

The January 28 issue of *Alpharetta-Roswell Herald* featured 12 upcoming events at North Fulton branches, including the upcoming Northeast/Spruill Oaks Winter Book Sale taking place January 29-31, 2016, the Roswell Roots: Family Storytime with Josie Bailey, Naturalization Workshop at Ocee Library on January 30th and more.

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

month. 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.

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM

MONTHLY FINANCIAL REPORT- TOTAL LIBRARY

AS JANUARY 31, 2016

Doc. #16-10

SERVICE	2016 BUDGET	2016 JANUARY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,201,796	996,428	996,428	-	996,428	7%	13,205,368
PART TIME SALARY	1,698,595	81,914	81,914	-	81,914	5%	1,616,681
BENEFITS	7,337,277	493,119	493,119	-	493,119	7%	6,844,158
BOOKS	1,983,889	-	-	27,299	27,299	1%	1,956,590
OFFICE EQUIP. REPAIR	58,456	-	-	-	-	0%	58,456
EQUIPMENT	854	-	-	-	-	0%	854
OFFICE FURNITURE	297	-	-	-	-	0%	297
PROFESSIONAL SERV	35,504	-	-	2,875	2,875	8%	32,629
COPIER MACHINE LEASE	323,100	7,191	7,191	-	7,191	2%	315,909
COPIER PAPER	34,000	-	-	-	-	0%	34,000
SUPPLIES	250,063	1,084	1,084	-	1,084	0%	248,979
SOFTWARE MAINTENANCE	250,000	-	-	-	-	0%	250,000
BUILDING RENT	263,050	-	-	263,050	263,050	100%	-
LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
OTHER SERVICES	109,079	801	801	1,300	2,101	2%	106,978
SECURITY SERVICES	282,442	18,407	18,407	261,301	279,708	99%	2,734
TRAVEL	8,220	-	-	-	-	0%	8,220
TRAINING	1,465	-	-	-	-	0%	1,465
VEHICLE MAINTENANCE	13,750	-	-	-	-	0%	13,750
GENERAL INSURANCE	759,530	-	-	-	-	0%	759,530
TOTAL	27,612,367	1,598,942	1,598,942	555,825	2,154,767	8%	25,457,600

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

AS OF JANUARY 31, 2016

ORGANIZATION TYPE	SERVICE DESCRIPTION	2016 BUDGET AMOUNT	2016 JANUARY EXPENDITURES	2016 YTD EXPENDITURES	2016 YTD ENCUMBRANCES	2016 YTD COMMITTED	2016 YTD % COMMITTED	BUDGET BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,154,918	852,220	852,220	-	852,220	7%	11,302,698
	PART TIME SALARY	1,698,595	81,914	81,914	-	81,914	5%	1,616,681
	BENEFITS	6,243,027	421,984	421,984	-	421,984	7%	5,821,043
	BOOKS	1,983,889	-	-	27,299	27,299	1%	1,956,590
	OFFICE EQUIP. REPAIR	58,456	-	0	-	-	0%	58,456
	PROFESSIONAL SERV	20,500	-	0	-	-	0%	20,500
	COPIER MACHINE LEASE	307,800	4,783	4783.17	-	4,783	2%	303,017
	COPIER PAPER	600	-	-	-	-	0%	600
	SUPPLIES	203,063	-	-	-	-	0%	203,063
	BUILDING RENT	263,050	-	-	263,050	263,050	100%	0
	OTHER SERVICES	27,125	651	651	1,300	1,951	7%	25,174
	SECURITY SERVICES	282,442	18,407	18,407	261,301	279,708	99%	2,734
	TRAINING	1,000	-	-	-	-	0%	1,000
	GENERAL INSURANCE	575,035	-	-	-	-	0%	575,035
Total		23,819,500	1,379,959	1,379,959	552,950	1,932,909	8%	21,886,591

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

AS OF JANUARY 31, 2016

ORGANIZATION	SERVICE	2016 BUDGET	2016 JANUARY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
TYPE	DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,046,878	144,208	144,208	-	144,208	7%	1,902,670
	BENEFITS	1,094,250	71,135	71,135	-	71,135	7%	1,023,115
	EQUIPMENT	854	-	-	-	-	0%	854
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	15,004	-	-	2,875	2,875	19%	12,129
	COPIER MACHINE LEASE	15,300	2,407	2,407	-	2,407	16%	12,893
	COPIER PAPER	33,400	-	-	-	-	0%	33,400
	SUPPLIES	47,000	1,084	1,084	-	1,084	2%	45,916
	SOFTWARE MAINTENANCE	250,000	-	-	-	-	0%	250,000
	LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
	OTHER SERVICES	81,954	150	150	-	150	0%	81,804
	TRAVEL	8,220	-	-	-	-	0%	8,220
	TRAINING	465	-	-	-	-	0%	465
	VEHICLE MAINTENANCE	13,750	-	-	-	-	0%	13,750
	GENERAL INSURANCE	184,495	-	-	-	-	0%	184,495
Total		3,792,867	218,983	218,983	2,875	221,858	6%	3,571,009

Atlanta-Fulton Public Library System - January 2016							
Activity and Description		2016		2015		% Difference	
		January	YTD	January	YTD	Monthly	YTD
System Overview	Collection Size						
	Items the library owns	2,503,816		2,368,364		6%	
	Total Cardholders						
	Library accounts registered in our system	547,132		488,134		12%	
System Overview	New Cardholders						
	First time registration of a patron	4,170	4,170	3,595	3,595	16%	16%
System Overview	Renewing Cardholders						
	Current patrons renewing a card	7,626	7,626	6,629	6,629	15%	15%
General Use	Circulation						
	Total number of items checked out of the library	259,815	259,815	223,410	223,410	16%	16%
	Holds						
	Number of requests by patrons for staff to locate and make available materials throughout the system	55,012	55,012	45,887	45,887	20%	20%
General Use	Inter-Library Loans						
	Number of items lent to or borrowed from another library system	210	210	218	218	-4%	-4%
General Use	Visits						
	Number of people entering a library for any reason	269,443	269,443	211,246	211,246	28%	28%
GED	GED Testing & Training						
	Number of programs offered (counseling, training, testing)	33	33	45	45	-27%	-27%
	Number of unduplicated participants served	70	*	86	*	-19%	-19%
	Number of tests administered	43	43	74	74	-42%	-42%
GED	Number of graduates	3	3	2	2	50%	50%
	English as a Second Language Classes						
ESL	Number of programs	25	25	20	20	25%	25%
	Number of people attending programs	287	287	155	155	85%	85%

Atlanta-Fulton Public Library System - January 2016							
Activity and Description	2016		2015		% Difference		
	January	YTD	January	YTD	Monthly	YTD	
Special Materials and Collections	Auburn Avenue Research Library						
	Number of research items requested by patrons	118	118	119	119	-1%	-1%
	Number of finding aids accessed (on site as well as online sources)	3	3	N/A	N/A	100%	100%
	Number of linear feet of archival material processed	3	3	13	13	-77%	-77%
	Patrons served	176	176	197	197	-11%	-11%
	Special Collections (Genealogy, Margaret Mitchell, GLBT)						
	Requests for materials	2,773	2,773	2,694	2,694	3%	3%
	Partnership Programs						
	Items circulated from programs created by partnering with other organizations (Zoo Pass: pass for up to 4 people; Parks Pass: free parking at parks or entrance to historic sites; Kill-A-Watt Meter: measures electricity use in the home)	217	217	188	188	15%	15%
	Computers and Internet	Computer/Internet Usage					
Number of computer sessions (Internet access and office software)		80,193	80,193	51,449	51,449	56%	56%
Number of hours of computer use		44,103	44,103	30,013	30,013	47%	47%
Wireless Sessions							
Number of times the library's wireless network is accessed		33,495	33,495	49,405	49,405	-32%	-32%
Webhits							
Number of times people have visited the library's website		726,718	726,718	656,746	656,746	11%	11%
Online Resources							
Number of times a resource is logged into or a searched performed other than library catalog		61,799	61,799	65,139	65,139	-5%	-5%
Computer Classes							
Number of classes	19	19	29	29	-34%	-34%	
Number of attendees	160	160	172	172	-7%	-7%	
Virtual Circulation							
Number of e-books and e-audiobooks checked out	15,486	15,486	12,626	12,626	23%	23%	
Virtual Reference Desk							
Information requests via telephone, online chat and email	1,733	1,733	2,066	2,066	-16%	-16%	

Atlanta-Fulton Public Library System - January 2016							
Activity and Description		2016		2015		% Difference	
		January	YTD	January	YTD	Monthly	YTD
Youth Services	Books for Babies						
	Number of mothers who were made aware of the program, given a book and applied for a card	11	11	32	32	-66%	-66%
	Children's programs						
	Library sponsored programs offered for children (birth - 12)	244	244	176	176	39%	39%
	Number of people attending programs	7,028	7,028	5,199	5,199	35%	35%
	Teen Programs						
	Library sponsored programs offered for teens (13 - 17)	23	23	34	34	-32%	-32%
	Number of people attending programs	301	301	1,117	1,117	-73%	-73%
Programs and Meetings	Adult Programs						
	Library sponsored programs offered for adults (18 +)	296	296	247	247	20%	20%
	Number of people attending programs	4,358	4,358	2,778	2,778	57%	57%
	Programs - Total						
	Library sponsored programs offered - total of all programs	563	563	457	457	23%	23%
	Number of people attending programs	11,687	11,687	9,094	9,094	29%	29%
	Meeting Rooms						
	Non-library sponsored meetings or activities scheduled	478	478	271	271	76%	76%
	Number of people attending meetings or activities	6,754	6,754	3,736	3,736	81%	81%
Volunteers	Volunteers						
	Volunteer hours contributed to the library system	4,372	4,372	3,820	3,820	14%	14%
	Number of volunteers contributing time	487	*	427	*	14%	*
Voter Registration	Voter Registration						
	The number of people registering to vote at the library	331	331	183	183	81%	81%
Book Mobile	Bookmobile						
	Number of patrons served	0	0	0	0	0%	0%

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

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

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
PROGRAMS REPORT
JANUARY 2016

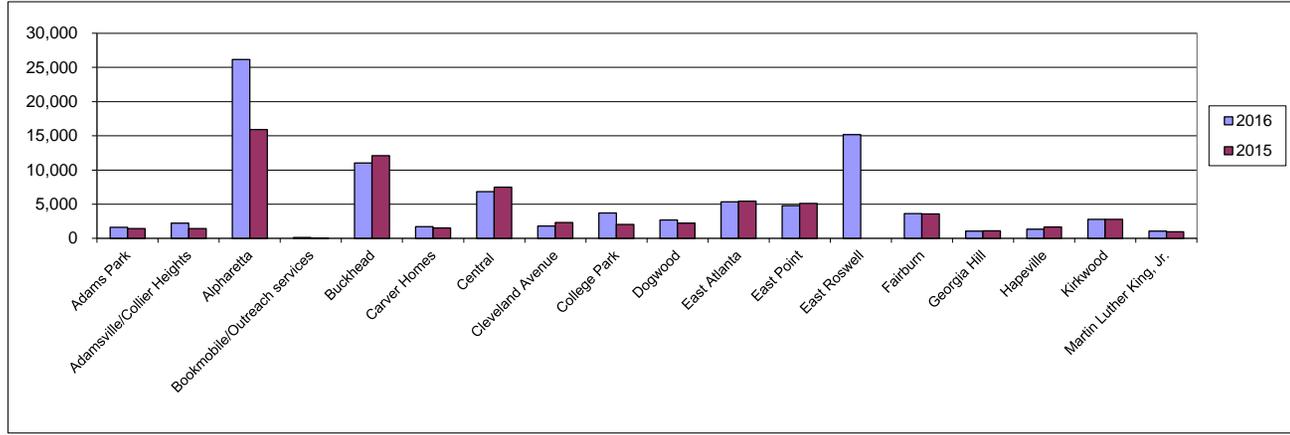
	JAN 2016	JAN 2015			JAN 2016	JAN 2015			Y-T-D	Y-T-D
AGENCY NAME	NUMBER OF PROGRAMS	NUMBER OF PROGRAMS	INCREASE/DECREASE	PERCENT CHANGE	PROGRAM ATTENDANCE	PROGRAM ATTENDANCE	INCREASE/DECREASE	PERCENT CHANGE	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE
ADAMS PARK	2	0	2	100%	26	0	26	100%	2	26
ADAMSVILLE/COLLIER HEIGHTS	7	4	3	75%	142	19	123	647%	7	142
ALPHARETTA	37	13	24	185%	626	131	495	378%	37	626
BANKHEAD/BOWEN	0	7	(7)	-100%	0	116	(116)	-100%	0	0
BUCKHEAD	17	9	8	89%	240	164	76	46%	17	240
CARVER HOMES	6	5	1	20%	393	414	(21)	-5%	6	393
CLEVELAND AVENUE	10	7	3	43%	133	83	50	60%	10	133
COLLEGE PARK	14	10	4	40%	491	166	325	196%	14	491
DOGWOOD	8	7	1	14%	177	186	(9)	-5%	8	177
EAST ATLANTA	14	13	1	8%	379	759	(380)	-50%	14	379
EAST POINT	8	0	8	100%	75	0	75	100%	8	75
EAST ROSWELL	27	0	27	100%	751	0	751	100%	27	751
FAIRBURN	8	13	(5)	-38%	71	170	(99)	-58%	8	71
GEORGIA HILL	6	5	1	20%	67	119	(52)	-44%	6	67
HAPEVILLE	7	7	0	0%	157	271	(114)	-42%	7	157
KIRKWOOD	9	10	(1)	-10%	112	121	(9)	-7%	9	112
MARTIN LUTHER KING, JR	11	1	10	1000%	351	10	341	3410%	11	351
MECHANICSVILLE	7	11	(4)	-36%	127	166	(39)	-23%	7	127
METROPOLITAN	14	0	14	100%	172	0	172	100%	14	172
MILTON	44	0	44	100%	535	0	535	100%	44	535
NORTHEAST/SPRUILL OAKS	8	15	(7)	-47%	276	388	(112)	-29%	8	276
NORTHSIDE	21	9	12	133%	417	352	65	18%	21	417
NORTHWEST	6	0	6	100%	197	0	197	100%	6	197
OCEE	33	27	6	22%	449	447	2	0%	33	449
PALMETTO	8	14	(6)	100%	364	383	(19)	100%	8	364
PEACHTREE	21	15	6	40%	443	390	53	14%	21	443
PERRY HOMES	0	3	(3)	-100%	0	36	(36)	-100%	0	0
PONCE DE LEON	7	17	(10)	-59%	76	228	(152)	-67%	7	76
ROSWELL	25	26	(1)	-4%	849	436	413	95%	25	849
SANDY SPRINGS	39	43	(4)	-9%	536	664	(128)	-19%	39	536
SOUTH FULTON	0	0	0	0%	0	0	0	0%	0	0
SOUTHWEST	12	11	1	9%	220	337	(117)	-35%	12	220
STEWART- LAKEWOOD	0	3	(3)	-100%	0	57	(57)	-100%	0	0
THOMASVILLE HEIGHTS	7	10	(3)	-30%	126	197	(71)	-36%	7	126
WASHINGTON PARK	4	8	(4)	-50%	46	153	(107)	-70%	4	46
WEST END	12	4	8	200%	343	83	260	313%	12	343
WOLFCREEK	20	36	(16)	-44%	242	711	(469)	100%	20	242
BRANCHES TOTAL	479	363	116	32%	9,609	7,757	1,852	24%	479	9,609
CENTRAL TOTAL	82	94	(12)	-13%	1,938	1,337	601	45%	82	1,938
BOOKMOBILE/	0	0	0	0%	0	0	0	0%	0	0
AUBURN AVENUE RESEARCH	2	0	2	100%	140	0	140	100%	2	140
SYSTEM TOTAL	563	457	106	23%	11,687	9,094	2,593	29%	563	11,687

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
JANUARY 2016

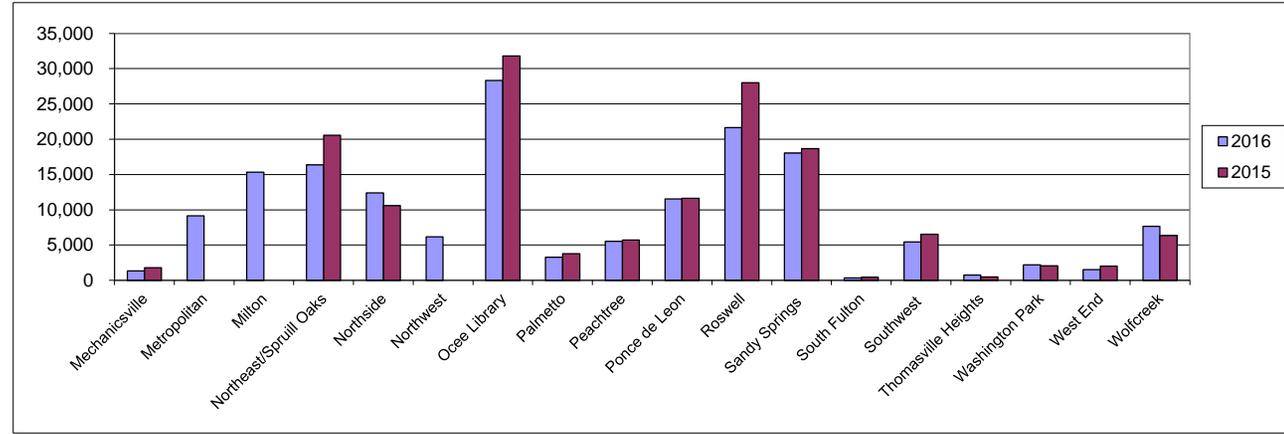
ORGANIZATION NAME	ADULT	JUVENILE	Y/A	JAN 2016 DATA	JAN 2015 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2016 CIRC	YTD 2015 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	1,105	469	35	1,609	1,420	189	13%	1,609	1,420	189	13%
ADAMSVILLE/COLLIER HEIGHTS	1,290	789	123	2,202	1,439	763	53%	2,202	1,439	763	53%
ALPHARETTA	9,206	16,401	548	26,154	15,927	10,227	64%	26,154	15,927	10,227	64%
BANKHEAD/BOWEN HOMES	0	0	0	0	2,384	(2,384)	-100%	0	2,384	(2,384)	-100%
BUCKHEAD	6,578	4,176	259	11,013	12,075	(1,062)	-9%	11,013	12,075	(1,062)	-9%
CARVER HOMES	798	722	178	1,698	1,546	152	10%	1,698	1,546	152	10%
CLEVELAND AVENUE	1,101	611	84	1,796	2,300	(504)	-22%	1,796	2,300	(504)	-22%
COLLEGE PARK	1,936	1,481	286	3,703	2,056	1,647	80%	3,703	2,056	1,647	80%
DOGWOOD	1,279	1,177	210	2,666	2,227	439	20%	2,666	2,227	439	20%
EAST ATLANTA	3,616	1,497	220	5,333	5,446	(113)	-2%	5,333	5,446	(113)	-2%
EAST POINT	1,826	2,759	191	4,776	5,118	(342)	-7%	4,776	5,118	(342)	-7%
EAST ROSWELL	7,342	7,469	339	15,149	0	15,149	100%	15,149	0	0	100%
FAIRBURN	1,986	1,459	154	3,599	3,555	44	1%	3,599	3,555	44	1%
GEORGIA HILL	594	448	15	1,057	1,115	(58)	-5%	1,057	1,115	(58)	-5%
HAPEVILLE	907	394	50	1,352	1,651	(299)	-18%	1,352	1,651	(299)	-18%
KIRKWOOD	1,163	1,573	67	2,802	2,799	3	0%	2,802	2,799	3	0%
MARTIN LUTHER KING, JR	765	255	55	1,075	966	109	11%	1,075	966	109	11%
MECHANICSVILLE	706	481	126	1,313	1,805	(492)	-27%	1,313	1,805	(492)	-27%
METROPOLITAN	5,260	3,557	308	9,125	0	9,125	100%	9,125	0	0	100%
MILTON	5,120	9,750	442	15,312	0	15,312	100%	15,312	0	0	100%
NORTHEAST/SPRUILL OAKS	5,605	10,199	583	16,387	20,574	(4,187)	-20%	16,387	20,574	(4,187)	-20%
NORTHSIDE	5,948	6,079	373	12,400	10,592	1,808	17%	12,400	10,592	1,808	17%
NORTHWEST	2,939	2,979	247	6,165	0	6,165		6,165	0	0	100%
OCEE	8,233	18,873	1,210	28,316	31,817	(3,501)	-11%	28,316	31,817	(3,501)	-11%
PALMETTO	1,597	1,600	88	3,285	3,764	(479)	100%	3,285	3,764	(479)	100%
PEACHTREE	2,898	2,446	182	5,527	5,721	(194)	-3%	5,527	5,721	(194)	-3%
PERRY HOMES	0	0	0	0	794	(794)	-100%	0	794	(794)	-100%
PONCE DE LEON	7,152	4,052	353	11,557	11,612	(55)	0%	11,557	11,612	(55)	0%
ROSWELL	11,109	9,851	693	21,653	28,014	(6,361)	-23%	21,653	28,014	(6,361)	-23%
SANDY SPRINGS	9,932	7,558	554	18,044	18,647	(603)	-3%	18,044	18,647	(603)	-3%
SOUTH FULTON	223	105	7	336	418	(82)	-20%	336	418	(82)	-20%
SOUTHWEST	3,016	2,182	222	5,420	6,509	(1,089)	-17%	5,420	6,509	(1,089)	-17%
STEWART-LAKEWOOD	0	0	0	0	2,717	(2,717)	-100%	0	2,717	(2,717)	-100%
THOMASVILLE HEIGHTS	220	484	26	730	458	272	59%	730	458	272	59%
WASHINGTON PARK	1,345	705	128	2,178	2,069	109	5%	2,178	2,069	109	5%
WEST END	877	573	66	1,516	2,010	(494)	-25%	1,516	2,010	(494)	-25%
WOLFCREEK	3,161	4,059	415	7,635	6,337	1,298	100%	7,635	6,337	1,298	100%
BRANCHES TOTAL	116,833	127,214	8,836	252,883	215,882	35,703	17%	252,883	215,882	37,001	17%
CENTRAL	5,290	1,199	332	6,821	7,480	(659)	-9%	6,821	7,480	(659)	-9%
BOOKMOBILE/Outreach Services	24	84	3	111	16	95	594%	111	16	95	594%
AUBURN AVENUE RESEARCH				Non-circulating library - please refer to other usage reports.							
SYSTEM TOTAL	122,147	128,497	9,171	259,815	223,378	35,139	16%	259,815	223,378	36,437	16%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
 JANUARY
 CIRCULATION
 2016 - 2015

BRANCHES	2016	2015
Adams Park	1,609	1,420
Adamsville/Collier Heights	2,202	1,439
Alpharetta	26,154	15,927
Bookmobile/Outreach services	111	16
Buckhead	11,013	12,075
Carver Homes	1,698	1,546
Central	6,821	7,480
Cleveland Avenue	1,796	2,300
College Park	3,703	2,056
Dogwood	2,666	2,227
East Atlanta	5,333	5,446
East Point	4,776	5,118
East Roswell	15,149	-
Fairburn	3,599	3,555
Georgia Hill	1,057	1,115
Hapeville	1,352	1,651
Kirkwood	2,802	2,799
Martin Luther King, Jr.	1,075	966



BRANCHES	2016	2015
Mechanicsville	1,313	1,805
Metropolitan	9,125	-
Milton	15,312	-
Northeast/Spruill Oaks	16,387	20,574
Northside	12,400	10,592
Northwest	6,165	-
Ocee Library	28,316	31,817
Palmetto	3,285	3,764
Peachtree	5,527	5,721
Ponce de Leon	11,557	11,612
Roswell	21,653	28,014
Sandy Springs	18,044	18,647
South Fulton	336	418
Southwest	5,420	6,509
Thomasville Heights	730	458
Washington Park	2,178	2,069
West End	1,516	2,010
Wolfcreek	7,635	6,337



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

AGENCY NAME	JANUARY CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,609	262	228	1,677	4,356	2	26	8	243	10
ADAMSVILLE/COLLIER HEIGHTS	2,202	222	424	1,889	5,477	7	142	5	50	5
ALPHARETTA	26,154	909	3,360	2,895	16,547	37	626	28	362	12
BUCKHEAD	11,013	538	1,478	2,010	11,213	17	240	32	451	22
CARVER HOMES	1,698	15	25	304	1,141	6	393	0	0	0
CLEVELAND AVE	1,796	188	469	1,199	2,492	10	133	18	147	0
COLLEGE PARK	3,703	289	302	3,126	3,797	14	491	6	37	0
DOGWOOD	2,666	109	328	1,292	5,987	8	177	5	38	8
EAST ATLANTA	5,333	235	678	2,000	5,122	14	379	6	80	27
EAST POINT	4,776	395	609	4,739	4,230	8	75	34	462	2
EAST ROSWELL	15,149	500	1,667	1,739	4,363	27	751	15	160	11
FAIRBURN	3,599	317	359	1,170	4,545	8	71	8	79	5
GEORGIA HILL	1,057	69	189	632	947	6	67	0	0	3
HAPEVILLE	1,352	73	478	1,482	3,657	7	157	7	45	2
KIRKWOOD	2,802	125	347	1,085	1,998	9	112	12	201	3
MARTIN LUTHER KING, JR	1,075	84	352	1,122	3,869	11	351	0	0	8
MECHANICSVILLE	1,313	98	330	1,303	3,909	7	127	12	193	4
METROPOLITAN	9,125	637	5,715	6,795	11,009	14	172	58	718	1
MILTON	15,312	524	3,560	769	4,426	44	535	7	126	24
NORTHEAST/SPRUILL OAKS	16,387	420	2,203	2,315	7,623	8	276	26	531	8
NORTHSIDE	12,400	273	1,003	998	19,151	21	417	20	172	3
NORTHWEST	6,165	269	2,628	148	3,785	6	197	11	107	0
OCEE	28,316	558	1,605	1,404	18,370	33	449	8	139	24
PALMETTO	3,285	234	1,002	2,120	4,177	8	364	19	46	7
PEACHTREE	5,527	279	1,062	1,565	3,021	21	443	6	54	6
PONCE DE LEON	11,557	518	1,529	2,472	18,913	7	76	10	150	21
ROSWELL	21,653	632	2,348	2,601	18,850	25	849	11	171	15
SANDY SPRINGS	18,044	803	2,042	2,488	13,186	39	536	11	162	3
SOUTH FULTON	336	88	0	0	0	0	0	0	0	0
SOUTHWEST	5,420	480	1,048	5,410	13,500	12	220	16	151	0
THOMASVILLE HEIGHTS	730	40	107	280	1,986	7	126	0	0	41
WASHINGTON PARK	2,178	179	409	2,004	9,825	4	46	6	72	18
WEST END	1,516	126	240	1,088	2,802	12	343	1	39	0
WOLFCREEK	7,635	389	2,670	2,670	0	20	242	27	684	0
BRANCHES TOTAL	252,883	10,877	40,794	64,791	234,274	479	9,609	433	5,870	293
CENTRAL	6,821	916	5,538	15,402	35,136	82	1,938	45	884	38
BOOKMOBILE/OUTREACH SERVICES	111	1	1	0	0	0	0	0	0	0
AUBURN AVENUE RESEARCH	0	2	0	0	33	2	140	0	0	0
SYSTEM TOTAL	259,815	11,796	46,333	80,193	269,443	563	11,687	478	6,754	331

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
January 2016

Doc. #16-09

	January 2016	November 2015	Year to Date
• Total Customer Comments Received:	131	118	131
• Types of Comments:			
▪ Compliment	44	36	44
▪ Suggestion	21	18	21
▪ Complaint	51	43	51
▪ Inquiry	15	21	15
• Ranking for Types of Comments:			
▪ Most frequent compliments received		<ul style="list-style-type: none"> - New libraries - Customer service 	
▪ Most frequent suggestions received		<ul style="list-style-type: none"> - Improve Wi-Fi - 3D Printing - Color printing 	
▪ Most frequent complaints received		<ul style="list-style-type: none"> - Printing, Wi-Fi and Facility/HVAC, grounds, cleanliness 	
▪ Most frequent inquiries received		<ul style="list-style-type: none"> - Inquiries/Patron assistance (login) /PIN Resets, Wi-Fi Issues 	
• Format of Comments:			
▪ Emails		55	
▪ Postcards		66	
▪ Direct Contact		10	

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot January 2016

- **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!”
 4. Metropolitan: “Thank you for stocking the New York Times.”
 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.”