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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

MARCH 23, 2016



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ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
MARCH 23, 2016



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Revised
Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor
March 23, 2016 – 4:00 p.m.

AGENDA

- I. Adoption of Agenda Doc. #16-14 Tab #1
- II. Approval of Summary Minutes from Regular Meeting of February 24, 2016* Doc. #16-13 Tab #2
 Approval of Verbatim Minutes from Regular Meeting of February 24, 2016*
- III. Public Comments
- IV. Chairman's Report
 - A. May 26 – June 1 Retreat day options for Board consideration
 - B. Approval of Director's travel to GPLS orientation/meetings with new Library Director
- V. Best Buy Grant – Update
- VI. Buckhead Collation Offer – Presentation
- VII. Director's Reports Doc. #16-18 Tab #3
 - A. Monthly Financial Report Doc. #16-15
 - B. Monthly Usage Summary Doc. #16-16
 - C. Customer Service Report Doc. #16-17
 - D. Library Closure Report
- VIII. Foundation Update
- IX. Old Business
 - A. Best Buy Grant - Presentation
 - B. Library Bond Program – Update
 - C. Three Branch Closures – Update
 - D. Website – Update
 - E. Online Survey Status
 - F. Opening Day Collection
 - G. E-books
 - H. Polling Sites at Libraries
 - I. Color Printing
- X. New Business
 - A. Amending the Bylaws for the Expansion of the Vice Chairman's Duties
 - B. Logo Use by Meeting Room Users
 - C. Buckhead Collation Offer
- XI. Adjournment

*Action is anticipated on this item.



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FULTON COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES

MINUTES FOR February 24, 2016 MEETING – 4:00 PM CENTRAL LIBRARY

Members Present:

Bailey, Phyllis D.
Burke, Jamilica
Kaplan, Paul
Moody, Stephanie - Chairman
Taylor, Josh
Thomas, John R.

Also In Attendance

Claxton, Zenobia - Assistant to Director's Office
Holloman, Gayle H. - Interim Director, Libraries Arts & Culture

Visitors Present

Kass, Arielle – Atlanta Journal-Constitution, Business Reporter
Keenan, Sean – Creative Loafing
Long, Todd – Chief Operating Officer, County Manager’s Office
Macklin, Harriet – Friends of the Auburn Avenue Research Library
McPherson, Dr. Gregory – Friends of Central Library
Pitt, Robb – Former Fulton County Board of Commissioner
Reed, Marty – Friends of Central Library
Sims-Alvarado, Karcheik – Friends of Central Library
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris

- A. Preliminary Business: Motion made by John R. Thomas and seconded by Jamilica Burke to amend the agenda as presented.
- B. Approval of Minutes: Motion made by Paul Kaplan and seconded by John R. Thomas to approve the January 27, 2016 summary minutes. Motion made by Phyllis D. Bailey and seconded by Jamilica Burke to approve the January 27, 2016 verbatim minutes.
- C. Chairman’s Report: Ms. Moody commented on Broward County Library’s Public Library Services Report how to how to staff branches, how to determine which branches should remain open, if any should be closed, and the cost savings associated with each one. She will email it to each board member and add it as a topic at next BOT meeting.
Ms. Moody also spoke about the extended voting at library branches. Ms. Moody states patrons are complaining about lack of conference room use due to voting at the branches.

There are 24 sites that are being used for voting. Ms. Bailey observed that it was surprising that Wolf Creek with more room was not used for this purpose.

D. Director's Reports:

1. Gayle Holloman provided a synopsis of the Director's report with :

- a. January activities and events.
- b. Financial Reports discussion covered :
 - Building rents - two of which are to close ; and what to do about the exorbitant leasing price that are associated with M.L. King Jr. Library
 - How much of budget for books is for new openings vs regular purchases
 - Timing for review of budget changes as not all salaried positions have been filled
 - Process for deciding on use of travel budget: ALA and other meetings.
- c. Monthly Usage Summary
 - Many of key measures are trending in positive direction (Circulation, Visits, e-books, etc.)
 - Problems with our GED testing and training.
 - Computer Internet : Better, but continued problems with internet at branches
 - Bookmobile is due back in service March 6
 - Teen programs are down
- d. Customer Service Report was positive in the sense that people are really loving our new libraries, and positive comments about customer service. Other Customer Service concerns discussed included:
 - Wi-Fi Issues
 - Facility Issues
 - Cleaning Issues at the branches
 - Building in bad shape
 - Library closures due to Fulton County closed down.

E. Actions:

Following the meeting, we requested that Gayle and her staff provide and complete the additional information on

1. Voting statistics by branch
2. Updated budget plan
3. Provide the number of eBook copies the library receives.
4. Provide a list of bookmobile locations.
5. The cost of cameras at all of the library locations.
6. Add the BOT packet online for future reference

The meeting was adjourned at 5:20 p.m. Executive Session was held after the regular BOT meeting for the purpose of Personnel Matters.

Doc. #16-13



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

FEBRUARY 24, 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
Kaplan, Paul
Moody, Stephanie – Chairman
Taylor, Josh
Thomas, John R.

Members Absent Joyner, D. Chip

Also In Attendance Claxton, Zenobia – Assistant to Director's Office
Holloman, Gayle H. – Interim Library Director
Stewart, Denval – Fulton County Staff Attorney

Visitors Present Hermon, Kenneth L. – Fulton County Personnel Director
Kass, Ariell – Reporter, The Atlanta Journal-Constitution
Keenan, Sean – Reporter, Creative Loafing
Long, Todd – Chief Operating Officer, County Manager's Office
Macklin, Harriet J. – Friends of the Auburn Avenue Research Library
McPherson, Dr. Gregory – Friends of the Central Library
Pitts, Robb – Former Fulton County Board of Commissioner
Reed, Marty – Friends of the Central Library
Sims-Alvardo, Karcheik – Friends of the Central Library
Thomas, Harriet – Chief of Staff to Commissioner Lee Morris

Ms. Stephanie Moody called the meeting to order at 4:00 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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1 (BEGAN AT 4:00 PM)

2 MS. STEPHANIE MOODY: I'm calling to order the
3 Atlanta-Fulton Public Library System Board of Trustees
4 meeting for February 24, 2016. It's approximately
5 4:00 p.m.

6 **16-08 ADOPTION OF AGENDA**

7 The first order of business is the Adoption of the
8 Agenda. May I have a motion to approve?

9 MR. JOSH TAYLOR: I have an addition. Do we need
10 a motion to approve it first before -- okay.

11 MR. JOHN R. THOMAS: So moved.

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

13 MS. JAMILICA BURKE: Second.

14 MS. STEPHANIE MOODY: Any additions or
15 corrections?

16 MR. JOSH TAYLOR: I had e-mailed, I think, Gayle
17 and Zenobia, to suggest the idea of adding a place on
18 the website where we can store some of the documents
19 that we receive to maybe eliminate the need for a big
20 bookshelf for future reference, so if we can add that
21 somewhere under New Business and discuss that.

22 MS. STEPHANIE MOODY: We'll make that "F" for
23 right now, website storage. Is that sufficient?

24 MR. JOSH TAYLOR: Sure.

25 MS. STEPHANIE MOODY: We also have a guest speaker

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

1 card, and as our usual order of business, we allow our
2 guests to speak first before we go on with the
3 business.

4 **MR. JOSH TAYLOR:** Do we want to adopt the Agenda?

5 **MR. PAUL KAPLAN:** I have one more thing to add to
6 the Agenda under --

7 **MS. STEPHANIE MOODY:** I have to --

8 **MR. PAUL KAPLAN:** -- Old Business.

9 **MS. STEPHANIE MOODY:** -- change it to add that
10 we're having a speaker first.

11 Is everyone -- and Paul ...

12 **MR. PAUL KAPLAN:** Under Old Business under "C,"
13 Facilities Update.

14 **MS. STEPHANIE MOODY:** Okay. I will tell you under
15 the Chairman's Report, just so you're aware, that I've
16 invited Director Hermon to come and give us the
17 procedure for the personnel search, so I expect him to
18 be here momentarily.

19 All right. We have a motion to approve. We have
20 three additions. All those in favor?

21 (Whereupon, all said "Aye.")

22 Any opposed? The motion carries.

23 The next is the speaker -- no, you don't care to
24 speak. Okay.

25 **16-07 APPROVAL OF SUMMARY MINUTES FROM JANUARY 27,**

1 **2016**

2 So the Approval of the Summary Minutes from the
3 Regular Meeting of January 27, 2016.

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

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

6 **MS. STEPHANIE MOODY:** Any discussion? All in
7 favor?

8 (Whereupon, all said "Aye.")

9 Any opposed?

10 **MRS. PHYLLIS D. BAILEY:** Question, will this be
11 adopted in addition, or will the two be filed as legal
12 documents for that meeting? Both of them will be
13 filed; is that right?

14 **MS. STEPHANIE MOODY:** (Nods head up and down.)

15 **MRS. PHYLLIS D. BAILEY:** Okay, just wanted to be
16 sure. Thank you.

17 **MR. JOSH TAYLOR:** So it's the verbatim and the
18 summary that we're adopting.

19 **MS. STEPHANIE MOODY:** Well, no. I'm coming up to
20 the verbatim in just a minute.

21 **MR. JOSH TAYLOR:** Okay.

22 **MS. STEPHANIE MOODY:** So we just did the summary.
23 Were all in favor?

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

25 **16-07 APPROVAL OF VERBATIM MINUTES FROM REGULAR**

1 MEETING OF JANUARY 27, 2016

2 **MS. STEPHANIE MOODY:** So now the Approval of the
3 Verbatim Minutes from the Regular Meeting of January
4 27th. May I have a motion to approve?

5 **MRS. PHYLLIS D. BAILEY:** So moved.

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

7 **MS. JAMILICA BURKE:** Second.

8 **MS. STEPHANIE MOODY:** Are there any additions,
9 corrections, comments?

10 Hearing none, all in favor?

11 (Whereupon, all said "Aye.")

12 Any opposed? All right.

13 We'll move on to the next order of business, which
14 is the Chairman's Report.

15 CHAIRMAN'S REPORT

16 I will begin with -- I sent a comprehensive
17 analysis of Broward County Library's Division of Public
18 Library Services, and it's a lengthy document, but it
19 goes into a lot of detail about how they chose how to
20 staff branches, how to determine which branches should
21 remain open, if any should be closed, and the cost
22 savings associated with each one, so I wanted you to be
23 aware of it, because it is similar to a document that
24 we talked about putting together as part of our
25 Strategic Plan for going forward. Because of its size,

1 I'm going to e-mail it to each of you, so you'll have
2 it, and then I would like for it to be a topic of
3 discussion at our next board meeting, so we can
4 determine if this is the type of approach that we would
5 like to copy. I do believe it's going to require
6 outside assistance to even do a document of this
7 substance, but it will also go well with the report
8 that I believe Paul was to get within the next few days
9 about the Facilities Update.

10 **MR. PAUL KAPLAN:** Yeah, uh-huh.

11 **MS. STEPHANIE MOODY:** Okay. So I just wanted you
12 to be on the lookout for this, and at the very least,
13 be sure and read the Executive Summary at the
14 beginning.

15 Another area that I wanted to bring to your
16 attention is using the library branches for extended
17 voting. I've gotten some phone calls, and I've gotten
18 some -- well, I've only gotten one letter, actually,
19 although I was told I was getting another one. I've
20 only got one right at this minute.

21 They are complaining that the use of the
22 conference rooms is taking away from the branches, that
23 more people would be using the branches in the
24 conference rooms. We can't hold any programs, or some
25 of the programs can't be held. Some are moved

1 somewhere else. I know at one of the branches I went
2 to, they had to have story time just in the main
3 library, because the conference room was not available
4 for story time, and the suggestion this writer wrote
5 was to shorten the early voting periods for each
6 elections; move the smaller library sites somewhere
7 else, because all they have is one conference room, and
8 it takes up their only public meeting space; reduce the
9 number of sites.

10 I think right now, she says there are 24 sites.
11 This, in her opinion, would save thousands of dollars,
12 and she concludes that she's appalled at the waste of
13 money, and just plain angry about the disruption of our
14 library.

15 What I would like to ask this Board to do is ask
16 for some voting statistics. I know I was in several
17 branches last week, and they did take up the entire
18 room, and there was not one voter.

19 **MR. JOHN R. THOMAS:** Uh-uh.

20 **MS. STEPHANIE MOODY:** So our room is utilized, and
21 the voters don't seem to be utilizing it. I'm
22 wondering if we can ask the County to move it to
23 another location, or to give us statistics to back up
24 why they need to use our conference rooms for such an
25 extended period of time. I'd just like a little

1 discussion.

2 Yes, Phyllis ...

3 **MRS. PHYLLIS D. BAILEY:** One of the things that I
4 found in trying to use the libraries under those
5 conditions is that Wolf Creek, the one I thought would
6 be used, is not being used. And to me, that seems sort
7 of counter if you have the smaller ones, and you have
8 the new library at Wolf Creek, it seems that one would
9 be used, because there would be other rooms that they
10 could use.

11 **MS. GAYLE HOLLOMAN:** Registrations and Elections
12 comes to us whenever there's an election coming up, and
13 they tell us where they'd like to have it. I don't
14 know what they base it on. It's some sort of
15 statistics that they use, and so because we are a
16 facility that also offers voter registration, libraries
17 have traditionally always been a part of that type of
18 thing.

19 It only happens every now and then, and so unless
20 there is a special election, and so we have done it for
21 many, many years, and as I say, they ask us for the
22 locations. They don't ask us to volunteer a location,
23 and they pick sites at different places, and it's not
24 just the libraries. There are other places around the
25 County that are used as well, so we can always go back

1 and ask the questions, though, about how they determine
2 it and what have you, but that is how they've always
3 done it in all these years.

4 **MRS. PHYLLIS D. BAILEY:** I don't object to their
5 using it, but I was rather curious as to why you would
6 use the smaller ones, and you have this new library
7 here.

8 **MS. GAYLE HOLLOMAN:** And at different times of the
9 year, they'll use the larger, and they'll use smaller
10 ones, or they'll use them both, but I don't know how
11 they base it. I think there may be some sort of
12 statistical usage that they're going by. I'd have to
13 verify that.

14 **MRS. PHYLLIS D. BAILEY:** I see. Certainly.

15 **MS. STEPHANIE MOODY:** Well, I'd like to know how
16 many branches it affects. I'd like to know how many
17 voters actually voted during the time frames at our
18 library branches, because maybe we could be open fewer
19 hours, and so we could also accommodate a program, say,
20 in the morning, and then the voting -- we need some way
21 to gauge if it's being used effectively, because if
22 it's not, according to some of our program numbers,
23 we're turning away an awful lot of patrons who would be
24 using our services.

25 **MS. GAYLE HOLLOMAN:** Well, we've asked all of the

1 libraries to make sure that they put the programs in
2 other locations. They usually let us know well ahead
3 of time that the space is going to be needed. It's not
4 an all-of-a-sudden thing, and so we can make
5 preparations to hold these programs or not hold them on
6 different days, so traditionally, it has never been a
7 major issue that we've been made aware of.

8 Early voting has been something that's kind of new
9 over the last few years, but generally, it has not been
10 a major issue, because we let everyone know early
11 enough to move the program into another area or another
12 day or whatever, so that's what we've tried to work
13 out.

14 **MS. STEPHANIE MOODY:** Well, as this writer says,
15 "The meeting rooms accommodate children's story time,
16 book clubs, various community meetings, educational
17 programs, and Friends' book sales, as well as book sale
18 preparation," and I got a similar letter last year.

19 **MRS. PHYLLIS D. BAILEY:** Well, again, I would say
20 that I certainly don't want to restrict voting. I
21 would like for everybody to have the opportunity to
22 vote, because that is essential.

23 **MR. JOHN R. THOMAS:** And Stephanie, it also
24 accommodates another very important program at this
25 time of the year, and that is income tax preparation.

1 I'm a volunteer for AARP Tax-Aide, and in North Fulton,
2 there's about 110 volunteers. They'll prepare about
3 5,000 returns, and I'm going to say about 70 percent of
4 those are done in libraries, so we've had to make some
5 accommodations, and the people could not be more
6 accommodating in helping us make other arrangements
7 within the library, but it has been a source of a
8 little bit of conflict for us, but we're making it
9 work.

10 **MS. STEPHANIE MOODY:** Well, all I'm asking is that
11 we review the procedure. We see how effective it is,
12 and if we really need these many branches, as Phyllis
13 said, maybe we can just put it in the big branches that
14 have access to another room, so programs wouldn't need
15 to be turned away.

16 **MR. PAUL KAPLAN:** I think in some instances, some
17 of these branches -- I have no problem with them using
18 the branches, except look at the statistics -- but in
19 some instances, people can't get to these other
20 branches, and they want these people to vote, so
21 sometimes that's the only place they can go. It might
22 only be a few people, but we have to look at it.

23 But you know, a library is a public gathering
24 place. I mean, it's a place that people come in there.
25 They feel secure at a certain point. They come in and

1 vote, and that's a problem -- you know, in all the
2 years I've been doing this thing, there's always one or
3 two people, no matter what you do, that will be
4 disgruntled.

5 I'm not saying that we shouldn't check it. That's
6 fine. I have no problem with it at all, but we've got
7 to bear in mind, some of these branches are the only
8 thing that are close to anything at all. They don't
9 have the transportation or the means to get there, so
10 ...

11 **MS. STEPHANIE MOODY:** Okay. We'll have to skip
12 the second part of my report, because Director Hermon
13 is not here yet, so I'll have to plug him in a little
14 bit later in the report, but I don't want to hold us
15 up, so why don't we go on to the Director's Report and
16 the summary of some of the events at the library, and
17 then we'll move on into the Financial Report.

18 **16-12 DIRECTOR'S REPORTS**

19 **MS. GAYLE HOLLOMAN:** I'll start with the summary
20 of events around the library system. We've had a lot
21 of activity going on as Mr. Thomas mentioned. There's
22 a lot going on right now with AARP and taxes, helping
23 the people to get their tax returns started and done.

24 At the Auburn Avenue Research Library, we had the
25 founder and president of Onyxcon to come and present a

1 panel discussion regarding a graphic novel. That's on
2 page 1 of the summary.

3 We had quite a few comments in branch services
4 that I want to bring your attention to. One said,
5 "I've always thought of the library as a safe haven,
6 and appreciate being able to come to one place to find
7 ample books on several topics," and that was from the
8 Peachtree Library.

9 Someone at the Metropolitan Library said, "I've
10 learned more than I ever thought I could by frequenting
11 the library on a regular basis. Thanks for helping
12 me," so those are just a few of the things -- comments
13 that were made.

14 Other program highlights are on page 3, starting
15 with the Alpharetta Library hosted its first College
16 Roadmap, which was presented by C2 Education, and the
17 program assists college-bound students with academics,
18 financial literacy, and emotional readiness.

19 The Georgia Hill Library welcomed archivists from
20 the Atlanta University Center's Robert Woodruff
21 Library's Archives and Research Center. The archivists
22 provided information about the holdings, special
23 databases, and how to obtain access to the Morehouse
24 College Martin Luther King Jr. Collections.

25 At the Ocee Library, the Johns Creek Arts Center

1 was featured in a presentation of a Small, Small World
2 Story Time and Arts, and the children there just always
3 love those types of activities. We get a lot of
4 children at that particular library, and always have.

5 The Friends of the Northwest Library held their
6 first ever meeting of the Northwest Library Nook Club,
7 and the club decided to read 100 Years of Solitude by
8 Gabriel Garcia Marquez, and that is a wonderful book.
9 It stayed on the New York Times Bestsellers list for a
10 long time, and I think Gabriel Garcia Marquez passed
11 away a few years ago, so that's a real good thing that
12 they're starting their book club up, and we're really
13 excited. Northwest, as you know, opened in July of
14 last year, so they're really working toward that.

15 Did you all see anything in that report that you
16 had any questions about?

17 **16-10 FINANCIAL REPORT**

18 Moving to the Financial Reports, just wanted to
19 bring to your attention a few things. We are getting
20 into the swing of things with our spending and what
21 have you. Right now, you're looking at a report that
22 shows books where we've only encumbered 1 percent of
23 the funding, but really, at the time of this report,
24 that was true, but now, \$1 million have been encumbered
25 with regard to our book budget, so that's to let you

1 know there's a bit of an update to the update.

2 I didn't know if you had any other particular
3 questions, but the building rent totals that you'll see
4 there are Martin Luther King Jr., Georgia Hill,
5 Peachtree and Carver, two of those libraries are
6 supposed to close that we have building rents on, and
7 actually, Thomasville is included in that, so that
8 would be the Thomasville Library and the Georgia Hill
9 Library.

10 M.L. King, as you know, we're working toward
11 looking at what to do about that -- the exorbitant
12 leasing prices that are associated with M.L. King, so
13 we will be bringing information to you forthwith, we
14 hope, with regard to that as we work with the real
15 estate department on that.

16 Our travel budget, you notice, we have some
17 dollars in there now, and that will allow us to send
18 some people to our annual conferences, particularly,
19 the American Library Association Conference this year.
20 I believe it's in San Francisco, so we're looking to be
21 able to send four to five people there, and that will
22 allow us to do it.

23 Did anyone have any questions regarding the
24 Financial Report as you look through it?

25 **MR. JOSH TAYLOR:** What do you expect to be the

1 timing on the acquisition of the books? In other
2 words, this is a big chunk of your budget for the year.
3 Is this all going to happen in the first three or four
4 months?

5 **MS. GAYLE HOLLOMAN:** It will be ongoing throughout
6 the year, because we have to get ready for the new
7 collections that are coming in for Southeast Atlanta.
8 That money is not quite expended yet, so that's why you
9 see the figure so low. Southeast Atlanta's collection,
10 opening day collection will have upwards of 60,000
11 books, and then we also have the South Fulton Library
12 that's coming back online before the year ends, so it
13 has to be staggered over the year, because we'll be
14 midsummer with Southeast Atlanta and early fall with
15 South Fulton.

16 **MR. JOSH TAYLOR:** Does this include those
17 openings? I thought those were covered under a
18 separate budget.

19 **MS. GAYLE HOLLOMAN:** They are covered under a
20 separate budget, but under the CIP funds, but I think
21 Ed has all of that included in this as well, in that
22 whole amount of money. I'd have to double check that,
23 but there are CIP funds for it, earmarked for it.

24 **MS. STEPHANIE MOODY:** Gayle, how about the
25 salaries? I notice in the report we got from Fulton

1 County, that our salary expenditures are now taking up
2 90 percent of our budget, and yet, we're only 7 percent
3 committed right now.

4 **MS. GAYLE HOLLOMAN:** That's only January's.

5 **MS. STEPHANIE MOODY:** Right, but to estimate,
6 we're hoping if any money isn't expended, we're going
7 to be able to roll that over to other departments that
8 are more in need. Have you gotten any information on
9 where that might be, and when that might be?

10 **MS. GAYLE HOLLOMAN:** Well, what has happened is
11 that we found out that we can use salary savings, but
12 you have to be very careful how that's applied, because
13 you don't want to try and estimate salary savings for
14 an entire year, and then start spending that money
15 early. You want to do it periodically, like every
16 couple of months, see where you are.

17 We also have to look at that figure that you see
18 there. It includes, not just salaries, but any payouts
19 for anyone who retires. They get what's called a
20 "bust-out check," and so that money is still in that
21 total until those people are paid out, and usually, it
22 takes several months when a person has been around for
23 40 years or 35 years or something like that, it takes a
24 little while before that check is paid out, and before
25 they actually get those funds, so all of that is a part

1 of it as well.

2 The regular salary figure represents about 270
3 positions, a lot of those, of which are not filled, but
4 they are vacant and funded, but they haven't been
5 filled, and we have part-time positions that total 98,
6 so that's where we are with that, and we are expecting
7 to use the salary savings, but as I said, we've got to
8 be very expeditious about how we do it.

9 **MS. STEPHANIE MOODY:** Do you have an estimate of
10 when you think you might be able to talk about the
11 salary savings?

12 **MS. GAYLE HOLLOMAN:** Well, we're planning to get
13 together a report through finance, but we want to start
14 to try and pay down some of that money in say, like,
15 maybe quarterly, more on a quarterly basis, because
16 that seems to be a better way to look at it, than doing
17 it all at once and any kind of way, so that's really
18 the idea.

19 The first time we'll look at it will probably be
20 toward the end of March, early April, and then we'll
21 probably go quarterly after that is what I've been told
22 by finance, so we can keep a handle on it.

23 **MR. JOSH TAYLOR:** At the last board meeting, I
24 thought he committed to having something available the
25 first week of March.

1 **MS. GAYLE HOLLOMAN:** He did say that, and I need
2 to remind him of that. He did say that at that last
3 meeting. You're right, so I'll remind him of it. It's
4 almost the first week of it.

5 **MR. JOSH TAYLOR:** Yeah. So at our next board
6 meeting, we should have something.

7 **MS. GAYLE HOLLOMAN:** Yes.

8 **MS. STEPHANIE MOODY:** Almost the first of March.
9 Are there any other questions for Gayle regarding the
10 Financial Report?

11 **MRS. PHYLLIS D. BAILEY:** I have one question
12 concerning the new part of the Smithsonian Institute
13 that's being opened in Washington. Will there been any
14 finance approved for somebody's attendance at that
15 particular opening?

16 **MS. GAYLE HOLLOMAN:** Well, the funding that we
17 have in travel and training could fund something. It's
18 not just earmarked for ALA. It could fund someone
19 attending that opening. They just have to present
20 their paperwork, and then we do travel and training
21 paperwork and submit it, get it approved all the way up
22 the line, so it's not limited to just ALA. It's really
23 limited to cost more than anything, and we can
24 readjust.

25 What they did was they asked us to project, and to

1 actually list names of people, but that's always able
2 to be tweaked.

3 **MS. STEPHANIE MOODY:** So people will apply for
4 different conferences to go to, and then who will
5 decide who is -- determine who is the best choice to go
6 and to which one?

7 **MS. GAYLE HOLLOMAN:** The forms require a
8 rationale, who you're going to share that information
9 with. It includes what training you will receive, what
10 CEUs you expect to get, and then usually, the director
11 decides who will go, and sometimes what we do is we
12 don't grant the full amount. We might say we'll pay
13 for this portion of it, pay for the registration, or
14 pay for the travel, not necessarily all of it, so that
15 you can get more people to at least have some part of
16 it funded, so that's what we've done in the past, but
17 we haven't had a lot of money in the past few years to
18 even do anything with, but what we did do many years
19 ago is we would give portions of it, instead of all of
20 it, so more can go.

21 **MS. STEPHANIE MOODY:** Keeping in mind that ALA is
22 a good recruiting ground for library personnel, is
23 there any other line item where money could be drawn if
24 it were to be used for recruiting personnel?

25 **MS. GAYLE HOLLOMAN:** I'm told that we can get it

1 out of professional services, and so that may be a
2 possibility right there, and professional training,
3 which is not a whole lot of money. It's only about
4 \$1,400, but depending upon what we award people.

5 **MS. STEPHANIE MOODY:** Are we ready to move on to
6 Monthly Usage Summary, Item B?

7 **16-11 MONTHLY USAGE SUMMARY**

8 **MS. GAYLE HOLLOMAN:** In the Usage Summary, you'll
9 see that we still have problems with our GED testing
10 and training. We started up more classes now here at
11 the Central Library in particular to try and get people
12 better skilled with how to get on the computers,
13 because we do still have the computer literacy issue,
14 that people are just not able to use the computers
15 effectively, and now that the GED is on the computers
16 instead of a paper test, it is still contributing to
17 some of the lower numbers that we're experiencing.
18 They're not as low as they have been, but they are
19 still not where we want them to be. In years past, as
20 you know, we would graduate almost a high school
21 graduating class in GED, and now with the paper testing
22 no longer being in use, that is a real problem, not
23 just here, but nationally.

24 On the second page of that, the computer Internet
25 usage is better. We had a meeting yesterday with IT.

1 They think they've found a problem that they can
2 resolve, the problem fixed, so they can finally give to
3 the Blue Coat situation, and so we're very excited.
4 They say that we're actually doing better filtering
5 than a lot of systems that they've talked to around the
6 area, around the region, so they feel good about that;
7 however, there are some decisions that we'll have to
8 make about how we want to approach it.

9 One of those decisions had to do with using Google
10 as a search engine, only Google, and not being able to
11 use any others, and that's something we really don't
12 want to do, so there are a few decisions, maybe about
13 two or three that have to be made, and so we'll talk to
14 you more about that as we get that from IT, but they
15 did let us know in a meeting yesterday with about four
16 of the IT department staff, and about four of us here
17 at the library. We sat around this table and talked
18 about that, and they really think they've finally
19 resolved it, so that we will stop having all of these
20 problems where people can't bring their different
21 devices in.

22 They have isolated it now to where we no longer
23 have to do all of that agreement signing and all that
24 authenticating problems that we were having. They feel
25 like that's pretty much a done deal now.

1 **MS. STEPHANIE MOODY:** Why does Alpharetta seem to
2 have so many IT problems, or is it just that their
3 clientele is louder? It always seems like Alpharetta
4 is talking about Wi-Fi access.

5 **MS. GAYLE HOLLOMAN:** I don't know that they're --
6 we have not tracked that any particular libraries are
7 having more problems than others. It seems to be all
8 around. Now, some months, we will have some libraries
9 that haven't had a problem, all of a sudden, they start
10 having a problem, as I think I mentioned a few times,
11 but I think they're probably just more vocal, but we do
12 have problems all around, and we are trying to resolve
13 it.

14 It has not been isolated to any one issue, or one
15 particular library. It's just an ongoing situation,
16 and we don't know when it's going to happen until it
17 happens.

18 **MR. PAUL KAPLAN:** I can tell you, it's not
19 isolated to one. Everybody is having a problem. Some
20 go real good for about two or three days, next thing
21 you know, they're out. Milton's had a problem,
22 Alpharetta, East Roswell, Peachtree. All of them are
23 having problems. It's kind of really crazy. The whole
24 system is ...

25 **MS. GAYLE HOLLOMAN:** This morning, I got e-mail

1 after e-mail starting with Milton and then Alpharetta,
2 and then Sandy Springs, all of them saying they were
3 having IT issues, and we were just, oh, my goodness.

4 Later on, I finally got one from Northeast that
5 said everything was okay, so then we found out that
6 everybody else seems to be okay again, but it just
7 happened this morning all of a sudden at four places,
8 and it was like back to back e-mails from all these
9 different managers, so we just don't ever know, but
10 they are really seriously working on it.

11 There's a new person in IT that the IT manager has
12 brought on board, and he's very, very involved in
13 libraries right now, and they're really focusing to try
14 to help us.

15 **MR. JOSH TAYLOR:** Gayle, is the method by which
16 they report problems just an e-mail or a phone call, or
17 are you able to track the number of problems and where
18 they occur?

19 **MS. GAYLE HOLLOMAN:** We are able to track it.
20 What happens is really, they track it and give us the
21 information, but just as we do with facilities, we have
22 a help desk that we send an e-mail to the moment things
23 occur, and most of the staff have someone on board who
24 is responsible for sending that information, but anyone
25 on the staff can do so at any of our locations.

1 They send a "help desk ticket" in is what they
2 call it. They keep it open until it's resolved, and so
3 that's -- every now and then we've found some tickets
4 that closed somehow and should be reopened, and they do
5 reopen them, but that's the way the process works.

6 **MR. JOSH TAYLOR:** So it's just like the
7 maintenance issues.

8 **MS. GAYLE HOLLOMAN:** Just like the maintenance work
9 requests. You do a work request, or you do an IT help desk
10 ticket.

11 **MS. STEPHANIE MOODY:** Are there any other
12 questions?

13 **MR. JOHN R. THOMAS:** Two points. Gayle, first of
14 all, a tip of the hat to you and the library system,
15 because so many things that we track are trending
16 upwards. On the very first page, total card holders
17 are up 12 percent. Circulation is up 16. Now of
18 course, this is one month, month to month, but it's a
19 nice beginning.

20 Holds are up 20 percent. Visits are up 28. On
21 the second page, the virtual circulation, the e-books,
22 the pundits were suggesting two or three years ago that
23 e-books would begin to level off. It doesn't look like
24 they're leveling off much from your standpoint. What
25 would you say about that? It looks like they're still

1 increasing.

2 **MS. GAYLE HOLLOMAN:** I think they're still
3 increasing. There's definitely a place for them.
4 People really like the fact that they can use e-books
5 and e-materials, so it has been going well for us. Our
6 biggest problem had been some of it not working as well
7 as it should, but right now, we're trending upwards,
8 and we're very happy with it.

9 People have gotten very familiar with their
10 devices now. Our staff have gotten more comfortable
11 with helping people with these devices. Every Mother's
12 Day, somebody gets a new Kindle, or every Christmas or
13 other holidays, someone comes in with these new devices
14 they got for a birthday present, so our staff are a lot
15 more comfortable now with showing people: Oh, we can
16 show you how to work this, and we can show you how to
17 get your books downloaded to this, and it works. It's
18 just working now, and I think people are catching on as
19 to how much of a savings is it to them, and it's a time
20 savings as well, not just a monetary savings.

21 **MR. JOHN R. THOMAS:** Typically, how many
22 electronic copies will we get for a book? What are we
23 authorized? What is a typical authorization?

24 **MS. GAYLE HOLLOMAN:** Now, that, I'd have to get
25 back with you on to give you an exact number. I would

1 say at least -- the virtual world allows us to do a lot
2 more copies. We brought about 30 copies of the Girl on
3 the Train, but I'm saying in book format, but as an
4 e-resource, we could buy 100.

5 **MR. JOHN R. THOMAS:** You could do what?

6 **MS. GAYLE HOLLOMAN:** We could buy 100.

7 **MR. JOHN R. THOMAS:** You could, but they're still
8 going to cost.

9 **MS. GAYLE HOLLOMAN:** Right. They still cost, but
10 you get a little bit more of a discount with that,
11 because you're buying it in bulk, and it's virtual, so
12 it can end up being a lot better for us in the long
13 run.

14 **MR. JOHN R. THOMAS:** So the question is, is there
15 such a thing as a hold for an e-book?

16 **MS. GAYLE HOLLOMAN:** Yes.

17 **MR. JOHN R. THOMAS:** You're getting enough copies
18 authorized.

19 **MS. GAYLE HOLLOMAN:** You get it kind of right
20 away, so no, it's not quite the same thing.

21 **MR. JOHN R. THOMAS:** Not that you're getting them
22 right away. You're getting enough copies authorized by
23 the ...

24 **MS. GAYLE HOLLOMAN:** Right. So you can put
25 a hold on it. Like, we've got 400 holds of the Girl on

1 the Train, but you're going to get it a little bit
2 sooner if you're getting it as an e-book.

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

4 **MS. GAYLE HOLLOMAN:** It's still not a perfect
5 world, because you're not going to have enough to meet
6 every demand on every high-volume or high -- but
7 anybody that's interested in the best sellers and when
8 they take off like they do -- so you're not ever going
9 to be able to fill the complete need at 100 percent,
10 but it allows us to do a little bit better, and to
11 extend our offering.

12 **MR. JOHN R. THOMAS:** Okay. thank you.

13 **MS. STEPHANIE MOODY:** The Overdrive, there are
14 holds, because I have two books on hold, and actually,
15 both of them just came in, and I've been waiting over a
16 month for them.

17 **MS. GAYLE HOLLOMAN:** It's a popular author.

18 **MS. STEPHANIE MOODY:** You put -- one was that
19 tidying up book, and right at the moment, I can't
20 remember what the other one was, but you do put them on
21 hold, and what they do is they send you an e-mail, and
22 they say, "That book has been downloaded for you," and
23 then you have to go to Overdrive, you click on it, and
24 choose how you want to access it. Some people access
25 it with Kindle. Other people access it with whatever

1 device they have.

2 Now, Hoopla is the one -- having said that, my
3 understanding is 35 copies is considered the life of
4 any book, so even electronically, publishers are
5 holding out that if you check the book out for more
6 than 35 times, you have to rebuy that book, because
7 that's when a book, historically, wears out. We know
8 that's not exactly true, because I bet some of our
9 books are older than that, but that was the latest from
10 the publishing world that I heard it.

11 Now, Hoopla is different. Hoopla says if we all
12 want the same book and they have it, they will give us
13 all a copy right now, but they have to have it. Hoopla
14 doesn't have the selection that, say, Overdrive has,
15 because they don't deal in best sellers. They deal in
16 older books, but Hoopla, the cost is how many did you
17 take, but if everybody in this room wants a book from
18 Hoopla and they have it, we can all get it at the same
19 time, which is also electronic. They will say, "We've
20 downloaded it to your device."

21 **MS. GAYLE HOLLOMAN:** That's why I was saying that
22 it's not a perfect world. If you're talking about best
23 sellers, it becomes a whole different thing.

24 **MS. STEPHANIE MOODY:** Right.

25 **MS. GAYLE HOLLOMAN:** Especially really popular

1 authors.

2 **MS. STEPHANIE MOODY:** Right. You can't get best
3 sellers off of Hoopla. They don't deal in best
4 sellers.

5 **MS. GAYLE HOLLOMAN:** Yeah. You're not going to be
6 able to get them, or even with Overdrive, you're going
7 to be limited.

8 **MS. STEPHANIE MOODY:** Right. I had a couple of
9 things that seem to be trending the wrong way, and one
10 is our favorite Bookmobile. I thought I'd heard it was
11 back on the road, and the other is the teen programs.

12 **MS. GAYLE HOLLOMAN:** The Bookmobile will be back
13 on the road as of March 6th is when it's going back out
14 again, and we've already set up the list. It's on the
15 website now as to where the stops are going to be, and
16 so there are a lot of senior facilities where they're
17 going, multipurpose centers and senior centers within
18 the county, and some daycares, but it does not start
19 until March 6th.

20 **MS. STEPHANIE MOODY:** March 6th?

21 **MS. GAYLE HOLLOMAN:** March 6th and it's on the
22 website already.

23 **MS. STEPHANIE MOODY:** Okay, and the teen programs.

24 **MS. GAYLE HOLLOMAN:** The teen program is still
25 down. We've got a lot of upcoming things that people

1 are working on. Our Youth Services Librarians are
2 getting a lot of training. They just went to what's
3 called a "Performance Showcase," that was held here
4 just this past week, so they're getting more familiar.

5 We've hired a lot of new librarians, as I told
6 you, and I have mentioned a couple of times, that we're
7 in need of some real training of that staff in some of
8 the traditional library services that are not as techno
9 centric, as a lot of them come out with a lot of
10 technology skills from library school, and especially
11 online programs, and that's not to put anything down,
12 any program down, it's just that there are some other
13 traditional things that we do in libraries that we feel
14 very strongly that we need to teach and train on, and
15 that's what we're doing with Youth Services.

16 Our Youth Services Coordinator is working very,
17 very hard, working very closely with a very excited
18 group of new Youth Services Librarians, and so I think
19 you're going to see an upsurge before very long.
20 They're working real hard toward Teen Technology Week,
21 which comes up -- and Teen Week, which comes up in
22 October, and of course, the Summer Reading Program
23 includes teens, so we're really putting a focus on our
24 teens more than anything right now.

25 **MS. STEPHANIE MOODY:** Are there any other

1 questions regarding the Monthly Usage Summary?

2 We'll move ahead to the Customer Service
3 Report -- well, wait a minute. Circulation is under
4 Monthly Usage Report.

5 I wanted to bring to your attention your January
6 board book has all of your December figures in it, so
7 this last Circulation Report would be in your January
8 board book. It's not in this board book, but I thought
9 it was interesting to note the percentage change in
10 some of the branches, and also the ranking of the
11 branches.

12 Ocee Library for the year 2015 was our highest
13 circulating branch, and it circulated 371,082. Number
14 two was Roswell, and it circulated 307,288, and I went
15 and ranked them, which you, of course, can do, too, to
16 find out how they ranked, but I did rank -- some of our
17 brand-new libraries had moved up into the top 10, and
18 Central now, I believe, is number 12 in the ranking, so
19 you might want to look that over, because that's
20 something to pay attention to as we move through the
21 year as the statistics change, especially since we
22 brought six new libraries on board in the last year.

23 So now we can move to the Customer Service Report.

24 **16-09 CUSTOMER SERVICE REPORT**

25 **MS. GAYLE HOLLOMAN:** Our customer service comments

1 have been somewhat positive in the sense that people
2 are really loving our new libraries, and positive
3 comments about customer service. We have some
4 suggestions. People want to improve our Wi-Fi, which
5 we know that to be case. They want us to have 3D
6 printing. We believe that the Best Buy grant will
7 allow us to do that, because they've suggested they may
8 be able to purchase one. As you know, they start at
9 upwards \$20,000, so that isn't money that's just lying
10 around someplace, so even though the public wants it
11 because they've heard about it; it's the new thing on
12 the block, it's costly, so that is kind of prohibitive
13 for us.

14 The color printing is something that we can make
15 available to the public. They're asking for it again.
16 The thing about it is we did not make our copier
17 available to the public for color copies, because it is
18 a little bit expensive, but now, if they still want it,
19 we can look into it by talking with IT and getting an
20 assessment, but it looks like it's going to be roughly
21 \$0.40 to \$0.50 a page that the public would be asked to
22 pay, so that's been sort of a hesitation with finance
23 and asking people to pay that kind of money. It
24 depends upon the assessment that IT gives us, because
25 they control the contract. They need to let us know

1 everything involved and what they feel will be the best
2 price that we would need to ask, but roughly, it's been
3 estimated to be \$0.40 to \$0.50 a page, and the public
4 might want to do that, so we are looking into that
5 suggestion.

6 Our frequent complaints have been regarding
7 printing, Wi-Fi, and facility issues. As you know, we
8 still have grounds issues. We still have HVAC issues.
9 We still have roofing problems, but \$1.3 million has
10 been approved by the Board of Commissioners as of the
11 previous meeting, and they will start around April with
12 the roof on this building, so that is really good.

13 We have some other roofing issues. Sandy Springs,
14 today we found out is having some major issues with
15 leaking, as well as the Kirkwood Library, which has
16 really been a stalwart facility, but now all of a
17 sudden, there's a lot of leaking going on all over that
18 building. The pictures I received today are just
19 really troublesome, because they've got a lot of
20 leaking throughout the building. That building has
21 done quite well over the years, so that's another one
22 that's come up. I think I sent you -- forwarded Mr.
23 Kaplan that e-mail today about Kirkwood, so they are
24 working on it and trying to do what they can with
25 regard to it.

1 We do have a new problem -- it's not necessarily
2 new, because as you see, we've got complaints about it,
3 but a new conglomerate of problems with cleanliness.
4 The buildings, for some reason, we're having problems
5 with not getting them cleaned as well as they should be
6 each night, particularly with regard to just bathrooms.

7 They seem to be taking out the trash, but that's
8 about it, so I sent an e-mail just as of this morning
9 again about that whole situation, that we've got to
10 have a meeting if necessary, or something, to sit down
11 about the fact that these buildings are not being
12 properly cleaned, so that's something we're jumping on
13 right now.

14 **MR. PAUL KAPLAN:** Especially when it only takes
15 the person about 40 minutes to clean both bathrooms and
16 leave. I've gotten really involved with this thing,
17 what's happening, and the bathrooms are deplorable.
18 They take the trash out, but they don't do anything.
19 They don't clean the toilet seats. They don't clean
20 the toilets. They don't clean the floors, nothing.

21 **MS. GAYLE HOLLOMAN:** We don't know why that's
22 happening.

23 **MS. STEPHANIE MOODY:** Do we outsource the cleaning
24 staff, or is it --

25 **MS. GAYLE HOLLOMAN:** We have a contract that's

1 throughout the county, and they are sent to the
2 different buildings.

3 **MS. STEPHANIE MOODY:** Okay. So it's not county
4 employees.

5 **MS. GAYLE HOLLOMAN:** No. It's a bid process.

6 **MR. PAUL KAPLAN:** We did talk to the gentleman.
7 We had a phone conversation with the gentleman who runs
8 that cleaning staff about a couple of months ago, and I
9 don't know where it went at this point.

10 **MS. GAYLE HOLLOMAN:** Yeah. It's a real deplorable
11 situation, and we are really jumping on it, because I
12 don't know why it's happening this way.

13 We also have found, recently, in the last two or
14 three weeks, that for some reason, they're not picking
15 the paper up on the grounds, and I called to find out,
16 because it used to be that the cleaning crew only goes
17 out 25 feet beyond the building. Now, we found out
18 they're supposed to go all around the grounds and pick
19 up paper wherever they might see it, but I am told that
20 paper is being strewn all around, particularly at the
21 Alpharetta Library. It's not the other buildings that
22 surrounds that Alpharetta Library. It's just the
23 branch, up on the upper-level, the lower-level, trash
24 everywhere.

25 Al Collins said he and Evan Jahn went out last

1 week and just walked around, both of them, an hour to
2 pick all of that paper, that for some reason, it's just
3 out there, and I don't know what's happening, so I made
4 the cleaning crew aware of it as soon as they told me
5 about it, and we are trying real desperately to find
6 out what is the problem, and why we're not rectifying
7 it sooner, so those are some of the concerns that I
8 know about the cleaning situation.

9 **MS. STEPHANIE MOODY:** I'm just wondering if you
10 could update us a little on security. I know this
11 branch has staff security is my impression, Central,
12 but both for branches, would that be something we
13 outsource, or would we be now hiring security people as
14 we hire librarians?

15 **MS. GAYLE HOLLOMAN:** We have a budget for
16 security, and right now, seven to eight security guards
17 throughout the system. What we've been doing is --
18 what we want to do is get a guard at every location.
19 We hope that some salary savings will allow us to do
20 that as the year progresses.

21 What we've done recently is tried to be, in some
22 cases, retroactive, and in some cases, we've been -- I
23 mean, reactive. In some cases, we've been able to be
24 proactive, but when things have occurred, we've been
25 able to find the dollars to do it.

1 I have talked with Chief Stiles, and he has made
2 me aware that what we want to do is identify the
3 problems and go ahead and send a guard, and then if we
4 have to -- he has to bill us, so to speak, then we'll
5 pay it later in the year as we get salary savings or
6 whatever, because we do need to maintain safety.

7 **MS. STEPHANIE MOODY:** Chief Stiles.

8 **MS. GAYLE HOLLOMAN:** Chief Stiles is our head of
9 police.

10 **MS. STEPHANIE MOODY:** Head of Atlanta Police?

11 **MS. GAYLE HOLLOMAN:** Fulton County's. He's been
12 named the Director of Fulton County Police, Chief Gary
13 Stiles, and so we've been in touch over the last couple
14 of weeks because of different issues happening around
15 the library system.

16 I think I may have mentioned to you a staff member
17 at the Peachtree Library was punched in the face.
18 We've had car break-ins at different locations, so
19 we've had a lot of little things happening, and not
20 necessarily little, some of them huge when you're
21 hitting people and things like that.

22 We had someone have a temper tantrum, because we
23 didn't have a safety pin to give him, and so he just
24 threw a fit, and threw tapes and everything all over
25 the floor, and by the time the police got there,

1 though, he was gone, so now we do have a guard
2 that -- all this has happened at Peachtree lately -- so
3 we do have a guard at the Peachtree Library as of about
4 two weeks ago, and that seems to be working. We seem
5 to have a lot less disruptions going on at that
6 particular location.

7 **MS. STEPHANIE MOODY:** Is this from our budget or
8 Fulton County's budget?

9 **MS. GAYLE HOLLOMAN:** No. We have a budget for it.
10 It's the library's budget.

11 **MS. JAMILICA BURKE:** And all of the incidents that
12 you just said were at the Peachtree Library?

13 **MS. GAYLE HOLLOMAN:** Those two were at the
14 Peachtree Library, and we still have things that go on
15 here. We've increased last year -- we were able to put
16 a few more guards, one on each floor. At one point, we
17 had lost some of that ability, and we had most of them
18 on the first floor, and then kind of traveling around
19 the building as they could, but now, we have a guard on
20 every floor, except the sixth floor, so that's helped
21 us a whole lot with being able to do a lot better with
22 maintaining people walking around, and that's what it
23 takes.

24 It takes people walking around. It takes the
25 staff being alert. We try to train the staff. Our

1 head of security here at the library spends a lot of
2 time with classes, with training, and whenever anything
3 happens at any branch, he goes out to that location.
4 He has a training session with that staff, so that they
5 will come and be a little bit more cognizant of what we
6 need to do.

7 **MS. STEPHANIE MOODY:** What is our security chief's
8 name?

9 **MS. GAYLE HOLLOMAN:** Alex Lamback. He's here at
10 this library, but he goes all out to all of our
11 locations.

12 **MS. STEPHANIE MOODY:** How big is his staff?

13 **MS. GAYLE HOLLOMAN:** It's just him and all the
14 guards that we contract with. He's a Fulton County
15 Library employee, but the rest of them are through the
16 contract that we have, the security contract. It's an
17 outside concern that bids on it just like the cleaning.

18 **MS. STEPHANIE MOODY:** So he's the only employee.

19 **MS. GAYLE HOLLOMAN:** He's the only actual county
20 employee that we have on board with the library staff.

21 **MR. PAUL KAPLAN:** There was a change in the
22 security many years ago. Guns weren't allowed. They
23 should never be allowed in libraries or anything, but
24 then, I think, John Szabo made a change. You can't
25 carry a firearm in there; however, a knife or a box

1 cutter is allowed, because some of the homeless people
2 said that's their only protection they have, so they
3 are allowed to have it in there.

4 **MS. GAYLE HOLLOMAN:** Well, we don't -- it's not
5 that they're necessarily allowed. If we catch it
6 somehow, we'll say something to them about it, but what
7 happened about five or six years ago, John Szabo
8 decided that we needed to do something about security
9 with regard to weapons, and so started a situation
10 where we bought some wands, and started wandng people,
11 which took two people to do the wandng. It took
12 another person to go through the bags. It really took
13 a lot of doing, but what we found is that we never took
14 a gun off anybody. We would take box cutters and
15 knives, and we didn't have incidents with people
16 cutting each other, but they were very upset and
17 started calling Commissioners, because it was causing
18 them not to have their weapon whenever they would go to
19 the shelter, or if they were out on the street, they
20 couldn't defend themselves, so we would take them, and
21 we wouldn't give them back, because it was too much
22 to --

23 **MR. PAUL KAPLAN:** Oh, you wouldn't give them back
24 to them.

25 **MS. GAYLE HOLLOMAN:** No. It was too much to

1 process, to tag them and give them back and all that,
2 so we just put boxes and boxes of these things out, and
3 we never gave them back to the people, so that was a
4 problem, so then Mr. Szabo said it's causing too much
5 conflict, and we weren't getting any guns off anybody,
6 and nobody was really doing anybody any damage
7 physically, so we just stopped doing it, so that's how
8 we ended up in that situation.

9 **MS. STEPHANIE MOODY:** However, they did use them
10 to damage some books.

11 **MS. GAYLE HOLLOMAN:** Well, they do that even now.
12 That happens with scissors. I understand now there's a
13 process where you can use a piece of thread, and
14 they've learned how to take it and gingerly cut a
15 picture out, slice a picture out of a photography book
16 or out of an art book. That happens all the time on
17 the third floor, which is unfortunate for us, but it
18 does happen.

19 **MR. PAUL KAPLAN:** The remodeling that we're
20 talking about in the branches, when that's going to
21 start, we need to talk about security, as far as they
22 want cameras in all of them --

23 **MS. GAYLE HOLLOMAN:** Definitely.

24 **MR. PAUL KAPLAN:** -- we have to make some changes
25 on it, but I am very uncomfortable with them having it

1 in there, because I had an incident, and I was on a
2 library -- I was in this building in the elevator with
3 four people, and as soon as he mouthed to me, this one
4 guy, he's well, "We've got an executive on this thing,"
5 and I hadn't said this to anybody at all. The other
6 guy, I think, he asked me for 10 bucks, and I was
7 between the sixth floor -- well -- let me put it this
8 way: I'm very streetwise, and let me tell you, they
9 all left on the third floor. They got out, not on
10 their own, but they got out.

11 **MS. GAYLE HOLLOMAN:** Oh, okay.

12 **MR. PAUL KAPLAN:** I told them, "It's time for you
13 guys to leave." Well, I said a few other words to
14 them, and I really do have a problem with it, but
15 that's something we'll discuss, but I just want to
16 mention that you've got to be careful, because we've
17 only got one elevator working here, and a lot of people
18 coming up and down. This is what happens.

19 **MS. GAYLE HOLLOMAN:** You have to be careful. We
20 always tell people to make sure that you have your cell
21 phone with you when you're in these elevators for all
22 sorts of reasons.

23 **MS. STEPHANIE MOODY:** Okay. Well, I think having
24 box cutters and knives is a little problematic, but I
25 agree with you, cameras would go a long way, and --

1 **MS. JAMILICA BURKE:** Have we examined what the
2 cost would be to install cameras and things like that
3 at our branches?

4 **MS. STEPHANIE MOODY:** We've requested cameras, and
5 right now, it's simply not in the budget, but it will
6 be in the refurbishing budget if this Board has
7 anything to say about it.

8 **MR. JOHN R. THOMAS:** And all the new ones do have
9 them.

10 **MS. STEPHANIE MOODY:** I'm suggesting that there
11 should be a way if we're going to take away implements
12 of protection, that we could tag them and give them
13 back, rather than have them in --

14 **MS. JAMILICA BURKE:** Just piled up in a back
15 closet.

16 **MS. STEPHANIE MOODY:** Yeah. Elevator -- I
17 certainly don't want to meet someone with a knife in
18 the elevator myself.

19 **MS. GAYLE HOLLOMAN:** Well, I did talk to Alex
20 Lamback about that, and he says, really, the best way
21 to do all of that is to have the x-ray machine that you
22 come through like you do at the government center, and
23 then it's a done deal. You see it. Everybody can see
24 it, and you take it and that's it, so he's saying it
25 takes a lot to have people to stand there and tag it,

1 and give it back to you, go through it and pick out
2 your knife and give it back to you and all that, so I
3 don't know. It's kind of a tossup.

4 **MS. STEPHANIE MOODY:** I suppose we can't have
5 lockers where they can store their things in the
6 locker, and not bring them in.

7 **MS. GAYLE HOLLOMAN:** Well, we did that years ago,
8 and we can tell you stories about that.

9 **MS. STEPHANIE MOODY:** That doesn't work.

10 **MS. GAYLE HOLLOMAN:** That's why the Coke machine
11 now sits in the front of the lockers on the first
12 floor. That was a nightmare.

13 **MS. STEPHANIE MOODY:** All right. We have finished
14 the Customer Service Report.

15 **LIBRARY CLOSURE REPORT**

16 You were mailed the Library Closure Report. Did
17 you want to add to that in any way, or were there any
18 questions? I guess you weren't mailed it, but you were
19 e-mailed.

20 **MS. GAYLE HOLLOMAN:** E-mailed. As you know, in
21 January, we had those hours that the library system,
22 the County closed down, and so that's what you see
23 representing over 200 hours of being closed.

24 **MS. STEPHANIE MOODY:** Are there any questions
25 regarding that? That would end the Director's Reports.

1 Before we go on to Old Business, Director Hermon
2 is here, and he was going to bring us up-to-date on the
3 process regarding Fulton County and hiring, and we have
4 a Dr. Gregory McPherson, who has signed a speaker card.
5 It would be up to you to decide if you would like
6 someone to address the Board at this time. Are there
7 any comments?

8 **MR. JOHN R. THOMAS:** Yeah. Let's do it.

9 **MS. STEPHANIE MOODY:** After Director Hermon
10 finishes his report --

11 **MR. TODD LONG:** He probably needs to do his in
12 Executive Session, wouldn't you think?

13 **MS. STEPHANIE MOODY:** I'm sorry -- oh, the
14 personnel -- he was just going to go over the broad
15 guidelines. we spoke on the phone.

16 **MS. JAMILICA BURKE:** He was saying he thinks it
17 should be Executive Session.

18 **MR. KENNETH HERMON:** Yeah.

19 **MS. STEPHANIE MOODY:** You want to do it in
20 Executive Session?

21 **MR. KENNETH HERMON:** Since it's a personnel
22 matter.

23 **MS. STEPHANIE MOODY:** Okay. Dr. McPherson ...

24 **DR. GREGORY MCPHERSON:** Good afternoon.

25 Good afternoon ...

1 (Whereupon, the Board says "Good afternoon.")

2 I just wanted to take a moment to thank all of you
3 for the continual effort that moves us forward in terms
4 of the accessibility and use of this facility. My
5 comments will be very brief. I've got two or three
6 questions that I've got to pose to you, because I, very
7 much like many of the patrons and other partners, am
8 very concerned now about the proposed closing of
9 Central.

10 One of the things that happened in the last board
11 meeting that I attended on last month was the misguided
12 information that seemed to be moving forward relative
13 to what is available in terms of funding, as well as
14 the necessity in downsizing Central. As a professional
15 researcher and college professor and composer, I am
16 really taking this moment to really urge you,
17 especially in consideration of all of the things that
18 you have to look at on a monthly basis, and some of you
19 on a daily basis, that there has to be some really
20 concrete structure and rationale for closing this
21 facility.

22 I am placing this appeal to you. I have done a
23 good bit of my research with the Smithsonian and the
24 NIH, and now the University of Pennsylvania System has
25 proposed that I move some of my research activity with

1 some of the other institutions here, and that Central,
2 primarily, be my only research partner for obvious
3 reasons, and I have got to really now get some clarity
4 on what the timetable is, as well as the other things
5 that exist.

6 We've heard from former Commissioner Pitts, as
7 well as others, on the amount of monies that are
8 existing for the development of either a new iconic
9 Central Library, or to refurbish this particular
10 existing structure, and I'm asking for clarity.

11 The other piece is the quagmire for hiring. I
12 have worked in personnel. I've been a department head.
13 I've been an associate dean, all of those kinds of
14 things, so I'm very familiar with institutional hiring,
15 and it seems to be a continual cloud as far as what the
16 hiring procedures are and what the hiring processes
17 are, and know that because it's a county and a publicly
18 funded environment, there are always challenges, but
19 I'm just trying to get someone now to begin to speak to
20 the issue of hiring, especially relative to personnel.

21 Finally, I would like to certainly go on the
22 record as to strongly suggest that there are maybe now
23 some strong leadership changes, relative to vision in
24 respect to where the focus of Central needs to go, and
25 not just Central, but the entire library system.

1 I have worked in library systems. My mom was a
2 librarian, and I was the book boy stocking books on
3 shelves and the whole nine yards as a 9 or 10-year-old
4 kid, so I'm very clear about what the efforts are
5 relative to that, but I am really trying to see if
6 there is now -- now should be an appropriate time that
7 we can probably restructure the vision, and I'm needing
8 all of your help.

9 **MS. STEPHANIE MOODY:** Thank you very much. Board,
10 do you have any questions for Dr. McPherson?

11 **DR. GREGORY MCPHERSON:** Thank you.

12 **MS. STEPHANIE MOODY:** Thank you.

13 **OLD BUSINESS**

14 **LIBRARY BOND PROGRAM-UPDATE**

15 Moving on to Old Business. The first order of
16 business is the Library Bond Program Update.

17 **MS. GAYLE HOLLOMAN:** Al Collins is not here today,
18 but he just wanted me to make you all aware that we are
19 having meetings about the funding and how things are
20 looking. There seems to be some discussion going
21 around now about the actual bond money, and something
22 that they call "over bonding," so we'll have to get
23 more information to you as the next few weeks go by and
24 we talk with finance more and more about the direction
25 that they are advising us to take, so I really don't

1 have a lot of information to give you today about it,
2 but that was just brought to our attention this week,
3 and so he knew he wouldn't be here today, and he sent
4 me an e-mail, but we think that we'll expend the Phase
5 I funds over the next six months and spend down those
6 funds, so he wanted me to make you aware of that.

7 **MS. STEPHANIE MOODY:** I could report here that
8 Jamilica and I met with the County Commission Chairman
9 and his Chief of Staff to talk about Phase I and Phase
10 II, and we shared with them the timeline to bond Phase
11 II, and what are the next steps, so did you want to add
12 to that, Jamilica?

13 **MS. JAMILICA BURKE:** In terms of the meeting, yes,
14 as Ms. Moody did say, we did speak a lot in terms of
15 just the ideas that we have for Phase II, but I think
16 when we walked out of that meeting, it's really wanting
17 to see the assessment report that comes out, to where
18 we can make more definitive decisions and next steps.

19 **MS. STEPHANIE MOODY:** Okay. Could you give us a
20 timeline on the opening of Southeast and Auburn Avenue?

21 **MS. GAYLE HOLLOMAN:** The Auburn Avenue Research
22 Library appears will be opening mid-May, and the 1st of
23 June for the Southeast Atlanta Library, and then early
24 fall for South Fulton; however, as you know, the
25 Commissioner really determines the final date.

1 We've been asked to do a timeline, so now I work
2 with Al Collins and his staff, and we pretty much
3 narrow it down when we think we're going to get the
4 certificate of occupancy, and be able to get started in
5 earnest with regard to Southeast and South Fulton, so
6 then we will be able to give you all the actual date,
7 and then move that date through the County Manager's
8 office to the Commissioner, and make sure that the date
9 works for the Commissioner.

10 **MS. STEPHANIE MOODY:** Can this board have some
11 input on the date once we get a general time frame?

12 **MS. GAYLE HOLLOMAN:** We usually give them three
13 dates, and you could give us the three dates, and then
14 we'll give the Commissioner those three dates and see
15 if it works for him.

16 **MS. STEPHANIE MOODY:** Southeast was when?

17 **MS. GAYLE HOLLOMAN:** Southeast Atlanta, we're
18 thinking around the 1st of June; South Fulton, early
19 fall.

20 **MS. STEPHANIE MOODY:** May, June for Auburn;
21 Southeast, June; South Fulton, early fall.

22 **LIBRARY STRATEGIC PLAN-DISCUSSION**

23 The next order of business is the Library
24 Strategic Plan Discussion. We were going to talk about
25 going forward with, perhaps, hiring a company, but I

1 think we're still waiting. Really, we can't move
2 forward on this until we get the report on the
3 buildings and their condition.

4 **MS. JAMILICA BURKE:** Are we still on track for
5 February 26th, basically, today, tomorrow?

6 **MS. GAYLE HOLLOMAN:** That report, it should be
7 available on Thursday of this week, so that's tomorrow.

8 **MR. TODD LONG:** So we're meeting with Faithful and
9 Gould tomorrow morning for a roll out. That's the firm
10 that did all the assessment for libraries, buildings,
11 100 buildings, and we're going to see what they have
12 tomorrow. They have done a lot of the work on
13 libraries. I've seen some of the preliminary numbers,
14 and there's still a lot more to go with what I saw, so
15 I can't really give you a number yet, but they did a
16 very, very good job. We're very impressed with this
17 firm, so we'll have something in the next week or so to
18 give to you guys, and it surely would drive a lot of
19 your discussion about your strategic plan.

20 I will mention, last meeting, you asked me to go
21 back and look -- the strategic plan you had was
22 actually for the Foundation.

23 **MR. JOHN R. THOMAS:** Oh, yeah.

24 **MR. TODD LONG:** I wasn't even thinking at the
25 time, so I don't know that we can give a whole lot of

1 input on that. It was certainly -- what you did was
2 fine and certainly suitable for the Foundation.

3 **MR. JOHN R. THOMAS:** It's suitable for us. That's
4 right.

5 **MR. TODD LONG:** Right, but as far as a strategic
6 plan for the library board as a whole, we asked
7 Accenture to give us a price, but I think I advised you
8 guys last time that it would be kind of costly to do
9 that, and not sure if you wanted to spend that kind of
10 money, but you're certainly welcome to that, but it's
11 certainly other people that can do it for cheaper than
12 generally what they said -- they proposed to do it, so
13 it would be up to you, obviously.

14 **MS. STEPHANIE MOODY:** But we have to fund it.

15 **MR. TODD LONG:** Yes.

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

17 **MR. JOHN R. THOMAS:** Also, Stephanie, any serious
18 discussion about a strategic plan should include the
19 Library Director, whoever he or she is, and we're very
20 close to that, so I think any discussion today -- I'm
21 always ready to talk about strategic planning, because
22 I just think it's an imperative. I think we're maybe
23 just a month or two ahead of that discussion.

24 **MS. STEPHANIE MOODY:** Okay, so the next item --
25 Paul, when you say "Facilities Update," you actually --

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FACILITIES UPDATE

MR. PAUL KAPLAN: Well, Facilities Update, and Todd did mention it, probably, the actual printed report will be here the 1st week of March, 2nd week of March. Some of the preliminary figures have come in, and I know what they are, but that's something I would not say out in the open. It would have to be in the -- because there are some requests for proposals out, but I will tell you there are some libraries that are having their HVAC system replaced, because we really have no choice. We can't even wait, because otherwise, the facilities will not be able to operate, so we have some of them being done now.

And as you know, this roof here is starting. I think they started putting their equipment up there. I tried to find out how many months it's going to take to complete it. It's going to take a while.

Elevators, request for proposals for the elevators, there are three of them, it's out. I believe it's out for a proposal. It's going to take time. Even with all that, just bear in mind, those elevators will not be repaired for probably about eight months. It takes almost five months to get the equipment in. You have three months of bidding process to go through, so it's -- nothing works very quick.

1 It's going to take some time, but the one elevator
2 that's working, they did cut a proposal to get that
3 repaired, so it's in working order, so it doesn't
4 breakdown like it does once in a while, so things are
5 rolling along.

6 There's been some communication problems between
7 Fulton County workers and coming to the libraries.
8 Sometimes when they come in, the librarians don't know
9 they're coming in, so that's something I'll work out.
10 Other than that, they're getting done, but it rained.
11 I think it rained this morning. We did have a problem
12 in -- did you say -- which one was that?

13 **MS. GAYLE HOLLOMAN:** Sandy Springs and Kirkwood,
14 in particular.

15 **MR. PAUL KAPLAN:** Kirkwood. I'll have to go over
16 there and see it, so Kirkwood is something that's going
17 to have to be done. Some of those, we have to replace
18 the roof. We have really no choice. We can't wait for
19 some of these things.

20 **MS. STEPHANIE MOODY:** Is this coming out of bond
21 money or do we know?

22 **MR. PAUL KAPLAN:** I really don't know and can say,
23 but it's coming out of something.

24 **MS. STEPHANIE MOODY:** No one works for free.
25 Well, we're in a desperate situation.

1 **MR. PAUL KAPLAN:** Yeah, we are, and those, we
2 really have to work on them. We're working on it right
3 away. We cannot wait for the remodeling work. Right
4 now, HVAC and electrical, those things have to get
5 done, so ...

6 **MS. STEPHANIE MOODY:** Well, I know Ocee has a side
7 unit working right now, and Northeast Spruill Oaks, we
8 just paid for a new unit, and it's still not working.

9 **MS. GAYLE HOLLOMAN:** It's the craziest thing.
10 Northeast, we just don't understand what's going on
11 there. A lot of money was spent for that chiller, and
12 I don't know what's going on, and then we got
13 reimbursement from the state on half of the cost, so I
14 don't know why it's still a problem.

15 **MR. PAUL KAPLAN:** I'll find out.

16 **MS. GAYLE HOLLOMAN:** But it's still very
17 problematic.

18 **MS. STEPHANIE MOODY:** Okay. Are we ready to move
19 into New Business, the Annual Surveys?

20 **NEW BUSINESS**

21 **ANNUAL SURVEYS**

22 **MS. GAYLE HOLLOMAN:** Yes. I wanted to tell you
23 some great news about some things. Every year, we are
24 slated to do two surveys, one in April, usually, and
25 one in October, and that's surveys that the patrons

1 participate in and give us their feedback. It's
2 usually done on paper. We'll either staff, or we'll
3 have volunteers come in. They sit at a table, and they
4 ask people: "Would you like to give us your thoughts
5 and fill out one of these surveys?"

6 Well, this year, we're going to do it in
7 mid-March, and it's going to be our first online
8 survey. We're working with our interim person who's
9 assisting us, Claudia Strange, already works with PR
10 and Marketing at the County, and since our staff person
11 reassigned, she has been with us now for a few months,
12 and she's working with finance to create the survey,
13 and we should be ready to go live with it.

14 It's basically asking the same types of questions,
15 you know, why did you come in today; did you get what
16 you came for; and questions of that nature, which we
17 can actually send you the survey for you to peruse
18 prior to it ever going out, but they're working just to
19 make sure the buttons work, and everything is like it's
20 supposed to be, but it should be very nice. It's going
21 through something called -- I can't remember what it's
22 called now.

23 **MS. STEPHANIE MOODY:** SurveyMonkey?

24 **MS. GAYLE HOLLOMAN:** It's not SurveyMonkey. It's
25 another one, but SurveyMonkey was what we were going to

1 use at first, and now it escapes me, the name of it,
2 but she's very familiar with it, and we've used it in
3 the County before, and so I'm thinking it's going to be
4 really good for us, and we'll be able to point people
5 to the specified computers. We'll ask for the
6 libraries to have computers that are designated for
7 people to go to, and of course, they can go to any
8 computer, or they could do it at home or whatever, so
9 that's why we think it will be very good for us,
10 because they can do it at their leisure, and we will be
11 making announcements, publicizing it, putting it on the
12 website, so that people will know it's coming, and then
13 when it's actually upon us, they'll know this is the
14 date to start doing it. It takes place for a week at
15 each time, and we hope this will be a game changer for
16 us with regard to how we do surveys.

17 **MR. JOSH TAYLOR:** How long of a period?

18 **MS. GAYLE HOLLOMAN:** One week is how long it
19 should be on the site. We talked about taking it out
20 for two weeks, because traditionally, what we've done
21 is we've had one week of the actual survey, and then we
22 have another week where we're looking at -- you're
23 counting when a person drops a book, just puts it on a
24 table and walks out, so you have somebody observing
25 that. You have somebody observing who walks up to the

1 desk and asks for some sort of help or for directional
2 information: Where's the restroom, that type of thing,
3 but that always has, like, a tick mark type of thing,
4 so if a person gets off their shift, well, how many
5 people came up? Oh, I don't remember, and then you
6 just start putting tick marks, so we'd really rather
7 use the survey, because we think it will be a lot
8 easier, and probably a little bit more accurate, so we
9 think we'll just probably keep it -- we may keep it out
10 for two weeks, instead of doing the other week as we've
11 traditionally done it.

12 **MR. JOSH TAYLOR:** When do you think you'll have a
13 copy of the survey questionnaire?

14 **MS. GAYLE HOLLOMAN:** Well, she's here with us --
15 Claudia is here with us on Tuesdays and Thursdays, so
16 we're hoping she'll finalize it tomorrow, and that we
17 can get it out to you before the week ends.

18 **MS. STEPHANIE MOODY:** How do we make it
19 representational, though? You're just going to survey
20 anybody who wants to take the survey?

21 **MS. GAYLE HOLLOMAN:** Right. It's just a blanket
22 survey of questions about the library.

23 **MS. STEPHANIE MOODY:** So it's not going to try to
24 represent certain segments or anything like that. It's
25 just anybody who -- I can go to the website and look

1 for the survey and fill it out?

2 **MS. GAYLE HOLLOMAN:** Yes, you could. There are
3 certain questions that everybody --

4 **MR. JOSH TAYLOR:** If you ask for a ZIP Code, for
5 example, that will at least give you a geographic
6 response.

7 **MS. GAYLE HOLLOMAN:** And I think it does ask for
8 the ZIP Code.

9 **MS. JAMILICA BURKE:** Does it ask for which branch
10 you most frequent?

11 **MS. GAYLE HOLLOMAN:** I think there's going to be a
12 pull-down, where you can choose a branch or not.
13 That's the one -- they were basing it on one that had
14 that, the one in LA has that, and so I'm not sure if
15 they actually picked up on that, but I will check with
16 her when she's in the morning.

17 **MS. JAMILICA BURKE:** And if not, I would also add
18 age range as well.

19 **MS. GAYLE HOLLOMAN:** Age is already a part of it.
20 Part of the questions have to do with -- there's a
21 state report that we have to do every year and finance
22 prepares it, so these questions are aligned with that,
23 and it asks for age. It asks for gender specifics, so
24 that you can tell if it's a youth, a teen, an adult, a
25 senior, so that's real helpful when we do the state

1 reports, so we want to align the survey with that as
2 well.

3 **MS. STEPHANIE MOODY:** Can they skip an answer?

4 **MS. GAYLE HOLLOMAN:** They could.

5 **MS. STEPHANIE MOODY:** Some surveys you take, if
6 you didn't fill out --

7 **MS. GAYLE HOLLOMAN:** It's not required. Usually,
8 what happens in those cases is you do require it. You
9 put a little asterisk or something saying what's
10 required, and they won't let you go any further until
11 you do that. This one is not quite that sophisticated.

12 **MS. STEPHANIE MOODY:** Okay. Did you want to see
13 the survey questions ahead of time, or are you happy
14 with this going forward?

15 **MS. JAMILICA BURKE:** I would like to see it.

16 **MR. JOSH TAYLOR:** I think it would be good to see
17 it.

18 **MS. GAYLE HOLLOMAN:** Right. That's what I saying.
19 I'll get it to you by the end of the week. She's
20 supposed to finish it up tomorrow.

21 **MS. STEPHANIE MOODY:** Would we be able to suggest
22 questions?

23 **MS. GAYLE HOLLOMAN:** Yes.

24 **ONLINE SUMMER READING PROGRAM REGISTRATION**

25 **MS. STEPHANIE MOODY:** All right. Let's move on to

1 the Online Summer Reading Registration.

2 **MS. GAYLE HOLLOMAN:** Yes. For the first time, we
3 are going to have an Online Summer Reading
4 Registration. Our patrons have asked for it,
5 particularly parents, and it's going to be the first
6 time we've done it, but we think it's going to be
7 awesome. A lot of systems do that, so it won't start
8 until May. Usually, mid-May is when we get going with
9 summer reading.

10 There's a concerted effort to go out into the
11 schools to talk it up. That's what the Youth
12 Librarians are doing, and at that point, we will start
13 the online registration for the various programs and
14 what have you, and signing up for overall summer
15 reading registration. It will allow you to choose your
16 branch, so that will start and be ready June 1, which
17 is when the summer reading program starts, and it ends
18 August 1, so we want to be able to have online
19 registration.

20 **MS. STEPHANIE MOODY:** Do we have a sponsor for
21 summer reading this year?

22 **MS. GAYLE HOLLOMAN:** It's the Goddard Foundation
23 again through the Library Foundation.

24 **ACCESS ONLINE**

25 **MS. STEPHANIE MOODY:** Access Online, is that our

1 big --

2 **MS. GAYLE HOLLOMAN:** Yes. Access is now online.
3 It's on the website. I actually clicked on it the
4 other day myself. You can go there. You can read over
5 it. You can print it out and do whatever you want to
6 do with it. I'm just so excited, because all these
7 years we wanted to do that, and so it is now done.

8 **MS. STEPHANIE MOODY:** How are we letting people
9 know about things like Access being online and the
10 annual survey? Have we gotten any type of PR? Have we
11 talked to the media about --

12 **MS. GAYLE HOLLOMAN:** Well, the PR will take place,
13 as I said, we'll start to publicize, send out flyers,
14 and put it across the website about the survey. We
15 have to do that early. Any time we've done the survey,
16 we have to do that, even when it was paper.

17 With regard to Access being online, you can click
18 on it now, and we can put that in our next Access
19 publication. We can talk it up. We can also have it
20 scroll across at the top, on the top right-hand side of
21 the website page.

22 **MS. STEPHANIE MOODY:** We only have one elevator
23 now. You could put a sign in the one elevator.

24 **MS. GAYLE HOLLOMAN:** We could put a sign in the
25 one elevator.

1 **MR. JOHN R. THOMAS:** They'd certainly focus on
2 that.

3 **MS. GAYLE HOLLOMAN:** We'll get their attention.
4 Anything we want them to know, we'll put it in that one
5 elevator. It's going to work out you all.

6 **TIMELINE FOR LIBRARY CLOSINGS**

7 **MS. STEPHANIE MOODY:** All right. We'll move on to
8 the Timeline for the Library Closings.

9 **MS. GAYLE HOLLOMAN:** Yes. We have to get that
10 information to Todd Long and to Dick Anderson very
11 soon, and what we were waiting for was for Al Collins
12 to give us more of an assured date of when we think
13 we'll get either our temporary certificate of
14 occupancy, or the certificate of occupancy.

15 So the Georgia Hill Library will close toward the
16 end of April of this year in order for us to start
17 getting it ready. The manager of the current Georgia
18 Hill Library will be the manager of the Southeast
19 Atlanta Library, and so we want to make sure that
20 branch gets closed early enough for her to get on board
21 and move forward with all of the preparations that are
22 necessary from her position.

23 Then following that will be a staggered closing of
24 the Thomasville Heights and the Carver Homes libraries.
25 What we did before when we closed down Bowen-Bankhead,

1 that was a staggered closing. We closed one, and then
2 two weeks later, we closed the other one, so we're
3 thinking that's the kind of thing that we want to
4 recommend that would happen in this case.

5 We don't want to close the other two too soon, but
6 we do need that staff, because that staff will move
7 over to the new Southeast Atlanta Library, or move out
8 to some of the other libraries that need some
9 assistance right now with staffing concerns, so that's
10 just to let you know. We'll give you the firm date,
11 and the date of all the rest of them, so that you'll
12 have that timeline, and we'll share that with you
13 before we send it forward to the County Manager and the
14 Chief Operating Officer.

15 **MR. JOSH TAYLOR:** When do you expect to --

16 **MS. JAMILICA BURKE:** When are you thinking?

17 **MS. GAYLE HOLLOMAN:** We've got to get that done
18 within the next week.

19 **MS. STEPHANIE MOODY:** So it will happen before our
20 next meeting. Could you e-mail us that information?

21 **MS. GAYLE HOLLOMAN:** We will e-mail it to you.
22 We'll have to e-mail it to you, so that you can
23 weigh-in on it.

24 **BOC AGENDA ITEM - FOX MINI GRANT AWARD**

25 **MS. STEPHANIE MOODY:** The Board of Commissioners

1 Agenda Item, the Fox Mini Grant Award.

2 **MS. GAYLE HOLLOMAN:** Yes. As you know, whenever
3 we have money awarded to us, we have to go before the
4 Board of Commissioners for their approval to accept it.
5 Well, on the Recessed Meeting's Agenda for March 16th,
6 we're planning to ask for the okay to accept the 2016
7 Bill Fox Mini Grant Award in the amount of \$5,855. It
8 doesn't cost the County. This money is very much
9 needed.

10 We had participants who came through, some of our
11 staff. Any staff member at any level can apply for a
12 Fox Mini Grant, which comes to us through the Library
13 Foundation, and that money is awarded to those persons
14 who present a proposal that is considered sound by the
15 Committee, and they present their offering, their idea,
16 their proposal, and then that committee of five to six
17 people will decide how that money will be expended, and
18 who will be awarded the grants.

19 This time, there were seven or eight
20 presentations, but a lot of them were decided by the
21 Committee to not be things of which the mini grant
22 should be afforded or should be used, and so therefore,
23 they narrowed it down to two, and those two grants
24 total \$5,855.

25 **MR. JOHN R. THOMAS:** They were either deemed not

1 beneficial enough to the library system, or there was a
2 couple of cases, I think, where the monies for what
3 they wanted to do were already in the budget. They
4 just didn't know that.

5 **MS. STEPHANIE MOODY:** Okay.

6 **MS. GAYLE HOLLOMAN:** So that's it.

7 **MS. STEPHANIE MOODY:** All right. Well, that's
8 good news, and thank you, Foundation for continuing to
9 fund the Mini Grant.

10 **WEBSITE STORAGE INFORMATION**

11 Our next item is the Website Storage Information.
12 Josh, I believe that was your item.

13 **MR. JOSH TAYLOR:** Yes, and I think it's fairly
14 self-explanatory. We all get these books, and I'd like
15 to recycle them back here, and have just an electronic
16 access to past meeting notes and documents.

17 **MR. JOHN R. THOMAS:** Yeah, good idea.

18 **MS. JAMILICA BURKE:** Completely agree.

19 **MS. STEPHANIE MOODY:** I'm not sure I understand.

20 **MR. JOSH TAYLOR:** Well, in other organizations, at
21 least that I'm familiar with, we try to maintain
22 electronic copies of minutes, of the monthly books that
23 are put out and various documents, and they're
24 accessible online to the Board members. Now, in some
25 cases, this may also be accessible to the public.

1 Right now, we maintain the minutes in each branch,
2 and you have to go in and provide a driver's license or
3 something to look at it, so it's not a very accessible
4 means of communicating with the public, much less, the
5 Board, and so my suggestion is that we have space on a
6 Fulton County server someplace where there can be
7 either Board specific documents or general documents
8 that would be accessible to the public.

9 **MS. STEPHANIE MOODY:** You're not suggesting that
10 we do away with the Board book, per se.

11 **MR. JOSH TAYLOR:** No, no.

12 **MS. STEPHANIE MOODY:** You're saying we're going to
13 have a repository where if I want to go back and look
14 at last year's statistics, they'll be online. I won't
15 have to go through Zenobia.

16 **MR. JOSH TAYLOR:** Right. Exactly.

17 **MR. JOHN R. THOMAS:** Great idea.

18 **MS. JAMILICA BURKE:** I completely agree.

19 **MR. JOSH TAYLOR:** That's my proposal, and I guess
20 my question is have you been able to investigate that,
21 and is that possible?

22 **MS. GAYLE HOLLOMAN:** We don't know yet. We're
23 working with IT to find out, because they'd have to
24 make that happen. I know in some places, they use what
25 they call an "intranet" way of doing it in other

1 companies and corporations. I've seen that.

2 We've never done it, but I think there must be
3 some way to do it, because essentially, that's what the
4 Board of Commissioners have when you go back online and
5 see their old agendas and what have you, so I know
6 there must be a way to do it, and so that's what we're
7 looking into.

8 **MR. JOSH TAYLOR:** Okay.

9 **MS. GAYLE HOLLOMAN:** It sounds like a good thing,
10 I think.

11 **MS. STEPHANIE MOODY:** Then I'd like to add that we
12 should also be looking at a website update, freshening
13 of the website, so if we do bring a webmaster in to
14 facilitate this, can we also see about revitalizing our
15 website?

16 **MS. GAYLE HOLLOMAN:** Yes. That's something that
17 I've been talking about with our person that is helping
18 us now, and when we hire a replacement for that
19 position, that's one of the top things we need to get
20 on board.

21 **MS. STEPHANIE MOODY:** Okay. You say "that
22 position."

23 **MS. GAYLE HOLLOMAN:** The position of Public
24 Affairs Manager.

25 **MS. STEPHANIE MOODY:** Right now, we're using

1 Fulton County.

2 **MS. GAYLE HOLLOMAN:** Yes. We have a person on
3 loan to us two days a week from Fulton County's Public
4 Relations.

5 **MS. STEPHANIE MOODY:** And that's Ms. Strange.

6 **MS. GAYLE HOLLOMAN:** Ms. Strange, uh-huh.

7 **MS. STEPHANIE MOODY:** Are there any other
8 additions, corrections?

9 Jamilica, you and I talked about one thing that's
10 sort of an aside, but real quick mention, was a Board
11 retreat.

12 **MS. JAMILICA BURKE:** Yes. I was talking with
13 Stephanie, and one thing I thought would be a good idea
14 as a Board, because we do have so many new members, and
15 that we have a lot of planning coming up with the new
16 Director coming on board and looking at strategic
17 planning, it would be good to actually have a Board
18 retreat, something outside of our meeting, to where
19 we're actually going through that team building,
20 culture building, but also starting those preliminary
21 discussions on many of these items, and I just wanted
22 to get with everybody's input, see if you all like that
23 idea, or think that's something we should look into.

24 **MR. PAUL KAPLAN:** We would we do a couple of
25 retreats a year for the Illinois state, for the State

1 Board System, and the regional board, and we always
2 were specific on what we wanted accomplished, and we
3 always accomplished it. One was a mission statement.
4 We changed it.

5 We always had a facilitator, outside members who
6 really ran it and kept it straight on, because
7 otherwise, all of us went in different directions, and
8 it really worked well. We did it over the weekend. We
9 did, like, a Saturday and Sunday, and it was casual
10 style, and we talked it over, and it really worked
11 well. The Facilitator kept us right on board, exactly
12 what we were looking for. I think it's a great idea.

13 **MS. STEPHANIE MOODY:** The Carl Vinson Institute
14 does a retreat for boards, not unnecessarily library
15 boards, but we could also speak to the State Librarian,
16 and see what resources she might be able to bring.
17 Would you like for me to investigate that and report
18 back at the next meeting?

19 **MS. JAMILICA BURKE:** Yes.

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

21 **MR. JOSH TAYLOR:** That's a good idea.

22 **MS. STEPHANIE MOODY:** Is there any other business?

23 **REGULAR MEETING ADJOURNMENT**

24 Then I'd like a motion to go into Executive
25 Session.

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

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

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

5 (Whereupon, all said "Aye.")

6 Any opposed? We are now in Executive Session. I
7 have to ask to clear the room, except, unless you're
8 invited to stay, of course. I have asked the
9 stenographer to stay.

10 **(REGULAR MEETING ADJOURNED AT 5:20 PM)**

11 **(REGULAR MEETING CONTINUED AT 6:33 PM)**

12 **MS. STEPHANIE MOODY:** All right. As is customary,
13 we would report out that a decision was made to select
14 an Executive Director of the Fulton County Library
15 System, and we will bring forward one candidate's name
16 for approval by the Board of Commissioners at their
17 next meeting.

18 **MR. JOSH TAYLOR:** I make a motion we adjourn.

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

20 **MS. STEPHANIE MOODY:** All in favor?

21 (Whereupon, all said "Aye.")

22 Thank you. Thank you for your attention.

23 **(CONCLUDED AT 6:34 PM)**

24

25

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Fulton County Library System

Director's Report

Gayle H. Holloman, Interim Library Director

March 16, 2016

Summary of February Activities

The second month of the year proved to be strong in programming efforts as many of our branches were polling places for the citizens of Fulton County. The programs, voting and tax preparations created a bustle of activity throughout the 28 days of February including an Election Day Storytime at the Central Library. The majority of the branches celebrated Black History Month with storytimes, displays, and crafts.

Auburn Avenue Research Library (AARL)

During the month of February, the Auburn Avenue Research Library's (AARL) staff members were engaged in a variety of activities including providing public service to patrons in-house, by telephone and via the 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.

The AARL staff facilitated a diverse mix of programs and events that were well received by the community during the month of February.

Special Projects/Activities

- Staff assisted a researcher for Wabe.org, Pba.org and Atlantaplanit.org, who visited the Archives Division via online; her research work focused on Atlanta's streets named after African-American leaders. She is using photographs from AARL's collection to tell the story online. Collection and Finding aids used: General photograph Collection, Donald Hollowell Papers and Rev. Joseph E. Boone Papers. [1-3 February 2016].
- Staff assisted a researcher from Turner Broadcasting Corporation, Atlanta, Georgia, who visited the Archives Division; his research work focused on the forthcoming NBA TV Documentary about Andrew Young. The collection and the finding aids used: Andrew Young Papers. [9 February 2016].
- The AARL's Archivist assisted a researcher with Positive Promotions Ltd. TV & Video Productions with looking for photographs of Rev. A.D. King [9-15 February 2016].
- The AARL's managerial staff attended transition meetings with members of the Building Program's Management Team to discuss the Research Library's renovation and expansion project. A status of the project milestones dates was provided. The move-in dates for each division is tentative for late April and the grand re-opening date is tentative for early June.

Staff Accomplishments/Training

- The Archivist, Derek T. Mosley, attended Sunday services at the Hillside International Truth Center in Atlanta. He met with the church Archives Coordinator and Rev. Dr. Barbara King, who will donate her personal papers later this year.
- The Archivist also spoke with a representative of First Congregational Church on donating additional records to their collection.
- Staff attended the all-day Symposium “The Enduring Chronicle: Reconstruction and the Promise of Freedom” sponsored by the National Archives at Atlanta, in partnership with the Afro-American Historical and Genealogical Society (AAHGS), Metro Atlanta Chapter and the Friends of the National Archives of Atlanta. Presentations included topics such as “African American Historic Sites from the Reconstruction Era”; “The Role of the Federal Courts during Reconstruction”; and “The Reconstruction Amendments and the Legacy of the National Equal Rights League.”

Programs/Events

In recognition of Black History Month (2016), The Auburn Avenue 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, Professor of Sociology at Atlanta University, to debunk racial stereotypes and ideas of inferiority that were prevalent in the United States. This exhibition was on display at the Johns Creek Arts Center, which hosted an exhibition opening event at 6:00 p.m. on Saturday, February 6, 2016.

In recognition of the 2016 Black History Month observance, the Afro-American Historical and Genealogical Society’s Metro Atlanta Chapter, in collaboration with the Georgia Archives and the AARL, hosted Dr. Curtis Graves, who discussed his personal history as a direct descendent of Africans enslaved on New Orleans’ Evergreen and Whitney Plantations. Dr. Graves also discussed his efforts to create a visual record of existing plantation architecture, particularly the living quarters of enslaved Africans. The event was held at the Georgia Archives in Morrow, Georgia.

Hammonds House Museum, in collaboration with the AARL, hosted author, Marvin Williams, who discussed his latest publication, *Athletic Racism and Brown vs. Board of Education*, which explores the complex historical relationship between racism, education and athletics in the United States. The event was held at the Hammonds House Museum.

DATA AND STATISTICS

Patron/Visitor Count – Month of February - 447

Archives Division - 1

Program Division - 388

Reference & Research Division – 58

Volunteer Hours

- Number of Volunteers – 2
- Total Hours Worked – 15 hours 55 minutes

AARL Website Statistics Report (AARL Google Analytics account maintained by Fulton County IT)

- The AARL homepage was viewed 1,159 times

Branch Services

AARP volunteers continue their services as hosts of tax preparations at nine Atlanta-Fulton Public Library locations. This involved planning with staff, as well as with the staff of Fulton County Registrations and Elections since it is the season for early voting.

It's always a pleasure to hear the voices of residents from the community. The following are a few comments that were found to be encouraging:

- John B, "I love the space for me and my family at the library."-- Metropolitan Library
- Dwayne B.: "Great Librarians! Great with children! The library is extremely helpful to everyone."--Washington Park Library.
- A. Long: "The Northwest Library has re-introduced the favorite authors and new ones that I really enjoy". -- Northwest Library
- Marcus B.: "I received great service when I needed help with the computer". -- East Point Library

Program Highlights

The Northwest Library celebrated a variety of programs with the youth during this month. The kids heard stories about Rosa Parks and Garrett Morgan. Retired employee, Ken Green provided a puppet show featuring an African folktale "The Lion and the Mouse" followed by a variation of musical chairs where the children spelled out the name of Black History Month founder, Carter G. Woodson, when they were eliminated from the game. Preschoolers and kindergarteners learned about the history of quilt making in the African American community. The teenagers received a brief overview of historically black colleges and universities from author and entrepreneur, Keith Hammond.

The staff of the Ponce Library hosted a "Homeschooling 101" class which was the most popular, with eleven people attending. Dr. Kat Grogg, a local mother who homeschooled her children for years and runs a popular parenting listserv, shared information with parents thinking about homeschooling their own children. She talked about the requirements, where to find support (for parents and kids), extracurricular activities, and pros and cons.

Two photographers came out to take pictures of the Milton Library and to use it as a backdrop for articles. The first, Getz Images, shot still photos of the branch and a children's program for the Northside magazine, *Points North*, about the Crabapple/Milton Community. The purpose of the story was to share all the great programs and activities happening in the community of Crabapple/Milton. The *Northside Woman* magazine crew visited on Tuesday February 9th.

The West End Readers Book Club met to discuss *After the Dance, My Life with Marvin Gaye*, by Jan Gaye and David Ritz. The group was visited by four new people who came out of adoration

for Marvin Gaye. One visitor shared that she went to a play about Marvin Gaye. She shared some interesting facts from the play.

The Wolf Creek Library held a library orientation for middle school students. The class was given a tour of the library, introduced to databases that would be most useful for them and learned about the Dewey Decimal System.

Building Program

The completion of the South East Atlanta Library is anticipated in the next quarter. The closing of the Carver, Georgia-Hill and Thomasville libraries has not been determined at the moment. The Auburn Avenue Research Library's renovation is ongoing with an early June grand opening looming. The South Fulton Library renovation continues, with an early fall grand opening expected.

Central Library

Adult Programming

Several programs were held in the Special Collections Department. Three, *Gone with the Wind* tours of some departmental memorabilia were conducted for a total of 19 visitors. The African-American Genealogy class was held. The department partnered with Georgia State University's School of Music, Georgia State Center for Collaborative and International Arts, and the Georgia Humanities Council to present: "Celebrating the American South: Roots, Routes, and Renditions – A Trilogy of the Blues." Special Collection's staff's contribution to this program was to hold seven film programs from the documentary series, "Martin Scorsese Presents: The Blues." The films were shown over four days and the total attendance was 170 patrons. The department also presented the live musical performance titled: "Celebrating Black Classical Composers." The program was attended by 30 patrons.

"Native Voices: Native Peoples' Concepts of Health and Illness:" The exhibit will arrive at the Central Library from the Trinity College of Nursing by August 16, 2017 and will be picked up for delivery to Troy University on September 27. AFPLS is the only location in Georgia to be selected to host the exhibit.

The Friday Movie Program is growing. Black History Month was the theme this month, and the following movies were shown: "Red Tails," "The Express," "Thurgood," and "Malcom X."

Children's and Teen Services

Ms. Jherusha Lambert, Library intern in the Children's Department, shadowed Ms. Davis of the Children's Department during a storytime visit to the Atlanta Federal Center. Ms. Lambert was able to lead a craft activity on cultural awareness.

Michelle Bennett, Central's Children's and Teen Services Manager, attended a planning meeting with GEEARS (GA Early Education Alliance for Ready Students). GEEARS is the sponsor of the Mayor's Summer Reading Club. The Atlanta-Fulton Public Library System will participate with the Mayor's Summer Reading Club for a third year. The Mayor's Summer Reading Club is

a system-wide initiative for Youth Services. The Mayor's Summer Reading Club is a program that promotes literacy skills and vocabulary enrichment in children ages birth through eight and their families. The Club is a joint effort between the City of Atlanta, GEEARS, PNC Bank, the United Way and many other public and private partnerships throughout the city of Atlanta. The third annual Mayor's Summer Reading Club kicks off on June 6th at Imagine It, the Children's Museum of Atlanta. Over 15,000 books will be distributed to children ages birth to eight across the city of Atlanta.

The Children's Department staff observed Black History Month and Valentine's Day with displays which showcased items in the collection on those subjects. Throughout the month several Black History films were shown as a part of the Saturday Family Program. The movies included: "Harriett Tubman: a biography," "Our Friend Martin," "Rosa Parks and the Civil Rights Movement," and "Ruby Bridges."

The department continued to promote the Reading with Ringling Brothers program which promotes reading and offers an incentive of a free child's ticket to the circus. This month 75 children participated in the program. The four most exciting programs during the month were: "Storytime in Black," "Preschool Pals Circus Stories," "Storytime Surprise" with the Fulton County Water Department, and "I Can Be President."

Students participated in a fan fiction writing experience in the Teen Center. Fan fiction is fiction about characters or settings from an original work of fiction, created by fans of that work rather than by its creator. Teens chose their favorite story or movie and wrote their own ending to the story or movie. They voted on the best story and a prize was given to the story with the most votes. Teens also completed the "10 Black History Firsts" worksheet. Teens answered questions about Black History Firsts by looking up historical facts about African-Americans using the library's electronic resources. Students won prizes for correctly completing the worksheet. It was a lot of fun and the students enjoyed their visit and receiving giveaways.

Learning and Career Center

GED testing in the Learning and Career Center had a record month. Forty-seven unduplicated test takers were served during the month. Seventy-seven tests were administered via computer based testing. Most of the examinees took one or two tests but the increased volume was encouraging. Another reason for the high number of test takers was the fact that much interest was generated by the re-norming of the GED test as announced last month by the U.S. Department of Education.

The GED classroom instruction services, in partnership with the Atlanta Public Schools, served 40 unduplicated individuals in February, 2016. There were 26 class sessions with an average of 9 students per class. The total visits/attendance was 233.

Computer classes are gaining new heights and February was not an exception. By patrons' requests, "Facebook 101" and "How to Cyberproof Your Smartphone" were added to the program offerings. In the latter class, students were able to learn how to encrypt and lock their smart devices and phones to fight cyber predators. Some were able to download recommended apps on their Android phones from the Google Play store for the first time. To the participants,

the class was a new opening to the new world of “cloud computing” of which they received hands-on experience for the first time.

Services, classes and training provided at the Learning & Career Center for the month of February, 2016 included: A to Z Databases; Email for Beginners; Excel 2010 Basics; Facebook 101; Free Public Wi-Fi Internet Access; GED classes in partnership with the Atlanta Public Schools; GED Testing Service; How to Cyberproof Your Smartphone; Internet Basics; Writing a Winning Resume; and Word Basics.

Thanks to the comprise migration and the installation of the Smart Access Manager software, patrons no longer have to wait to have access to a computer with Internet access at the Learning Center. Additionally, computer usage for the month stood at 10,805.

The “Citizenship Corners” display in the Learning & Career Center continues to catch the attention of students studying English as a Second Language. They are picking up brochures and materials from the display stand and are asking questions about how to become a U.S. citizen. The Library is raising awareness about naturalization. The service reflects the community’s growing diversity. Added to this, is the fact that the ESL classes are civics focused.

Interlibrary Loan

February has been a hectic month in the Interlibrary Loan Unit because of an increased workload and patron requests that required extra time. Interlibrary Loan staff requested a rush item from Northwestern University near the end of the month because the same item was requested from another lender and did not arrive in a timely manner. Ironically, staff received both items within days of each other. The item from Northwestern was delivered to the patron. The item received from Colorado will be returned ASAP. In addition, the Interlibrary Loan Unit received several requests for newspaper microfilm from a patron doing a research project. Microfilm requests are interesting and challenging because they require research time.

Outreach

Staff conducted outreach at the Adamsville Health Center. A group of 18 nursing students came in to visit the center and learned about library resources and services. At the health center, Fulton County residents are able to learn about library services, read, participate in storytime programs, and sign-up for library cards.

Reference, Virtual Reference and Special Collections

During the month, there were patrons who spent many days researching information using the vast microfilm and periodicals collections in the department. A young woman was looking for books on FORTRAN computer language. The library system had none in that format; however she was assisted with her project. She wanted older titles preferably, back to the 1960s.

Staff who work with government documents added more website links for public access.

They are a new government documents search engine, a new CDC campaign called Act Against AIDS, Agricultural Statistics (data), new housing discrimination research from HUD, history of China’s use of its army, irregular warfare (U.S. Marines), history of U.S. Dietary Guidelines, the National Health and Nutrition Examination Survey, lessons learned from wars in Iraq and

Afghanistan (U.S. Army), U.S. naval aviation history, and Atlanta Police Department crime data 2016.

According to tally sheets and departmental logs, the Library's remote reference units processed 1,946 information transactions during the month with a daily average of 67.10. February's total was slightly higher than last month's.

Special Collections staff located, as part of the Shelf List Project, "A report of the Attorney General to [sic] Congress; containing, a collection of charters, treaties, and other documents, relative to and explanatory of the title to the land situate in the south western parts of the United States; and claimed by certain companies under a law of the state of Georgia, passed January 7, 1795." The book is dated 1796 and was added to the Carnegie Collection. Another great find was located as part of the Shelf List Project: "A Few of the Highlights of the History of College Park, GA." It is the only copy listed in World CAT and was added to the rare book collection.

Independent researcher, Kosmo Vinyl visited the Special Collections Department as part of a research project he is involved with regarding a sporting event held in Atlanta. Kosmo Vinyl is the former manager of the British rock band, The Clash. He plans a return visit to the Special Collections Department to continue his research.

A total of seven research requests were completed this month in the Special Collections Department including one on the construction of the Central Library, one on the history of the Central Library, one on the Atlanta Public Library and the System and one on Reconstruction in Atlanta.

Exhibits and Displays

The Lower Level Gallery's art exhibit for February was entitled *The Colors of My Mind*. The exhibit was presented by members of the African Americans for the Arts (AAFTA) in Celebration of Black History Month. *The Colors of My Mind* was installed on Saturday, January 30th, and stayed up through Friday, February 26th. The AAFTA artists are known for the high quality of their exhibits and this year's offering was no exception to this tradition. The exhibit garnered high praise from gallery visitors and library patrons, as 67 visitors stopped to sign the Art Gallery Guest Book and wrote comments like "awesome," "wonderful" and "extremely delightful exhibit."

The First Thursday Opening Reception for *The Colors of My Mind* took place on February 4th and was very well attended by 55 guests. Ten AAFTA artists each gave brief talks about their artworks in the exhibit and their art techniques and practices. Afterwards, several spoken word performances and poetry recitations took place. Guests enjoyed an array of light refreshments provided by General Collections staff and AAFTA members. Volunteer Shirley Favors coordinated the refreshment table and served as co-hostess.

In recognition of African American History Month, the Reference Department hosted informational displays on Jim Crow, art, and the National Black History Month theme, "Hallowed Grounds: Sites of African American Memories." Patrons seemed particularly

interested in the Jim Crow display which included historical information, photographs, and books to borrow.

Other

Facility Concerns

There were no closures this month. However there was leakage from the preexisting roofing issues of the Kirkwood library.

Projects

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

Technology Concerns

Library patrons continued to complain about our Wi-Fi access and we continue to hold regular meetings with Fulton County IT staff. A solution seems to have been decided and requires a few considerations that will need to be reviewed before it will be implemented.

Fulton County IT staff completed the migration for all branches as will begin the installation of a few replacement computers for branches with dated hardware.

Upcoming Events

Youth Services will be preparing for Read across America in March and further preparations for the Summer Reading Program.

Support Services

eCampus

The eCampus Coordinator continues to participate in the New Hire Orientation for Fulton County Government in partnership with the Personnel Office. The Personnel Department held two New Hire Orientations during the month and 35 newly hired staff 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 Atlanta-Fulton Public Library System's online library card application so that they can sign up for a library card.

eCampus computer classes at the North Fulton Annex were to begin in the month of February. The start date has now moved to March as a result of the North Annex hosting early voting sessions for Fulton County residents.

Public Relations and Marketing

During the month of February, several Friends' groups hosted book sales at their branches, including Roswell, Alpharetta and Wolf Creek. In their February 2 issue, the AJC ran in its Metro section information about the Roswell Library's Book Sale over the February 5-7 weekend.

The February 10 issue of the South Fulton Neighbor ran in its “Main – In Brief” section a promotion about the Wolf Creek Library’s Genealogy and Historical Research Group, the Book Bug Story Time and their Afternoon Book Club. Additionally, in the “Main – In Brief” section the Palmetto Library’s Barnyard Story Time was highlighted, as was the Hoopla app.

The February 10 issue of the South Fulton Neighbor ran in its “Main” section a promotion about early voting opportunities at various libraries.

The February 11 issue of the Alpharetta-Roswell Herald ran in its “Main” section a number of small blurbs for various North Fulton libraries. Included in the listing were:

- Complementary and Alternative Therapies in Palliative/Hospice Care at the Milton Library
- Alpharetta Scrappers at the Alpharetta Library
- Divorce Boot Camp for Women at the East Roswell Library
- Love Your Family Day at the Northeast/Spruill Oaks Library
- ACT Practice Test at the Milton Library
- Grief Recovery at the Milton Library
- Health and Wellness Lecture at the Milton Library
- Preventing Fraud at the Milton Library
- Harp Concert at the Alpharetta Library

The February 12 issue of the Atlanta-Journal Constitution ran in its “Metro” section in the “Bragbook” a neighbor accomplishment about the re-election of Stephanie V. Moody as the Chairman of the Board of Trustees of the Atlanta-Fulton Public Library System.

The February 19 issue of the Atlanta-Journal Constitution ran in its “Metro” section an announcement about the Mock New SAT at the Alpharetta Library. Additionally, the program “Researching Your Family Tree” at the Ponce de Leon library was highlighted.

The February 20 issue of the Atlanta-Journal Constitution ran in its “Metro” section an announcement about the “Are You Smarter than a Griot?” program at the Roswell Library.

The Alpharetta Moms Blog supports our efforts monthly by posting all our events taking place in North Fulton branches. <http://alpharettamoms.org/free-fun-library-events-kiddos-around-alpharetta/>

SOCIAL MEDIA STATS – FEBRUARY 2016

FACEBOOK:	<i>Total Posts</i>	53
	<i>Reactions</i>	221
	<i>Comments</i>	10
	<i>Post Shares</i>	33
	<i>Total Fans</i>	3313

TWITTER:	<i>Tweets</i>	30
	<i>Mentions</i>	106
	<i>Profile Visits</i>	746
	<i>Impressions</i>	7735
	<i>Followers</i>	572

BLOG:	<i>New Posts</i>	0
	<i>Post Views</i>	0
	<i>YTD posts</i>	20
	<i>YTD post views</i>	3120

NEW *During the month of February, the Marketing Department created an AFPLS Instagram account, for the purpose of promoting events and photos from programs throughout the system. Please follow us at www.instagram.com/afpls*

INSTAGRAM:	<i>Total Posts</i>	14
	<i>Likes</i>	92
	<i>Comments</i>	3
	<i>Followers</i>	45

Volunteer Services

The Office of Volunteer Services nearly doubled last month’s impact and recorded 8,104 hours performed at 31 locations, including seven departments at Central, by 753 volunteers, 224 of which were new volunteers.

The top three volunteers by number of hours worked shelved materials at Dogwood and led the Friends’ bookstore for the Roswell Library and the record breaking annual Friends of East Roswell Library’s book sale. Our top three new volunteers served between 45-50 hours each assisting with tax preparations at Buckhead and Sandy Springs. Northeast/Spruill Oaks, Ocee and East Roswell staff led the branches with the highest number of regular orientations and trainings for new volunteers. The Buckhead staff welcomed a new AARP volunteer who is serving 18 hours a week helping with shelving, shifting and clerical projects. A new group with the Heroines of Jericho led a Black History Month storytime presentation and students from the Mount Vernon Presbyterian School served two hours on President’s Day beautifying the grounds around the Sandy Springs Library. Recruitment efforts included Hapeville area community groups; Clark Atlanta University and Spelman College students; Atlanta area improv groups, Science groups and sewing clubs. One new volunteer was placed with the East Atlanta STEAM Club to assist the staff with the large group of kids that participate each week.

The Friends of the East Roswell Library held a four day book sale at the Centennial Shopping Plaza across the street from the library working with over 90 new volunteers. The volunteer services manager was able to meet with several of the volunteers to thank them for taking on this huge project including families through the National Charity League and the Young Men’s Service League who collected and stored books in their homes throughout the year. Volunteers

also had to move the books out of the library early because of voting and collaborate with the local arts center to store them for a few weeks before the sale. The Friends of the Alpharetta Library, the Friends of the East Atlanta Library, the Friends of the Northside Library and the Friends of the Roswell Library also held successful book sales. The Friends hosted regular book store hours at Alpharetta, East Roswell, Milton, Palmetto, Roswell and Sandy Springs. The Friends of the Wolf Creek Library celebrated the grand opening of their bookstore in collaboration with Commissioner Marvin Arrington's Film Festival.

The Friends of the East Roswell Library sponsored Out of the Box Art Studio for a kids' canvas art program, the Friends of the Peachtree Library sponsored six chess club programs for children and the Friends of the Northeast/Spruill Oaks Library sponsored a writer's plot workshop with author, Deborah Wiles. The Friends of the East Atlanta Library hosted a Shape the Shelves Day with community volunteers and later in the month an artist reception with Keith Frutiger. Our staff met with a community member who formerly led a Friends group in DeKalb County who is interested in starting the Friends of the Metropolitan Library and set dates for a future interest meeting. The Friends of Northeast/Spruill Oaks Library and the Friends of the Northside Library connected with local historian and author, Tom Chaffin to donate hundreds of books to book sales.

Volunteer Services staff was able to connect an MLS graduate with projects at the Peachtree Library and a student, who is applying to a program to teach in Japan for two years, with the volunteer leading ESL classes at the Sandy Springs Library.

A group of three Georgia State University students assisted with a large project in the periodicals room and the volunteer services manager presented on civic literacy and volunteering to 15 students on campus for their weekly Coffee Talk sponsored by the Office of Civic Engagement. Past topics included everything from buying locally to women in the workforce. The student leader commented that this session was the most interactive one all year. Over 350 volunteers received copies of the Library's publication, Access.

Books for Babies program materials were distributed to 33 families this month by Youth Services librarians and a social worker at Grady Hospital. Volunteer Services staff presented to all Youth Services librarians information regarding the recording of Books for Babies' statistics and planning early for Summer Reading Program volunteers.

Staff also participated in a Volunteer Match webinar on national volunteer trends.

Volunteer services staff screened and placed 82 teenagers, 31 adults, 19 court-required and 8 National Charity League volunteers. Staff also assisted 2 group placements, completed 19 volunteer letters to verify service hours and assisted 12 community members with finding alternative community service locations.

Youth Services (Systemwide)

Youth Services is now in the planning stages for the 2016 Summer Reading Program, thematically titled "Get Set Ready, Read". This year's theme is focused on fitness, health and

exercise. The summer reading materials have arrived and will be distributed at the monthly Youth Services meeting.

In preparation for summer, Central Library staff hosted a Performance Showcase that allows for vendors to display their talents to all branch librarians. The Children's Librarian's will plan and implement programs for the children of Fulton County which are in partnership with some of the vendors.

The Milner Award voting for this year's favorite living children's author continues as the deadline of April 1st approaches. The librarians are visiting area schools to promote the Milner Award and to encourage children to vote.

Programs continue to be our mainstay in the library which includes a multitude of interests and exploration with classes for all. This month included Valentines' Day crafts and storytimes; book club meetings; STEM programs; and many more attractive offerings throughout the System for children of all ages.

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

AS OF FEBRUARY 29, 2016

Doc. #16-15

SERVICE	2016 BUDGET	FEBRUARY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,201,796	996,243	1,992,671	-	1,992,671	14%	12,209,125
PART TIME SALARY	1,698,595	68,089	150,003	-	150,003	9%	1,548,592
BENEFITS	7,337,277	478,574	971,693	-	971,693	13%	6,365,584
BOOKS	1,983,889	5,534	5,534	1,364,609	1,370,144	69%	613,745
OFFICE EQUIP. REPAIR	58,456	-	-	56,107	56,107	96%	2,349
EQUIPMENT	854	-	-	-	-	0%	854
OFFICE FURNITURE	2,647	-	-	-	-	0%	2,647
PROFESSIONAL SERV	29,969	4,757	4,757	5,611	10,368	35%	19,601
COPIER MACHINE LEASE	323,100	23,034	30,224	-	30,224	9%	292,876
COPIER PAPER	34,000	-	-	-	-	0%	34,000
SUPPLIES	246,465	4,197	5,280	6,500	11,780	5%	234,685
SOFTWARE MAINTENANCE	250,000	-	-	3,600	3,600	1%	246,400
BUILDING RENT	263,050	16,793	16,793	246,257	263,050	100%	-
LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
OTHER SERVICES	115,862	768	1,569	1,156	2,725	2%	113,137
SECURITY SERVICES	282,442	13,974	32,380	247,327	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	1,611,964	3,210,906	1,931,168	5,142,074	19%	22,470,293

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

AS OF FEBRUARY 29, 2016

ORGANIZATION	SERVICE	2016 BUDGET	2016 FEBRUARY	2016 YTD	2016 YTD	2016 YTD	2016 YTD	BUDGET
TYPE	DESCRIPTION	AMOUNT	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,154,918	844,177	1,696,397	-	1,696,397	14%	10,458,521
	PART TIME SALARY	1,698,595	68,089	150,003	-	150,003	9%	1,548,592
	BENEFITS	6,243,027	405,517	827,501	-	827,501	13%	5,415,526
	BOOKS	1,983,889	5,534	5,534	1,364,609	1,370,144	69%	613,745
	OFFICE EQUIP. REPAIR	58,456	-	-	56,107	56,107	96%	2,349
	OFFICE FURNITURE	2,350	-	-	-	-	0%	2,350
	PROFESSIONAL SERV	14,965	1,883	1,883	5,611	7,493	50%	7,472
	COPIER MACHINE LEASE	307,800	20,548	25,331	-	25,331	8%	282,469
	COPIER PAPER	600	-	-	-	-	0%	600
	SUPPLIES	199,465	-	-	-	-	0%	199,465
	BUILDING RENT	263,050	16,793	16,793	246,257	263,050	100%	0
	OTHER SERVICES	28,373	768	1,419	1,156	2,575	9%	25,798
	SECURITY SERVICES	282,442	13,974	32,380	247,327	279,708	99%	2,734
	TRAINING	1,000	-	-	-	-	0%	1,000
	GENERAL INSURANCE	575,035	-	-	-	-	0%	575,035
Total		23,813,965	1,377,283	2,757,242	1,921,068	4,678,309	20%	19,135,656

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

AS OF FEBRUARY 29, 2016

ORGANIZATION	SERVICE	2016 BUDGET	2016 FEBRUARY	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	152,066	296,274	-	296,274	14%	1,750,604
	BENEFITS	1,094,250	73,057	144,192	-	144,192	13%	950,058
	EQUIPMENT	854	-	-	-	-	0%	854
	OFFICE FURNITURE	297	-	-	-	-	0%	297
	PROFESSIONAL SERV	15,004	2,875	2,875	-	2,875	19%	12,129
	COPIER MACHINE LEASE	15,300	2,486	4,894	-	4,894	32%	10,406
	COPIER PAPER	33,400	-	-	-	-	0%	33,400
	SUPPLIES	47,000	4,197	5,280	6,500	11,780	25%	35,220
	SOFTWARE MAINTENANCE	250,000	-	-	3,600	3,600	1%	246,400
	LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
	OTHER SERVICES	87,489	-	150	-	150	0%	87,339
	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		3,798,402	234,681	453,664	10,100	463,764	12%	3,334,638

Atlanta-Fulton Public Library System - February 2016

Activity and Description		2016		2015		% Difference	
		February	YTD	February	YTD	Monthly	YTD
System Overview	Collection Size						
	Items the library owns	2,496,459		2,394,268		4%	
	Total Cardholders						
	Library accounts registered in our system	551,968		492,067		12%	
	New Cardholders						
	First time registration of a patron	4,290	8,460	3,469	7,064	24%	20%
	Renewing Cardholders						
	Current patrons renewing a card	7,636	15,262	6,232	12,861	23%	19%
General Use	Circulation						
	Total number of items checked out of the library	262,770	522,585	208,894	432,304	26%	21%
	Holds						
	Number of requests by patrons for staff to locate and make available materials throughout the system	50,271	105,283	39,154	85,041	28%	24%
	Inter-Library Loans						
	Number of items lent to or borrowed from another library system	196	406	267	485	-27%	-16%
	Visits						
	Number of people entering a library for any reason	297,689	567,132	191,416	402,784	56%	41%
GED	GED Testing & Training						
	Number of programs offered (counseling, training, testing)	34	67	39	84	-13%	-20%
	Number of unduplicated participants served	47	*	29	*	62%	*
	Number of tests administered	77	120	57	131	35%	-8%
	Number of graduates	4	7	2	4	100%	75%
ESL	English as a Second Language Classes						
	Number of programs	29	54	17	37	71%	46%
	Number of people attending programs	250	537	145	300	72%	79%

Atlanta-Fulton Public Library System - February 2016

Activity and Description		2016		2015		% Difference	
		February	YTD	February	YTD	Monthly	YTD
Special Materials and Collections	Auburn Avenue Research Library						
	Number of research items requested by patrons	161	279	157	276	3%	1%
	Number of finding aids accessed (on site as well as online sources)	4	7	1	1	100%	100%
	Number of linear feet of archival material processed	13	16	5	18	160%	-11%
	Patrons served	447	623	591	788	-24%	-21%
	Special Collections (Genealogy, Margaret Mitchell, GLBT)						
	Requests for materials	2,321	5,094	2,533	5,227	-8%	-3%
Partnership Programs	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)	261	478	178	366	47%	31%
Computers and Internet	Computer/Internet Usage						
	Number of computer sessions (Internet access and office software)	83,424	163,617	45,531	96,980	83%	69%
	Number of hours of computer use	42,074	86,177	25,587	55,600	64%	55%
	Wireless Sessions						
	Number of times the library's wireless network is accessed	40,994	74,489	38,618	88,023	6%	-15%
	Webhits						
	Number of times people have visited the library's website	705,246	1,431,964	583,058	1,239,804	21%	15%
	Online Resources						
	Number of times a resource is logged into or a searched performed other than library catalog	92,545	154,344	68,931	134,070	34%	15%
	Computer Classes						
	Number of classes	18	37	28	57	-36%	-35%
Number of attendees	102	262	218	390	-53%	-33%	
Virtual Circulation							
Number of e-books and e-audiobooks checked out	14,369	29,855	11,764	24,390	22%	22%	
Virtual Reference Desk							
Information requests via telephone, online chat and email	1,946	3,679	2,119	4,185	-8%	-12%	

Atlanta-Fulton Public Library System - February 2016							
Activity and Description	2016		2015		% Difference		
	February	YTD	February	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	32	43	16	48	100%	-10%
	Children's programs						
	Library sponsored programs offered for children (birth - 12)	348	592	190	367	83%	61%
	Number of people attending programs	9,116	16,144	4,488	9,704	103%	66%
	Teen Programs						
Library sponsored programs offered for teens (13 - 17)	55	78	29	63	90%	24%	
Number of people attending programs	1,028	1,329	559	1,676	84%	-21%	
Programs and Meetings	Adult Programs						
	Library sponsored programs offered for adults (18 +)	342	638	290	539	18%	18%
	Number of people attending programs	3,835	8,193	4,631	7,484	-17%	9%
	Programs - Total						
	Library sponsored programs offered - total of all programs	745	1,308	509	969	46%	35%
	Number of people attending programs	13,979	25,666	9,678	18,864	44%	36%
Meeting Rooms							
Non-library sponsored meetings or activites scheduled	516	994	297	568	74%	75%	
Number of people attending meetings or activities	12,941	19,695	4,706	8,442	175%	133%	
Volunteers	Volunteers						
	Volunteer hours contributed to the library system	8,104	12,477	6,024	9,844	35%	27%
Number of volunteers contributing time	753	*	593	*	27%	*	
Voter Registration	Voter Registration						
	The number of people registering to vote at the library	341	672	147	330	132%	104%
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
FEBRUARY 2016

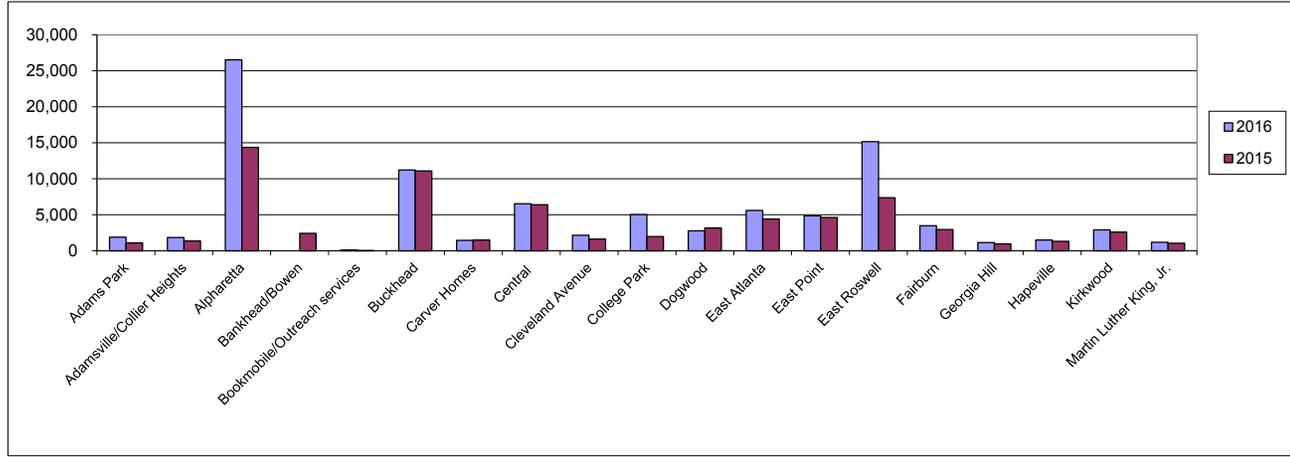
	FEB 2016	FEB 2015			FEB 2016	FEB 2015			Y-T-D	Y-T-D
AGENCY NAME	NUMBER OF PROGRAMS	NUMBER OF PROGRAMS	INCREASE/DECREASE	PERCENT CHANGE	PROGRAM ATTENDANCE	PROGRAM ATTENDANCE	INCREASE/DECREASE	PERCENT CHANGE	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE
ADAMS PARK	6	6	0	100%	127	181	(54)	100%	8	153
ADAMSVILLE/COLLIER HEIGHTS	8	6	2	33%	148	52	96	185%	15	290
ALPHARETTA	59	20	39	195%	932	221	711	322%	96	1,558
BANKHEAD/BOWEN	0	4	(4)	-100%	0	60	(60)	-100%	0	0
BUCKHEAD	14	6	8	133%	213	219	(6)	-3%	31	453
CARVER HOMES	8	5	3	60%	669	388	281	72%	14	1,062
CLEVELAND AVENUE	9	7	2	29%	89	222	(133)	-60%	19	222
COLLEGE PARK	25	17	8	47%	319	164	155	95%	39	810
DOGWOOD	12	8	4	50%	361	123	238	193%	20	538
EAST ATLANTA	26	23	3	13%	831	400	431	108%	40	1,210
EAST POINT	10	1	9	100%	152	98	54	100%	18	227
EAST ROSWELL	50	1	49	100%	831	8	823	100%	77	1,582
FAIRBURN	12	9	3	33%	419	105	314	299%	20	490
GEORGIA HILL	3	4	(1)	-25%	35	131	(96)	-73%	9	102
HAVEVILLE	14	3	11	367%	223	39	184	472%	21	380
KIRKWOOD	24	11	13	118%	598	166	432	260%	33	710
MARTIN LUTHER KING, JR	12	9	3	33%	320	175	145	83%	23	671
MECHANICSVILLE	9	7	2	29%	86	101	(15)	-15%	16	213
METROPOLITAN	16	0	16	100%	316	0	316	100%	30	488
MILTON	46	0	46	100%	685	0	685	100%	90	1,220
NORTHEAST/SPRUILL OAKS	31	11	20	182%	459	369	90	24%	39	735
NORTHSIDE	9	9	0	0%	277	319	(42)	-13%	30	694
NORTHWEST	16	0	16	100%	253	0	253	100%	22	450
OCEE	41	39	2	5%	428	515	(87)	-17%	74	877
PALMETTO	19	15	4	100%	728	466	262	100%	27	1,092
PEACHTREE	33	16	17	106%	787	405	382	94%	54	1,230
PERRY HOMES	0	3	(3)	-100%	0	40	(40)	-100%	0	0
PONCE DE LEON	12	13	(1)	-8%	92	103	(11)	-11%	19	168
ROSWELL	24	37	(13)	-35%	523	600	(77)	-13%	49	1,372
SANDY SPRINGS	35	37	(2)	-5%	551	515	36	7%	74	1,087
SOUTH FULTON	0	0	0	0%	0	0	0	0%	0	0
SOUTHWEST	15	15	0	0%	317	333	(16)	-5%	27	537
STEWART- LAKEWOOD	0	11	(11)	-100%	0	110	(110)	-100%	0	0
THOMASVILLE HEIGHTS	8	11	(3)	-27%	123	177	(54)	-31%	15	249
WASHINGTON PARK	8	7	1	14%	89	104	(15)	-14%	12	135
WEST END	11	10	1	10%	144	149	(5)	-3%	23	487
WOLF CREEK	28	32	(4)	-13%	380	805	(425)	100%	48	622
BRANCHES TOTAL	653	413	240	58%	12,505	7,863	4,642	59%	1,132	22,114
CENTRAL TOTAL	86	85	1	1%	1,182	1,353	(171)	-13%	168	3,120
BOOKMOBILE/		0	0	0%	0	0	0	0%	0	0
AUBURN AVENUE RESEARCH	6	11	(5)	100%	292	462	(170)	100%	8	432
SYSTEM TOTAL	745	509	236	46%	13,979	9,678	4,301	44%	1,308	25,666

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
FEBRUARY 2016

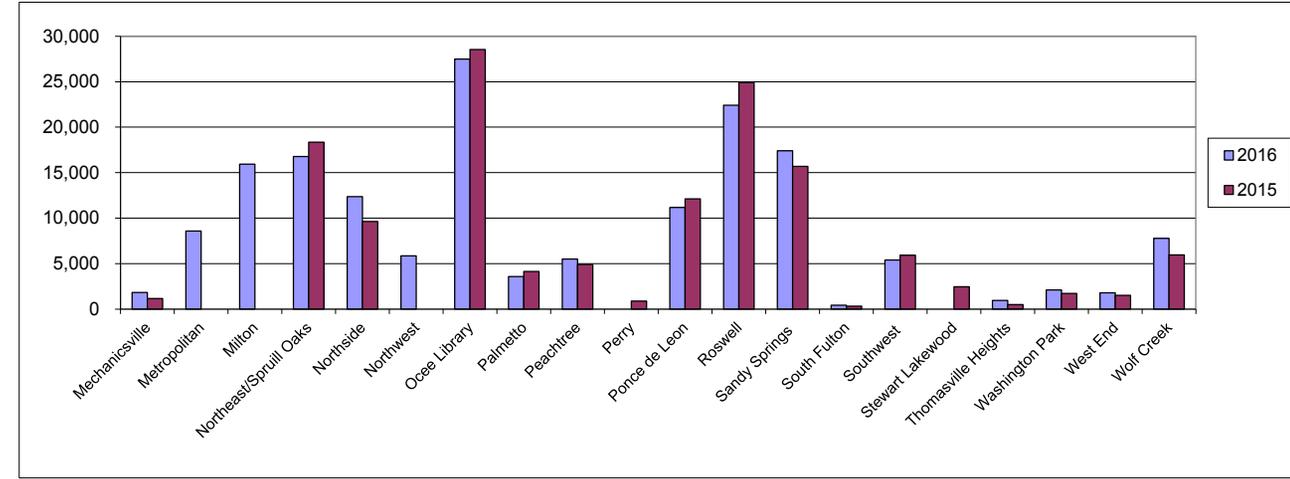
ORGANIZATION NAME	ADULT	JUVENILE	Y/A	FEB 2016 DATA	FEB 2015 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2016 CIRC	YTD 2015 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	1,284	546	62	1,892	1,075	817	76%	3,501	2,495	1,006	40%
ADAMSVILLE/COLLIER HEIGHTS	1,097	622	115	1,835	1,356	479	35%	4,037	2,795	1,242	44%
ALPHARETTA	9,515	16,447	570	26,532	14,386	12,146	84%	52,686	30,313	22,373	74%
BANKHEAD/BOWEN HOMES	0	0	0	0	2,419	(2,419)	-100%	0	4,803	(4,803)	-100%
BUCKHEAD	6,516	4,394	294	11,204	11,073	131	1%	22,217	23,148	(931)	-4%
CARVER HOMES	454	830	168	1,452	1,470	(18)	-1%	3,150	3,016	134	4%
CLEVELAND AVENUE	1,363	717	67	2,147	1,627	520	32%	3,943	3,927	16	0%
COLLEGE PARK	2,425	2,170	443	5,038	1,992	3,046	153%	8,741	4,048	4,693	116%
DOGWOOD	1,303	1,318	139	2,760	3,193	(433)	-14%	5,426	5,420	6	0%
EAST ATLANTA	2,171	3,163	272	5,606	4,414	1,192	27%	10,195	9,860	335	3%
EAST POINT	3,227	1,494	141	4,862	4,625	237	5%	10,382	9,743	639	7%
EAST ROSWELL	6,861	7,959	360	15,181	7,395	7,786	100%	30,330	7,427	0	100%
FAIRBURN	1,950	1,441	104	3,494	2,936	558	19%	7,093	6,491	602	9%
GEORGIA HILL	593	510	31	1,134	977	157	16%	2,191	2,092	99	5%
HAPEVILLE	843	629	41	1,513	1,302	211	16%	2,865	2,953	(88)	-3%
KIRKWOOD	1,144	1,643	128	2,915	2,578	337	13%	5,717	5,377	340	6%
MARTIN LUTHER KING, JR	686	425	61	1,171	1,048	123	12%	2,246	2,014	232	12%
MECHANICSVILLE	828	878	123	1,830	1,146	684	60%	3,143	2,951	192	7%
METROPOLITAN	4,858	3,477	262	8,597	0	8,597	100%	17,722	0	0	100%
MILTON	5,117	10,379	428	15,924	0	15,924	100%	31,236	0	0	100%
NORTHEAST/SPRUILL OAKS	5,550	10,546	666	16,763	18,364	(1,601)	-9%	33,150	38,938	(5,788)	-15%
NORTHSIDE	5,664	6,353	344	12,361	9,633	2,728	28%	24,761	20,225	4,536	22%
NORTHWEST	2,653	3,021	165	5,840	0	5,840	0%	12,005	0	0	100%
OCEE	7,920	18,468	1,111	27,499	28,528	(1,029)	-4%	55,815	60,345	(4,530)	-8%
PALMETTO	1,601	1,940	36	3,577	4,124	(547)	100%	6,862	7,888	(1,026)	100%
PEACHTREE	2,825	2,567	124	5,516	4,896	620	13%	11,043	10,617	426	4%
PERRY HOMES	0	0	0	0	866	(866)	-100%	0	1,660	(1,660)	-100%
PONCE DE LEON	6,796	4,011	379	11,186	12,116	(930)	-8%	22,743	23,728	(985)	-4%
ROSWELL	11,006	10,579	832	22,418	24,905	(2,487)	-10%	44,071	52,919	(8,848)	-17%
SANDY SPRINGS	9,691	7,227	485	17,402	15,710	1,692	11%	23,447	34,357	(10,910)	-32%
SOUTH FULTON	220	193	15	428	317	111	35%	17,738	735	17,003	2313%
SOUTHWEST	2,984	2,207	212	5,403	5,916	(513)	-9%	5,848	12,425	(6,577)	-53%
STEWART-LAKEWOOD	0	0	0	0	2,447	(2,447)	-100%	0	5,164	(5,164)	-100%
THOMASVILLE HEIGHTS	254	652	43	949	498	451	91%	1,679	956	723	76%
WASHINGTON PARK	1,315	755	44	2,114	1,709	405	24%	4,292	3,778	514	14%
WEST END	989	736	63	1,788	1,507	281	19%	3,304	3,517	(213)	-6%
WOLFCREEK	3,159	4,296	323	7,778	5,958	1,820	100%	15,413	12,295	3,118	100%
BRANCHES TOTAL	114,860	132,595	8,654	256,109	202,506	51,783	26%	508,992	418,420	90,572	22%
CENTRAL	5,149	1,083	313	6,545	6,381	164	3%	13,366	13,861	(495)	-4%
BOOKMOBILE/Outreach Services	57	57	2	116	7	109	1557%	227	23	204	887%
AUBURN AVENUE RESEARCH				Non-circulating library - please refer to other usage reports.							
SYSTEM TOTAL	120,066	133,735	8,969	262,770	208,894	52,056	25%	522,585	432,304	90,281	21%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
 FEBRUARY
 CIRCULATION
 2016 - 2015

BRANCHES	2016	2015
Adams Park	1,892	1,075
Adamsville/Collier Heights	1,835	1,356
Alpharetta	26,532	14,386
Bankhead/Bowen	-	2,419
Bookmobile/Outreach services	116	7
Buckhead	11,204	11,073
Carver Homes	1,452	1,470
Central	6,545	6,381
Cleveland Avenue	2,147	1,627
College Park	5,038	1,992
Dogwood	2,760	3,193
East Atlanta	5,606	4,414
East Point	4,862	4,625
East Roswell	15,181	7,395
Fairburn	3,494	2,936
Georgia Hill	1,134	977
Hapeville	1,513	1,302
Kirkwood	2,915	2,578
Martin Luther King, Jr.	1,171	1,048



BRANCHES	2016	2015
Mechanicsville	1,830	1,146
Metropolitan	8,597	-
Milton	15,924	-
Northeast/Spruill Oaks	16,763	18,364
Northside	12,361	9,633
Northwest	5,840	-
Ocee Library	27,499	28,528
Palmetto	3,577	4,124
Peachtree	5,516	4,896
Perry	-	866
Ponce de Leon	11,186	12,116
Roswell	22,418	24,905
Sandy Springs	17,402	15,710
South Fulton	428	317
Southwest	5,403	5,916
Stewart Lakewood	-	2,447
Thomasville Heights	949	498
Washington Park	2,114	1,709
West End	1,788	1,507
Wolf Creek	7,778	5,958



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

AGENCY NAME	FEBRUARY CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,892	199	208	2,482	4,653	6	127	12	185	20
ADAMSVILLE/COLLIER HEIGHTS	1,835	262	353	2,073	4,531	8	148	2	315	5
ALPHARETTA	26,532	1,047	3,264	2,993	22,167	59	932	23	466	15
BUCKHEAD	11,204	584	1,424	1,684	16,267	14	213	43	1,407	14
CARVER HOMES	1,452	27	19	279	1,337	8	669	0	0	0
CLEVELAND AVE	2,147	197	529	1,753	3,448	9	89	17	217	0
COLLEGE PARK	5,038	325	328	3,125	3,732	25	319	4	36	0
DOGWOOD	2,760	94	304	987	4,256	12	361	4	34	7
EAST ATLANTA	5,606	279	750	2,303	6,014	26	831	3	23	14
EAST POINT	4,862	423	521	5,152	5,147	10	152	25	1,969	12
EAST ROSWELL	15,181	459	1,523	1,924	5,005	50	831	4	21	9
FAIRBURN	3,494	444	333	2,532	4,111	12	419	0	0	10
GEORGIA HILL	1,134	90	196	694	2,875	3	35	0	0	0
HAPEVILLE	1,513	109	395	1,190	3,721	14	223	4	36	2
KIRKWOOD	2,915	172	447	1,103	2,234	24	598	8	139	6
MARTIN LUTHER KING, JR	1,171	85	340	1,334	3,681	12	320	0	0	10
MECHANICSVILLE	1,830	99	344	1,799	3,186	9	86	17	275	5
METROPOLITAN	8,597	553	5,031	6,246	12,477	16	316	56	1,231	0
MILTON	15,924	570	2,838	1,023	4,904	46	685	9	48	19
NORTHEAST/SPRUILL OAKS	16,763	374	2,232	1,244	22,212	31	459	43	1,411	1
NORTHSIDE	12,361	340	929	131	1,155	9	277	1	8	0
NORTHWEST	5,840	358	3,070	2,647	9,902	16	253	13	354	17
OCEE	27,499	541	1,315	1,810	24,472	41	428	1	16	12
PALMETTO	3,577	170	898	2,082	5,134	19	728	34	91	6
PEACHTREE	5,516	239	1,014	1,741	2,455	33	787	12	86	1
PONCE DE LEON	11,186	382	1,563	2,113	19,293	12	92	14	216	43
ROSWELL	22,418	779	2,338	2,906	19,410	24	523	1	11	11
SANDY SPRINGS	17,402	794	1,948	2,517	20,010	35	551	26	1,718	15
SOUTH FULTON	428	104	2	0	0	0	0	0	0	0
SOUTHWEST	5,403	527	975	4,753	13,000	15	317	43	869	0
THOMASVILLE HEIGHTS	949	32	98	305	1,698	8	123	0	0	0
WASHINGTON PARK	2,114	155	438	2,273	8,976	8	89	6	89	30
WEST END	1,788	146	246	2,461	2,915	11	144	0	0	20
WOLF CREEK	7,778	163	1,570	3,270	10,133	28	380	33	708	5
BRANCHES TOTAL	256,109	11,122	37,783	70,929	274,511	653	12,505	458	11,979	309
CENTRAL	6,545	774	5,284	12,495	23,023	86	1,182	58	962	32
BOOKMOBILE/OUTREACH SERVICES	116	29				0	0	0	0	
AUBURN AVENUE RESEARCH		1			155	6	292	0	0	
SYSTEM TOTAL	262,770	11,926	43,067	83,424	297,689	745	13,979	516	12,941	341

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
February 2016

Doc. #16-17

	February 2016	January 2016	Year to Date
• Total Customer Comments Received:	31	131	162
• Types of Comments:			
▪ Compliment	8	44	52
▪ Suggestion	7	21	28
▪ Complaint	7	51	58
▪ Inquiry	11	15	26
• Ranking for Types of Comments:			
▪ Most frequent compliments received		- New libraries - Customer service	
▪ Most frequent suggestions received		- Improve Wi-Fi, Facility - 3D Printing - Color printing -Water Leaking	
▪ Most frequent complaints received		- Printing, Wi-Fi and Facility/HVAC, grounds, cleanliness	
▪ Most frequent inquiries received		- Inquiries/Patron assistance (login) /PIN Resets, Wi-Fi Issues	
• Format of Comments:			
▪ Emails		1	
▪ Postcards		29	
▪ Direct Contact		1	

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot February 2016

- **8 compliments** were received during February. Almost all compliments received were related to our new bond libraries or services.
- A sampling of complimentary quotes received include:
 1. Metropolitan: “Great Space for families “
 2. East Point: Great Help with computers!
 3. Northeast: Staff is doing a great job!
 - 4.
- 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.
- **7 disappointments and suggestions for improvement** were received during February r indicating patrons expressed concern with facility or WiFi
- . A sampling of quotes received appears below:
 1. Milton: Problems using Mac Book Pro and internet!
 2. Kirkwood: Fix the leak!