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BOARD OF TRUSTEES

MEETING INFORMATION PACKET

NOVEMBER 18, 2015



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ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
BOARD OF TRUSTEES REGULAR MEETING
NOVEMBER 18, 2015



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Revised
Atlanta-Fulton Public Library System
Board of Trustees Meeting
Central Library, 6th Floor - November 18, 2015 – 4:00 p.m.

AGENDA

- I. Adoption of Agenda Doc. #15-67 Tab #1
- II. Public Comments
- III. Approval of Summary Minutes from Regular Meeting of October 28, 2015* Doc. #15-66 Tab #2
Approval of Minutes from Regular Meeting of October 28, 2015*
- IV. Chairman's Report
- V. Old Business
 - A. Library Bond Program – Update
 - B. Naming of Rooms – Update
 - C. Email Address for each board member
 - D. Budget Process and status
 - 1. Budget process and assumptions for 2016
 - i. Which positions added or lost by branch and central administrative support?
 - ii. Any changes in compensation rates?
 - iii. Changes in Permanent vs part time staffing?
 - 2. Total 2015 Budget cost per branch and YTD actual cost per branch.
 - 3. List of budget enhancements needed and brief outline of value or need you see.
 - 4. Key services provided by each branch and an estimate of % of staff time or staff hours per week required for each service .Is there a measure for each service in monthly stats?
 - E. Development of a Strategic Plan as basis for Budget and an updated Facilities Plan.
 - F. Work Orders - Update
- VI. Director's Reports Doc. #15-71 Tab #3
 - A. Monthly Financial Report Doc. #15-68
 - B. Monthly Usage Summary Doc. #15-69
 - C. Customer Service Report Doc. #15-70
 - D. Library Closure Report
- VII. Foundation Update
- VIII. New Business
- IX. Executive Session
- X. Adjournment

*Action is anticipated on this item.



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FULTON COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES Doc. #15-66
MINUTES FOR October 28, 2015 MEETING – 4:00 PM CENTRAL LIBRARY

Members Present:

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

Also In Attendance

Claxton, Zenobia - Assistant to Director's Office
Holloman, Gayle H. - Interim Director, Libraries Arts & Culture
Ringer, Cheryl – Fulton County Staff Attorney
Stewart, Denval – Fulton County Staff Attorney
Collins, Al - Fulton County Assistant Director of Building Engineering.
Walker, Julie - State Librarian, Georgia Public Library Service

Visitors Present

Fears, Michael P. – Norwood Manor Civic Association
Hoffman, Fred – Commissioner Bob Ellis' Chief of Staff
Thomas, Harriet – Commissioner Lee Morris' Chief of Staff
White, Daniel – Commissioner Liz Hausmann

- A. Preliminary Business: Motion made by John R. Thomas and seconded by Josh Taylor to amend the agenda as presented.
- B. Public Comments: Michael P. Fears – Norwood Manor Civic Association. Mr. Fears spoke about the planned closing of the 1600 square foot Thomasville Heights Branch Library and requested that this decision be rescinded. This branch serves over 3,000 households in this southeastern part of Fulton County and it was stated that it will require a 75 minute bus ride to the new South East Branch when it opens. A board member pointed out that East Atlanta Branch is closer. [Note: 3.8 miles, 20 minutes on a bus with no changes.]

C. Election of Officers:

1. John R. Thomas, Nominating Chair presented a slate of officers, Stephanie Moody as Board Chairman and Paul Kaplan as Vice Chairman.
2. Nomination from the floor was made by Phyllis D. Bailey for Chip Joyner as Board Chair and seconded by Jamilica Burke; the motion was not carried. Chip Joyner received one vote and Stephanie Moody received four votes.
3. Paul Kaplan was voted in unanimously as Vice Chairman.
4. Motion made by Paul Kaplan and seconded by John R. Thomas to elect Josh Taylor as Board Secretary, the board voted unanimously to elect Josh Taylor as Secretary.

Mrs. Moody was elected for a maximum of one additional term as stipulated by the Constitution.

D. Approval of Bylaws and Constitution: Motion made by Josh Taylor and seconded by Paul Kaplan to approve the draft Bylaws and Constitution that were sent by e-mail to all Board members on October 12, 2015. The board voted unanimously.

E. Approval of Minutes: Motion made by Josh Taylor and seconded by Paul Kaplan, to approve the Special Called October 13, 2015 summary minutes in place of the verbatim transcript. Six voted to approve summary minutes and one member opposed to accept summary minutes.

F. Presentation of a Library Capital Improvement Program Update by Al Collins. Mr. Collins presented an update and requested BOT approval for moving forward on 3 actions (see H below). The following are a summary of points made and covered by a separate 10-20-15 BOC update presentation.

1. Phase I Capital budget is \$167 M, covering 8 new libraries and 2 renovations/expansions
2. Phase II Capital budget is \$102 M after reductions for \$3M for Financial arbitrage and \$3M used for early Maintenance of Branches.
 - \$85 M for new Central Branch
 - \$17 M for 23 Library Renovations , but this becomes \$21 M if phase I savings are added to Phase II budget
3. Phase II is estimated to complete construction by mid-2019 for 23 branch renovations , and December 2019 for a new Central Branch
4. The plan to review options for Central Library Branch involve two options:
 - A new Central Library of 300,000 SF
 - A Downtown Branch of 100,000 SF max
5. The Board was advised by Derval Stewart, that we need to go to Executive session to discuss specific real estate options. Motion made by Josh Taylor and seconded by Paul Kaplan to move into Executive Session

G. Executive Session: Discussion of Personnel Matters and Land Acquisitions.

H. Central Library: Motion made by Josh Taylor, seconded by Phyllis D. Bailey to approve the proposal made by Al Collins. The vote was unanimous in favor and covered:

1. Extension of the Heery/Russell Program Management services;
2. Transfer and redistribution on any Phase I savings to Phase II;

3. Development of a plan to finalize the scope and direction for the Central Library location, and presenting the plan to the Board of Trustees for review and input.
- I. 2016 FCLS Holiday/Closing Calendar (attached): Motion by John R. Thomas, seconded by Jamilica Burke for the FCLS 2016 holiday/closing calendar; approved unanimously.
 - J. 2016 Board of Trustees Meeting Schedule (attached) : Motion made by Josh Taylor, seconded by Phyllis Bailey for the 2016 BOT meeting schedule; approved unanimously.
 - K. Director's Reports:
 1. Budget: Interim Director, Gayle Holloman, briefly spoke about the budget. The initial 2016 budget from the county calls for eliminating 30 vacant positions and an overall 6.8% reduction in cost over the 2015 budget. She indicated that 12 enhancements will be proposed, but the details of this were not discussed. Josh Taylor pointed out that the Library board of trustees has a responsibility to be involved in budget development and approving the budget proposed to the county. Gayle informed the BOT that the Commissioners are responsible for approving the budget for the Library. [Note : there does not appear to be a process for the BOT to be involved , and we should discuss this at the next board meeting]
 2. Compensation: The new pay-in-class study may cause the library system a problem in the sense that we won't necessarily be able to attract some people that we may have been able to attract in the past, because we now we will be more in line with what everyone else is paying. It will make it a little more difficult for us to attract people, particularly those the professional level paying positions
 3. Reports: 32% increase in new card holders ; wireless sessions are down 34% YTD
 4. Issues: Wi-Fi is continuing to be a problem in branches. There is a need to replace or upgrade PC's, and BOC needs to approve this. Phones not working. The Book mobile is still out of service. Complaints about grounds and cleanliness of buildings; Parking lot lights out at Milton. Work order process.

L. Actions:

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

1. Email the final version of the Board of Trustees Bylaws & Constitution.
2. Email the date of BOC budget hearing head at the Government Center.
3. Email Al Collins Power Point presentation.
4. Add to the November 18th agenda - Auburn Avenue Research Library Naming of a room after Francine Henderson.
5. 2016 Budget assumptions on all the factors: Branch schedule hours, staffing and pay rates, and a mix of temporary or part-time and full-time staff.

6. Proposed process and schedule for developing a strategic plan, a technology plan, and a facilities plan.
7. 1 or 2 page management summary on major issues each month and other key measures.
8. Process for security pass and establishment of FCLS email accounts for BOT members.

The meeting was adjourned at 7:13 p.m.

Doc. #15-66



FULTON COUNTY LIBRARY SYSTEM

BOARD OF TRUSTEES MEETING

OCTOBER 28, 2015 – 4:00 P.M.

CENTRAL LIBRARY



**1170 Peachtree Street
Suite 1200
Atlanta, Georgia 30309
Tel: 404-885-6607
www.speakdepo.com**



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

Members Absent None

Also In Attendance Claxton, Zenobia – Assistant to Director’s Office
Holloman, Gayle H. – Interim Director, Libraries Arts & Culture
Ringer, Cheryl – Fulton County Staff Attorney
Stewart, Derval – Fulton County Staff Attorney

Visitors Present Fears, Michael P. – Norwood Manor Civic Association
Hoffman, Fred – Commissioner Bob Ellis’ Chief of Staff
Thomas, Harriet – Commissioner Lee Morris, Chief of Staff,
White, Daniel – Commissioner Liz Hausmann

Ms. Stephanie Moody called the meeting to order at 4:00 p.m. at the Central Library.

Transcript Legend

— — Break in speech continuity or interruption

(sic) Exactly as said

(phonetic) Exact spelling unknown

Quoted material is typed as spoken.

** Inaudible

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(BEGAN AT 4:10 PM)

MS. STEPHANIE MOODY: We do have a quorum, and a revised agenda is being passed along, so I am going to, if our stenographer is ready, call to order the Fulton County Library System Board of Trustees Meeting for October 28, 2015.

You have an agenda in your board book, but then there's been an extensive revision of that agenda, so I'm going to ask for an adoption of the revised agenda with a few -- or at least one added change in that we begin the meeting with a public comment after we adopt the Agenda.

May I have a motion to approve?

15-60 ADOPTION OF THE AGENDA

MR. JOHN THOMAS: I have a suggestion, also, Stephanie. I would like to suggest that we move the election to the head of the Agenda, or as soon as possible. I want to have the meeting as official as possible, and right now, we don't have an elected chairman, so let's move the Agenda up to wherever you want to, but get it in as soon as we can.

MS. STEPHANIE MOODY: Okay. It is, right now, after the public comment and approval of the Bylaws and Constitution. It's the second item.

1 Is that up enough --

2 **MR. JOHN THOMAS:** I saw Josh's. That's what
3 we're using now. Okay. Just a minute. Let me
4 get my hands on that one.

5 **MR. JOSH TAYLOR:** So I will --

6 **MR. JOHN THOMAS:** You got it. You're right.
7 I didn't know we were going to be using this one.

8 **MOTION**

9 **MR. JOSH TAYLOR:** Stephanie, you have made
10 the motion, and I will second it, but any comment?

11 **MS. PHYLLIS BAILEY:** My comment is that the
12 approval of the Bylaws and so forth, I would think
13 would come after the election of officers --

14 **MR. JOSH TAYLOR:** The reason --

15 **MS. PHYLLIS BAILEY:** -- since you don't have
16 an actual chairman at this point --

17 **MR. JOSH TAYLOR:** Right, and I want to --

18 **MR. JOHN THOMAS:** Yeah.

19 **MR. JOSH TAYLOR:** Well, the reason I put it
20 second was that the Bylaws call for a Secretary to
21 be appointed as well, so I thought it was easier
22 to do it -- do all of the officer decisions at one
23 time.

24 **MS. PHYLLIS BAILEY:** Well, I agree with that,
25 but I'm saying that if we're moving forward on

1 Bylaws without a chairperson ...

2 **MR. JOSH TAYLOR:** In my view, Stephanie has
3 been acting as chairperson.

4 **MS. PHYLLIS BAILEY:** That's not the elected
5 one.

6 **MR. JOSH TAYLOR:** And we will elect a
7 chairperson in this meeting.

8 Is there a problem with that?

9 **MS. PHYLLIS BAILEY:** It is for me, but for
10 the majority, perhaps, they'll make a decision,
11 but I think that we need to have an elected
12 chairman when we start changing Bylaws and
13 Constitution.

14 **MR. JOSH TAYLOR:** I'm fine with that, if you
15 would like to go now.

16 **MS. STEPHANIE MOODY:** All right. If we can
17 elect the officers as governed by the old Bylaws,
18 we will add an extra item after the approval of
19 the Bylaws and Constitution to elect the
20 Secretary.

21 **MR. JOSH TAYLOR:** That's fine.

22 **MS. STEPHANIE MOODY:** Okay. Because your
23 point, we can't elect a Secretary that's not in
24 the old Bylaws.

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

1 **MS. STEPHANIE MOODY:** All right. We'll move
2 the election of officers to the second order of
3 business, followed by the approval of the draft of
4 the Bylaws and Constitution, followed by the
5 election of the Secretary, followed by the
6 approval of the minutes.

7 All those in favor?

8 Any opposed?

9 The motion passes.

10 We have a Michael Fears from the Thomasville
11 Heights branch, who is here to address us for a
12 couple of minutes. Are you Mr. Fears?

13 **PUBLIC COMMENTS:**

14 **MR. MICHAEL FEARS:** I'm Mr. Fears.

15 **MS. STEPHANIE MOODY:** Okay. Welcome.

16 **MR. MICHAEL FEARS:** Thank you. I'd like to
17 give you all a letter that I prepared to address
18 the concerns that I'm about to raise, and I need
19 to follow my script here, so that I don't get off
20 course and go over my two minutes.

21 My name is Michael Fears, and I'm the Chair
22 of the Norwood Manor Civic Association, which is
23 in Southeast Atlanta. The Thomasville Heights
24 branch library is in an adjacent community to us
25 by the name of Thomasville Heights. It is our

1 understanding that branch is to be closed probably
2 at the opening of the Southeast branch.

3 I'm glad that the referendum passed, and that
4 we're getting new libraries, but my concern is
5 that this is a community in an area that is
6 disadvantaged. The Atlanta Regional Commission
7 recently targeted Thomasville Heights community,
8 because 86 percent of the residents of that
9 community fall below the poverty line. The third
10 grade performance levels of children in that
11 community are below standards, so they are
12 planning to implement a program to improve the
13 quality of life for people in that area.

14 One of the purposes, I thought, of libraries
15 is to address communities like this, but the new
16 Southeast library, while not far in distance, is
17 far in time for the residents of this area. A
18 MARTA trip -- I checked MARTA's trip line -- would
19 take 75 minutes from my community to Southeast.

20 While the library is in walking distance of
21 the Thomasville Heights, the Norward Manor,
22 Heritage Village communities, and for large
23 apartment complexes, it's on the campus of
24 Atlanta's Thomasville Heights Center of Hope.
25 It's across the street from Thomasville Heights

1 Elementary School, so there are individuals in the
2 community who can use and are using this facility,
3 who, once it's closed, won't have that access, so
4 what we have asked, and I presented a petition to
5 the Fulton County Board of Commissioners that
6 states that same thing, that this branch library
7 be kept open.

8 I have also established with the likelihood
9 that may not happen, a GoFundMe account, because I
10 do have a commitment that we will keep this
11 library as a computer center, which is only part
12 of what the need is in the community, so I set up
13 a GoFundMe account to help fund that continued
14 opening as a computer center, but I would like to
15 see this Board -- as I was instructed by the Board
16 of Commissioners, the decision about closings
17 comes out of this Board, Fulton County only
18 finances it -- I would like to ask that you
19 reconsider closing the Thomasville Heights branch,
20 look for funding to keep it open as a fully
21 functioning library. We have a need. We have
22 usage, and I can show you pictures. If you go out
23 and visit it, you'll see that it's used on a daily
24 basis, so that is, in essence, what I'm here to
25 ask today.

1 Please reconsider closing this little small
2 library. I even brought with me the program for
3 the grand opening 16 years ago. We thought we
4 were getting something that would be long-lasting
5 in that community.

6 We would like to see it stay there. It's an
7 asset. It's one of the last assets that the
8 Fulton County has in the area. The only other
9 thing is a senior center, which is also in the
10 Thomasville area. If we lose the library, then
11 the County is not serving my community, and
12 Thomasville is a very old, old neighborhood.

13 I've lived there most of my adult -- most of
14 my life. I moved there when I was 6 years old,
15 and I will be 65 this year, so I've been there,
16 and I've used the library services. I used to use
17 the Bookmobile to get my books. I do use the
18 library; folks in my neighborhood do as well.

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

21 **MR. MICHAEL FEARS:** Thank you.

22 **MS. STEPHANIE MOODY:** We appreciate your
23 commentary, and we appreciate you putting it into
24 a letter.

25 **MR. MICHAEL FEARS:** Thank you, ma'am.

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MS. STEPHANIE MOODY: Were there any questions for our speaker?

MR. CHIP JOYNER: What's the status of Thomasville Heights library at this time?

MS. STEPHANIE MOODY: Thomasville Heights is part of the Facility Master Plan, and part of the Facility Master Plan is, by law, from the referendum, that these branches were to be closed in order to pass the Facility Master Plan, so the referendum or the bond would have to be amended by the County Commission.

MR. CHIP JOYNER: So it was part of the Facility Master Plan. Is there a line item that would keep that opened? How much would --

MS. STEPHANIE MOODY: Not without a change in the Facility Master Plan.

MR. CHIP JOYNER: How much does it cost to operate that? Is that something we can review or discuss?

MS. STEPHANIE MOODY: It's a leased facility. It's approximately 4600 square feet.

MS. GAYLE HOLLOMAN: It's not a leased space.

MS. STEPHANIE MOODY: Thomasville Heights is not a leased space.

MS. GAYLE HOLLOMAN: No. Thomasville is not

1 leased, but it's close to \$300,000 to keep it
2 operating.

3 **MR. CHIP JOYNER:** In its current condition.

4 **MS. GAYLE HOLLOMAN:** In its current
5 condition, yes.

6 **MS. STEPHANIE MOODY:** Is there another
7 library closer than Southeast?

8 **MS. GAYLE HOLLOMAN:** East Atlanta.

9 **MS. STEPHANIE MOODY:** And how far away do we
10 think that is?

11 **MS. GAYLE HOLLOMAN:** It's one bus ride.

12 **MS. STEPHANIE MOODY:** One bus ride, okay.
13 Have you been to the East Atlanta branch?

14 **MR. MICHAEL FEARS:** I have.

15 **MS. STEPHANIE MOODY:** Okay. We've got a full
16 agenda, so if there aren't any more questions, I'd
17 like to move ahead. Thank you for coming and
18 addressing the Board.

19 The first order of business is the approval
20 of the minutes from the special-called meeting of
21 October -- no, wait. We changed the order. I'm
22 on the wrong sheet.

23 **MR. JOSH TAYLOR:** We'll go to the election of
24 officers.

25 **ELECTION OF OFFICERS**

1 **MS. STEPHANIE MOODY:** Yes. The first is the
2 election of officers, so if we may have a report
3 from the nominating committee, John Thomas.

4 **MR. JOHN THOMAS:** Yes, ma'am. The nominating
5 committee comprised of Phyllis Bailey, Paul Kaplan
6 and myself have met, and we'd like to present a
7 slate of officers for the next year. That slate
8 includes as Chairman, Stephanie Moody; as Vice
9 Chairman, Paul Kaplan; and as Secretary, Josh
10 Taylor.

11 **MS. STEPHANIE MOODY:** We can't do the third
12 one, because we're still governed by the old
13 Bylaws.

14 **MR. JOHN THOMAS:** Okay. Then we will remove
15 Josh Taylor as Secretary, and that's it.

16 **MS. STEPHANIE MOODY:** Are there any
17 nominations from the floor?

18 **MS. PHYLLIS BAILEY:** I would like to nominate
19 Chip Joyner for Chairperson.

20 **MS. STEPHANIE MOODY:** Is there a second?

21 **MS. JAMILICA BURKE:** Second.

22 **MS. STEPHANIE MOODY:** So I guess we will
23 have --

24 **MR. JOHN THOMAS:** A vote for each, I guess.

25 **MS. STEPHANIE MOODY:** -- a vote for each one.

1 Are there any nominations for Vice Chairman?

2 May we accept Vice Chairman by acclamation,
3 then?

4 **MR. PAUL KAPLAN:** Chair, they're looking
5 around for somebody to say yes.

6 **MR. JOHN THOMAS:** No such luck, Paul.

7 **MS. STEPHANIE MOODY:** As would be customary,
8 I suppose Chip and I should leave the room, and
9 you all take your vote.

10 John, since you're in charge of the
11 nominating committee --

12 **MR. JOHN THOMAS:** Sure.

13 **MS. STEPHANIE MOODY:** -- would you be in
14 charge of doing the vote?

15 **MR. JOHN THOMAS:** I would be happy to.

16 Okay. So you've heard the slate, and you've
17 heard that we do have a nominee from the floor, so
18 I will call for the vote.

19 All those in favor of Stephanie Moody, the
20 current Chairman for election to Chairman again,
21 say aye.

22 **MR. PAUL KAPLAN:** Aye.

23 **MS. JAMILICA BURKE:** Aye.

24 **MR. JOSH TAYLOR:** Aye.

25 **MR. JOHN THOMAS:** So we have one, two, three.

1 Okay. And those in favor of --

2 **MR. JOSH TAYLOR:** Are you -- wait a minute.

3 You get a vote.

4 **MR. JOHN THOMAS:** Well, I guess I -- I should

5 be able to vote -- aye.

6 So we have four.

7 **MR. JOSH TAYLOR:** Right.

8 **MR. JOHN THOMAS:** That's it. I guess we

9 don't have to vote.

10 **MR. JOSH TAYLOR:** Four is enough.

11 **MR. JOHN THOMAS:** More than enough, yeah.

12 So by vote, we have Chip Joyner -- I mean,

13 Stephanie as Chairman.

14 Phyllis ...

15 **MS. PHYLLIS BAILEY:** Let me mention one thing

16 to you. Look at your Constitution that we're

17 operating under. Ms. Moody can be elected for one

18 more year and that's all.

19 **MR. JOSH TAYLOR:** That's right.

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

21 **MS. PHYLLIS BAILEY:** Yeah. I just wanted to

22 make that clear.

23 **MR. JOHN THOMAS:** Right. I will get

24 Stephanie.

25 Madam Chair, we did vote, and you were

1 elected as the Chairman for another year.

2 Congratulations.

3 **MS. STEPHANIE MOODY:** Thank you. I would
4 like to thank you for the vote of confidence. I
5 really do have a heart for libraries, and I really
6 would like to be the bridge that sees us through
7 this transitional year, so I appreciate that vote
8 of confidence, and I appreciate Chip stepping
9 forward to also tackle some of the library issues
10 that we have. We'll have him to be much more
11 active on the Board in some of the things that we
12 have to address in this coming year.

13 **15-46 BOT CONSTITUTION**

14 The next order of business is the approval of
15 a draft of Bylaws and Constitution that Josh sent
16 to us by e-mail, and so has met the deadline.

17 **MOTION**

18 May I have a motion -- I'll take them
19 separately -- may I have a motion to approve?

20 **MR. JOSH TAYLOR:** I'll make the motion to
21 approve the draft Constitution that was sent by
22 e-mail to all Board members on October 12, 2015.

23 **MR. PAUL KAPLAN:** I'll second it.

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

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Hearing none, all those in favor?

Any opposed?

Okay. We'll move down to your next approval of the Bylaws.

15-45 BOT BYLAWS

MOTION

MR. JOSH TAYLOR: I'll make a motion to approve the draft of the Bylaws sent by e-mail to all Board members on October 12, 2015.

MR. PAUL KAPLAN: I'll second.

MS. STEPHANIE MOODY: Any discussion?

All those in favor?

Any opposed?

The motion passes, and we will direct Zenobia to send a copy of the new Bylaws and Constitution to the state library for their archives.

The next order of business is the election of a Secretary as specified in the new Bylaws. We need a motion from the floor.

MR. PAUL KAPLAN: I move that Josh Taylor become Secretary.

MR. JOHN THOMAS: Second.

MS. STEPHANIE MOODY: Is there any discussion?

All those in favor?

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Any opposed?

The motion passes.

The next item is the approval of the minutes from the special meeting of October 13, 2015.

May I have a motion to approve?

**15-61 APPROVAL OF SUMMARY MINUTES FROM
SPECIAL CALLED MEETING OF OCTOBER 13, 2015**

MOTION

MR. JOSH TAYLOR: I will make a motion that the summary minutes be approved from the special meeting of October 13, 2015, in place of the verbatim transcript.

MS. STEPHANIE MOODY: May I have a second?

MR. PAUL KAPLAN: Second.

MS. STEPHANIE MOODY: Is there any discussion?

MS. PHYLLIS BAILEY: Will this mean that the verbatim minutes will no longer be valid?

MR. JOSH TAYLOR: They will not be the minutes. That's correct.

MS. PHYLLIS BAILEY: I have a problem with that, because I feel that the verbatim minutes often solve initial problems as we've seen recently, and these verbatim minutes are necessary to be assured of what people actually said and

1 did, and that I'm not downgrading the Secretary,
2 but that is due to personal interpretation, and I
3 feel that this Board needs to hear the precise
4 wording of everything that was done.

5 **MR. JOSH TAYLOR:** May I speak?

6 **MS. STEPHANIE MOODY:** Yes.

7 **MR. JOSH TAYLOR:** The verbatim minutes of
8 necessity come out several weeks after the Board
9 meeting, and the purpose of the minutes is to
10 record the actions and decisions and a summary of
11 discussion to enable us to do our job as Board
12 members, so I served on a number of Boards, never
13 have had verbatim minutes, and my feeling is that
14 by having regular minutes, and having the Board
15 members read the minutes and comment, hey, you
16 missed this, we can have a dialogue about what was
17 discussed and accomplish what you want.

18 **MS. STEPHANIE MOODY:** Phyllis, we will have
19 official transcripts through December, so we'll
20 have a chance to compare the two, and see if there
21 is a problem that needs to be addressed.

22 We have a motion on the floor. Is there any
23 other discussion?

24 Chip ...

25 **MR. CHIP JOYNER:** Is the thought that there

1 is an advantage to not having the transcripts
2 prepared?

3 **MS. STEPHANIE MOODY:** I'm sorry, I
4 couldn't ...

5 **MR. CHIP JOYNER:** Is there a thought that
6 this is unnecessary?

7 **MR. JOSH TAYLOR:** It's an unnecessary
8 expense, and it delays reacting to the activities
9 that we discuss. We've got a lot of things to
10 move on, and the advantage of the minutes is it's
11 more in conformity with what other Boards do, and
12 we can certainly ask the State Library Director if
13 you'd like confirmation of that, but ...

14 Are you aware of any other Boards that do
15 verbatim minutes?

16 **STATE LIBRARY DIRECTOR:** I'm not.

17 **MR. JOHN THOMAS:** And Stephanie, I'd like to
18 add that the Library Foundation is required by its
19 501(c)(3) status to have minutes, and they are not
20 verbatim, and Zenobia takes those minutes, and
21 they have worked for 25 years, and they will
22 continue to work, so ...

23 **MR. JOSH TAYLOR:** As we learned today from
24 our discussions, we have to have minutes available
25 within two days.

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MS. STEPHANIE MOODY: Which we do not, usually. We do have a summary, though, usually, although it's not sent to us.

MR. JOSH TAYLOR: I was not aware of that, but nevertheless, I will do my best to get these out in one day while I remember.

MS. STEPHANIE MOODY: We have a motion on the floor and a second. Is there any further discussion?

All those in favor?

Are there any opposed?

Two, so the motion would carry.

All right. Thank you.

So next -- do we adjourn this meeting to go into executive session?

MR. JOHN THOMAS: Yes.

MR. JOSH TAYLOR: Yes.

MS. STEPHANIE MOODY: So I have to have a motion to adjourn.

MR. JOHN THOMAS: So moved.

MR. JOSH TAYLOR: Second.

MS. STEPHANIE MOODY: All those in favor? May I have a motion to go into executive session?

MR. JOHN THOMAS: So moved.

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

2 **MS. JAMILICA BURKE:** Second.

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

4 **MR. PAUL KAPLAN:** I've got a question.

5 **MS. STEPHANIE MOODY:** Yes.

6 **MR. PAUL KAPLAN:** Mr. Collins is going to be
7 in executive session, or is he going to wait --

8 **MS. STEPHANIE MOODY:** It is our choice.
9 Executive session is our Board and any people we
10 invite to be a part of the Board meeting, and I
11 must admit, we have two people whose time is very
12 important, and who are both waiting on us.

13 **MR. PAUL KAPLAN:** The only reason I'm saying
14 it, because we've got a lot of things to discuss
15 in executive session.

16 **MS. STEPHANIE MOODY:** Correct.

17 **MR. PAUL KAPLAN:** Quite a bit, and I don't
18 know if Mr. Collins wants to stay for a while.
19 I'm just saying if there's some people that
20 need -- I don't see any reason why they can't.

21 **MR. JOSH TAYLOR:** How long, Al, do you think
22 you need?

23 **MR. AL COLLINS:** For my presentation.

24 **MR. JOSH TAYLOR:** Yeah.

25 **MR. AL COLLINS:** I can probably get this done

1 in 10 minutes, 10 to 12 minutes.

2 **MS. STEPHANIE MOODY:** May have a motion to go
3 back again to the regular Board meeting, please?

4 **MR. JOSH TAYLOR:** Yes. I make a motion.

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

6 **MR. PAUL KAPLAN:** I just want to say that we
7 want to move it along, and there's no reason for
8 them to stand around.

9 **MS. STEPHANIE MOODY:** Right, but we also have
10 the Chief Operating Officer from --

11 So we have a motion that we are now back in
12 regular session, and the next order of
13 business ...

14 **MR. JOSH TAYLOR:** We had the motion. We
15 didn't have the vote.

16 **MS. STEPHANIE MOODY:** Oh, I'm sorry. All
17 those in favor?

18 I am sure I messed that up somewhere, but I
19 do appreciate his time to be here, and I
20 appreciate you giving way to allowing him.

21 **LIBRARY BOND PROGRAM - PHASE II - AL COLLINS**

22 **MR. AL COLLINS:** Thank you, and good
23 afternoon. For those of you who have not had an
24 opportunity to meet me, my name is Al Collins, and
25 I'm the Assistant Director of Building

1 Engineering. It's responsible for the Library
2 Capital Improvement Program, so I wanted to
3 provide you this afternoon an update, what the
4 County Manager calls a *half-time report* on where
5 we are with the libraries, and give you some
6 things that we're looking for as we move forward
7 on this program.

8 For example, there are some actions that
9 we're going to be looking for you to give us some
10 direction on. Number one includes extending the
11 Heery/Russell Program Management Services for the
12 completion of the Phase 1 libraries as well as
13 providing technical support so that we can crank
14 up, get ourselves positioned, ready for the Phase
15 2 program.

16 In addition to that, we're projecting that
17 there are some savings in the Phase 1 program, and
18 we're going to be looking to you to give us
19 direction on how to use those as part of Phase 2,
20 and then finally, we're looking for direction
21 regarding the Central Library, looking at it in
22 these terms, and I'll show you in just a second,
23 thinking about it as a new downtown branch, as
24 opposed to a new Central Library, so we'll be
25 looking to you for direction on all of those.

1 Just as a recap, Phase 1, the total budget of
2 \$167 million, eight new libraries and two
3 renovations. Phase 2 starts out at \$108 million,
4 but with a reduction made of that \$108 million for
5 financial arbitrage and for BOC directions made
6 fairly recently to look at expending \$3 million of
7 the bond fund money for much-needed heating and
8 air-conditioning upgrades on the libraries. We're
9 looking at a budget right now, a net of \$102
10 million for the Phase 2.

11 The Board has already made decisions about
12 85 million of those dollars to be spent for the
13 Central Library, so when you subtract what was
14 remaining for the 23 libraries, that gives us
15 about \$17 million going forward for the 23 library
16 renovations.

17 Also, I wanted to give you an update on where
18 we stand with all of the Phase 1 libraries. As of
19 October 1st of this year, we have completed seven
20 of the eight new libraries: Wolf Creek, Palmetto,
21 East Roswell, Northwest, Milton, Alpharetta, and
22 most recently, Metropolitan. All of those
23 libraries are now operating in those communities.

24 We have three libraries remaining, Southeast,
25 Auburn Avenue and South Fulton, and we're looking

1 to open those starting in February of 2016 for
2 Southeast. Auburn will follow in April, and then
3 South Fulton in the fall of 2016, so this is why
4 we need the extension of Heery/Russell, so that we
5 can complete these three libraries, which are
6 currently well under construction, but won't be
7 completed until the 2016 year.

8 If we look at the budgets on all of these
9 projects, all 10 projects for the \$167 million,
10 we're projecting right now a savings of about
11 \$4 million that we'll be able to make use of in
12 the Phase 2 program, so that's what we're asking
13 you to -- as we move forward with the renovations
14 of the libraries, we're looking to increase that
15 \$17 million by the \$4 million plus, so that we
16 have a total budget of \$21 million that we can
17 expend for the library renovations, the 23
18 libraries, and we're looking and feeling right now
19 that we can complete the construction of those
20 libraries by about mid-2019, which dovetails quite
21 well with the selling of the bonds and when we
22 need to have those bonds -- the money spent.

23 We're also looking at the roughly \$85 million
24 that the Board approved for the Central Library.
25 Per our anticipated schedule, we can complete that

1 by December of 2019 as well, so again, it
2 dovetails quite nicely with the selling of the
3 bonds, and what has to happen with those monies.

4 We have developed a strategy right now that
5 includes a different approach than what we've been
6 using for the Phase 1 projects. Instead of one
7 architect, one contractor for each of the
8 projects, we're actually looking to assign seven
9 to eight projects to three different groups, so
10 we'll have three different design build teams that
11 will be comprised of our construction manager, an
12 architect, and all of the consultants that's
13 required to get the work done on all of those
14 projects, and we'll have seven to eight projects
15 assigned to that group, and it's our goal then
16 that group would be responsible as we move through
17 and renovate the libraries to ensure that there's
18 always a library open in the region that they
19 represent, and I'll show you those in just a
20 second, and then of course, to complete all of the
21 renovations by mid-2019.

22 Basically, we've divided them into three
23 different regions, one that we're calling "the
24 North region," one that we're calling "the Central
25 region," and one we're calling "the Southern

1 region," or the "South region." In this case,
2 we'll have seven to eight libraries assigned to
3 the North region, for example, that design build
4 team would then be responsible for, and so as we
5 develop the designs and begin the renovations of
6 those projects, and it may well require that we
7 close some down for some period of time, but
8 there'll always be libraries in that region that
9 the community could go to in order to get to a
10 library facility, so all of them will not be
11 closed at once, and that's the beauty of this.
12 You'll always have the ability to go to a library
13 in either one of those regions.

14 What can we accomplish with the monies that
15 we have set aside? If you took the dollars that
16 were appropriated for each of the libraries by the
17 Facilities Master Plan, and we've taken the
18 \$21 million and have sort of divided it out into
19 all the libraries in that same manner, we're
20 looking at an average cost right now of about \$77
21 per square foot that will be available to develop
22 the project, and I just wanted to give you a feel
23 for what \$77 per square foot would buy.

24 So when you look at signage, furniture, some
25 of the technology that we've used in the

1 libraries -- and we're comparing this to the
2 libraries that we've done as part of
3 Phase 1 -- what does carpet and flooring cost us?
4 What does new paint? What does some of the
5 ceiling panels? What are some of the soft costs,
6 as far as architectural fees or other consulting
7 fees or things of that nature that's required to
8 develop these projects?

9 We've looked at that, and we've come up with
10 a cost of about \$74 per square foot with a little
11 bit of a contingency in there, and what that tells
12 us is at the very least, we can expect to see, in
13 signage, consistent with the libraries that we've
14 opened in the last year, year and a half.
15 Furniture can be replaced, technology, new carpet
16 and flooring, so we can refresh all of the
17 interiors of these buildings, including more
18 importantly, the placement of new technology in
19 these buildings for what we think is the average
20 square-foot cost of these libraries.

21 What this doesn't take into account, and I
22 have to tell you, we don't have assessments done
23 on all of these buildings yet, so this doesn't
24 include putting on a new roof. If that's the
25 case, then we're going to have to look at that on

1 a per library basis, but just as a general feel
2 for what can be accomplished with the monies that
3 are set out, this gives you a feel for that.

4 At this point, again, we're looking to take
5 the \$4 million in savings that we've realized from
6 the Phase 1 program, and include it in the Phase 2
7 program, and use it specifically for the
8 renovation of the 23 libraries.

9 When we look at the Central Library, we
10 started out thinking about the Central Library as
11 a 300,000 square-foot library with a 500-car
12 parking deck in the downtown area is kind of the
13 direction that we've received. This is going to
14 require land acquisition of a parcel that is
15 really unknown to us at this point.

16 We have another option that we'd like to
17 bring to the table, and that option is to reduce
18 significantly the size of the downtown branch
19 library to 100,000 square feet, so that it's not
20 the Central Library that you're seeing today. It
21 cuts it down to the necessary functions that it's
22 required to serve this district, and then to
23 locate that on a piece of property that's nearby,
24 and I'll share with you in a second, and again
25 develop that as part of a design build delivery

1 approach as well, much like we're going to do the
2 23 libraries. It will be a team in place that
3 will be specific to that library.

4 When we look at the cost of the libraries, I
5 want to give you a feel for what we're talking
6 about. Here, what we're looking at is a 300,000
7 square-foot library, and when we look at the
8 building cost, some of the soft costs for fees,
9 for professionals, a bit of contingency and some
10 escalation, because again, this money was set
11 aside many years ago, and we have to project it
12 out to at least a year before the building opens,
13 mid-construction, if you will, we're looking at
14 for a new 300,000 square-foot library, a projected
15 building cost of just under \$200 million,
16 \$196 million.

17 When you renovate the library, and I just
18 wanted to give you a comparison, we're probably
19 talking something around \$134 million and change.
20 When we look at a reduced 100,000 square-foot
21 branch library, we're talking about something
22 that's in the neighborhood of about \$66 million.
23 When we look at a parking deck, that then needs to
24 be associated with those libraries, and remember,
25 we're talking about a 500-car parking deck for a

1 300,000 square-foot building, we're probably
2 talking about \$11 million, and that's true for the
3 same parking deck for a renovated building here.

4 When we look at the branch library, we're
5 talking about a cost of about \$10 million,
6 slightly different, and I'll show you why in just
7 a moment, so a total projected cost for a 300,000
8 square-foot new library is somewhere in the
9 neighborhood of \$207 million; renovated, about
10 \$146 million, and if we go to a much reduced
11 downtown branch, we're talking in the neighborhood
12 of about \$77 million, so it's a lot more
13 affordable to think about it as a reduced branch
14 library in the downtown vicinity, and we'd of
15 course, we'd have \$85 million that we've set
16 aside.

17 **MR. JOSH TAYLOR:** You said that doesn't
18 include land costs.

19 **MR. AL COLLINS:** That does not include land
20 costs.

21 **MR. JOSH TAYLOR:** Do you have an estimate of
22 that?

23 **MR. AL COLLINS:** Again --

24 **MR. DENVAL STEWART:** Sorry to interrupt.

25 **MR. AL COLLINS:** We then need to, as I've

1 been advised, before disclosing where this would
2 be, we need to go into executive session and only
3 talk about it.

4 **MS. CHERYL RINGER:** Land acquisition matters
5 are subject to --

6 **MOTION**

7 **MS. STEPHANIE MOODY:** Land and personnel are
8 the two biggest issues, right, and I guess maybe
9 you'd like to guide me this time. I just need a
10 motion to close the meeting.

11 **MR. DENVAL STEWART:** Yes, ma'am, yes.

12 **MS. STEPHANIE MOODY:** And I need a second.

13 **MR. DENVAL STEWART:** Second, yes, and now the
14 basis for why you're going into executive session,
15 personnel ...

16 **MS. STEPHANIE MOODY:** And may I cover both of
17 the issues at hand?

18 **MR. DENVAL STEWART:** Yes, you can.

19 **MS. STEPHANIE MOODY:** All right. I need a
20 motion to close the meeting for executive session
21 to discuss potential land purchase, and the search
22 for a new library director. If you have been
23 invited to stay, which a couple of members have
24 been invited to stay regarding personnel, you in
25 particular, Julie, I'm going to have to ask you to

1 leave for this land section.

2 Todd, and I'm assuming you're already aware
3 of this, so you don't need to leave because you're
4 aware, so I need to ask everyone else who's not a
5 part of the Board to leave.

6 **THE COURT REPORTER:** Is the court reporter
7 being asked to take down the executive session
8 minutes?

9 **MS. STEPHANIE MOODY:** Lawyer ...

10 **MR. JOSH TAYLOR:** No. We haven't in the
11 past.

12 **MR. DENVAL STEWART:** You just have to take
13 the notes. It's up to you.

14 **MR. JOSH TAYLOR:** I'm doing the minutes.

15 **MS. STEPHANIE MOODY:** So she may leave.

16 **MR. DENVAL STEWART:** She may leave, unless
17 you're going to open up the meeting and discuss
18 other matters in which you need her for.

19 **MS. STEPHANIE MOODY:** We'll bring her back.

20 **MS. GAYLE HOLLOMAN:** I know about the land
21 acquisition. Do I need to stay or do I need to
22 go?

23 **MS. STEPHANIE MOODY:** You know about the
24 land.

25 **MS. GAYLE HOLLOMAN:** I know about the land.

1 **MS. STEPHANIE MOODY:** You may stay for the
2 land.

3 **CLOSE REGULAR MEETING**

4 (OFF THE RECORD AT 4:49 PM)

5 (BEGAN AT 6:15 PM)

6 **OPEN REGULAR MEETING**

7 **MS. STEPHANIE MOODY:** We are out of executive
8 session, and the next order of business -- oh, we
9 had a request for a vote in executive session, so
10 I guess we need to call for that vote, Josh.

11 **MR. PAUL KAPLAN:** I think Josh was going to
12 make that.

13 **MR. JOSH TAYLOR:** I'm sorry. What?

14 **MS. PHYLLIS BAILEY:** You were going to make a
15 motion.

16 **MS. STEPHANIE MOODY:** You wanted to make a
17 motion.

18 **MR. JOSH TAYLOR:** I lost my sheet. I had all
19 my motions on there. Does anybody have a copy?

20 **MR. PAUL KAPLAN:** It was on the building.

21 **MS. GAYLE HOLLOMAN:** Josh, is it in your
22 pocket?

23 **MOTION**

24 **MR. JOSH TAYLOR:** You're quite right. It's
25 in my pocket.

1 I think the motion is that we want to approve
2 the three items that were on the screen there that
3 you had some notes on.

4 **MR. JOHN THOMAS:** We can't bring that up.

5 **MR. PAUL KAPLAN:** Uh-uh. I think he took his
6 flash drive.

7 **MR. CHIP JOYNER:** It was extending the
8 Russell Group.

9 **MR. JOSH TAYLOR:** Oh, I see it. Thank you.
10 Zenobia bails me out again.

11 I make a motion that we approve the extension
12 of Heery/Russell Program Management Services as
13 requested by Al Collins, number one. Number two,
14 that we approve the transfer and redistribution on
15 any Phase 1 savings to Phase 2, and number three,
16 that we ask Al and others to -- in the
17 County -- to develop a plan to finalize the scope
18 and direction for the Central Library location.

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

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

22 All in favor?

23 Any opposed? The motion carries.

24 **BUDGET PROCESS, SCHEDULE AND ASSUMPTIONS FOR**
25 **2016 - DISCUSSION**

1 Now, we're back to the Budget Process,
2 Schedule and Assumptions for 2016 Discussion.

3 **MR. JOSH TAYLOR:** Gayle ...

4 **MS. GAYLE HOLLOMAN:** The Budget Process this
5 year for the 2016 year is that we have been in the
6 process of getting this done through our financial
7 systems analyst Ed Robinson, and basically, we
8 were given our actual 2016 library budget, and
9 what they did was they -- we have two services, or
10 two programs as they call them. One is called
11 *Library Public Services*. The other one is called
12 *Library Support Services*, so anyone who is on the
13 front lines, all of our staff who work the desk
14 and what have you, will of course, be public
15 services. Those of us who are behind the scenes
16 in administration and finance, all of those
17 support groups, we are in *Library Support*
18 *Services*, so they gave us a list or a total amount
19 of the current 2015 budget, which is 29, which was
20 to be -- in this year, it was \$29 million.

21 In 2016, the thought was we could be funded
22 at the current level, but the proposed actual
23 budget is \$27.6 million, so with that, as you can
24 see, we've got a little over \$2 million budget
25 reduction. The increase in 2016 budget funded at

1 the 2015 level represents personnel, and the cost
2 of benefits are so great now, that is what's
3 really affecting the situation.

4 **MR. JOHN THOMAS:** That's bad.

5 **MS. GAYLE HOLLOMAN:** Yeah. Our benefits are
6 really a lot higher than they've ever been. Risk
7 management increases also are a part of it, and the
8 proposed reductions will come from staff. I think
9 I may have mentioned before that we knew that we
10 would have to give up some more positions, some
11 more vacant positions, and in this case, it's been
12 estimated that it will be about 30 vacant
13 positions, and it's various DBMs all across the
14 board at various levels, so that is really what
15 has come about, and as far as the rest of the
16 process goes, we have been divided up into the
17 program groups I'll be talking about later, or I
18 can talk about it now, but our program groups are
19 such that each department is divided up into one
20 of those categories, and those categories are all
21 people have economic opportunity; all people are
22 safe; all people are healthy; all people are
23 self-sufficient; all people are culturally and
24 recreationally enriched; and all people trust that
25 Fulton County government is effective, efficient

1 and fiscally sound as well --

2 **MR. JOSH TAYLOR:** Is this in our book
3 somewhere?

4 **MS. GAYLE HOLLOMAN:** It may not be in your
5 book. It is in your book on page 10 under Special
6 Projects.

7 **MS. STEPHANIE MOODY:** Page 10 of the
8 narrative.

9 **MS. GAYLE HOLLOMAN:** Well, the thing about
10 that is one of them was left off, and the one that
11 was left off in the book is: All people have
12 economic opportunity, so there are six of them,
13 all people have economic opportunity is the one
14 that's missing in that narrative.

15 Our priority area is: All people are
16 culturally and recreationally enriched, so with
17 that in mind, all of the departments were put in
18 one of these six categories. Starting this past
19 Monday, every department head is expected to go
20 before the Budget Commission, and that consists of
21 three people. You go before the Budget
22 Commission, and you also go before the tollgate
23 committee, which is another committee that's been
24 a part of this whole process that the County
25 Managers put forth to create the strategic

1 priority areas, and they have to make their budget
2 presentation.

3 Our day is tomorrow -- I think it's 10:30 or
4 11:00 tomorrow -- and make the budget presentation
5 based on the information you see here, and what I
6 will be doing is telling them the rationales for
7 why we need the \$29 million or more. When we say
8 "or more," that comes into the enhancements -- and
9 I sent those to Josh -- the enhancements that we
10 have been asked -- well, not necessarily
11 asked -- but that we can present.

12 We don't necessarily always get them.
13 There's no guarantee. There have been years that
14 we have received the enhancements on at least a
15 few of them. We have 12 enhancements we've asked
16 for: Increased funding for staffing; increased
17 technology levels. There are lots of areas in
18 which we've asked for the increase.

19 Tomorrow's meeting will not give us an
20 answer. Dick Anderson has been very adamant that
21 no decisions will be forthcoming. You just make
22 your case, and they listen to you, and at some
23 point -- they haven't even finalized what that
24 procedure will be or look like -- they will get
25 back to us and either ask for more information,

1 discussion or whatever, or just say yay or nay.

2 We're hoping that we will get some of those
3 enhancements that we've requested.

4 **MS. STEPHANIE MOODY:** This is starting at 29
5 or \$27 million?

6 **MS. GAYLE HOLLOMAN:** This is starting at the
7 \$27 million. Well, first, it's starting to
8 explain what having \$27 million is going to do to
9 you, because then you're losing \$2 million, so
10 what is that decrease going to cost you, and then
11 go back into why do you need your \$29 million or
12 why are you asking for these enhancements, and you
13 only get about 30 to 45 minutes to do that.

14 They will ask us questions. There's supposed
15 to be some discussion, but no decision, so that's
16 where we are right now.

17 **MR. JOHN THOMAS:** Is this your document?

18 **MS. GAYLE HOLLOMAN:** It is a -- they gave us
19 a PowerPoint presentation, and this is the top
20 sheet.

21 **MR. JOHN THOMAS:** So they told you the
22 reduction is going to come from staff. You don't
23 have any --

24 **MS. GAYLE HOLLOMAN:** Well, we really have no
25 choice. All of our reductions pretty much are

1 always going to be with staffing.

2 **MS. STEPHANIE MOODY:** Is this 30 people that
3 are currently on staff, or you're not going to get
4 to hire them?

5 **MS. GAYLE HOLLOMAN:** Vacant positions I won't
6 to get hire, won't get to fill.

7 **MS. STEPHANIE MOODY:** So these are already
8 vacant positions --

9 **MS. GAYLE HOLLOMAN:** And we were wanting to
10 fill them, because we were setting up interviews
11 and all that, but now we may not be able to.

12 **MS. STEPHANIE MOODY:** And these are the 30
13 part-time or full-time?

14 **MS. GAYLE HOLLOMAN:** These are full-time
15 positions.

16 **MR. PAUL KAPLAN:** Who is on this committee?
17 Who are you talking to?

18 **MS. GAYLE HOLLOMAN:** The Budget Commission
19 consists of the County Manager, the Chief
20 Financial Officers, and the Finance Manager is my
21 understanding. Who else?

22 **MS. STEPHANIE MOODY:** The Chief Operating
23 Officer.

24 **MS. GAYLE HOLLOMAN:** The Chairman John Eaves,
25 yes, Chairman of the Board.

1 **MS. STEPHANIE MOODY:** So there are five.

2 **MS. GAYLE HOLLOMAN:** There are four.

3 **MS. PHYLLIS BAILEY:** The Chairman, the CFO,
4 the County Manager, and who's the ...

5 **MS. GAYLE HOLLOMAN:** And the finance -- the
6 financial -- Finance Manager.

7 **MS. STEPHANIE MOODY:** How is the Finance
8 Manager different from the CFO?

9 **MS. GAYLE HOLLOMAN:** The CFO is a whole
10 different person.

11 **MS. PHYLLIS BAILEY:** Really.

12 **MS. STEPHANIE MOODY:** The Chief Financial
13 Officer is different from the Finance Manager.

14 **MS. GAYLE HOLLOMAN:** Yes. So as I was
15 telling you earlier at the last meeting, they give
16 us the figures, and then we have to make a case,
17 and so that's what I'll be trying to do, and I
18 feel confident in a lot of it. I think it's going
19 to work.

20 **MS. PHYLLIS BAILEY:** Oh, good.

21 **MR. JOHN THOMAS:** You're confident
22 in -- excuse me -- in what?

23 **MS. GAYLE HOLLOMAN:** In the things that we're
24 asking for, that we'll get some of them. We may
25 not get all of them.

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MR. JOHN THOMAS: Oh, okay. Good.

MS. GAYLE HOLLOMAN: I'm shooting for all of them.

MS. STEPHANIE MOODY: Are there any more questions?

MR. PAUL KAPLAN: I'm just going to say next year, we're going to change it. We talked about that, and we can't do anything this year, but next year, this Board is going to get involved in this.

MS. STEPHANIE MOODY: Well, they start the process virtually in January.

MR. PAUL KAPLAN: Yeah, I know, right in the beginning. I know.

MS. STEPHANIE MOODY: And so we need to get information about how they arrived at this, so we can see if we agree, and so far, they haven't been forthcoming.

MR. PAUL KAPLAN: We tried that, but they told us to hold off.

MS. GAYLE HOLLOMAN: They looked at different factors, and then they took a percentage of those things they looked at, and everybody was given a 5 percent or 8 percent or whatever decrease that they took from your initial amount of money this year, and that's how they came up with your money

1 for next year.

2 **MR. JOSH TAYLOR:** So is there any pay
3 increase for anybody?

4 **MS. GAYLE HOLLOMAN:** The pay increases --
5 now, the way the pay in class is being structured
6 this year is very different. We just got an
7 approval, didn't we, for a cost-of-living
8 increase. That went into effect in July, but
9 what's happening now is that with pay in class
10 with the Archer study that took place, there are
11 some staff members all over the County, including
12 the library system, who will receive a pay
13 increase, because they're not at the new minimum
14 level of the new pay scales, or they will be sort
15 of like grandfathered into the amount that they
16 now have.

17 Say you made \$50000 last year, all this time
18 that's your salary, but now they've determined
19 that your classification really should be \$41000,
20 so they won't take away the money, but anyone
21 hired into the position next time, any new person,
22 will come in at the lower rate, so the
23 pay-in-class study has created a lot of changes,
24 and all of the staff members received -- those who
25 didn't get an increase, or who won't be affected

1 one way or another -- everybody received a letter
2 that you go online, and you click and you get your
3 letter, and it tells you where you stand, and you
4 also have a period of time -- we have until
5 November 6th to appeal the decision, and then the
6 department heads have until -- I believe it's
7 November 16th or 19th -- to make a decision about
8 whatever that appeal may be that the staff member
9 put through.

10 **MR. PAUL KAPLAN:** So the person who is making
11 \$50,000 per year, and now it's going to be
12 \$41,000 --

13 **MS. GAYLE HOLLOMAN:** It could be. That was
14 just an example.

15 **MR. PAUL KAPLAN:** That person is making
16 \$50,000 can never see any more increases in their
17 pay, basically. They're frozen.

18 **MS. GAYLE HOLLOMAN:** Basically.

19 **MR. JOSH TAYLOR:** Yeah. They're frozen.

20 **MS. GAYLE HOLLOMAN:** They're frozen.

21 **MS. PHYLLIS BAILEY:** Are these people who are
22 on this committee making the decision, are they
23 people who have been with the library, or are they
24 newcomers?

25 **MS. GAYLE HOLLOMAN:** The people making this

1 decision tomorrow?

2 **MS. PHYLLIS BAILEY:** Yes.

3 **MS. GAYLE HOLLOMAN:** They're not with the
4 library system. They're with the County.

5 **MS. PHYLLIS BAILEY:** Are they newcomers?

6 **MS. GAYLE HOLLOMAN:** The County Manager is a
7 newcomer, but the rest of them have been here in
8 finance, and John Eaves, of course, has been here
9 as the Chairman of the Commission for a while.

10 But the other thing about people who are
11 grandfathered is that -- well, no, that was for
12 this year. If there's any more raises that come
13 about, those people who are at that point where
14 they are grandfathered will receive a lump sum of
15 money if there's no other cost-of-living increase
16 or whatever, they will receive a lump-sum amount,
17 but won't get anything but that, that one time.
18 It won't be a continuation over the years.

19 **MR. PAUL KAPLAN:** So there's really no
20 incentive for some of these people to even stay
21 on. Basically, you're going to lose some good
22 people is what's going to happen.

23 **MS. GAYLE HOLLOMAN:** And the other thing that
24 happened is my understanding that the pay-in-class
25 study was done based on input from Gwinnett

1 County's pay-in-class person or people, and with
2 that in mind, it causes the library system a
3 problem in the sense that we won't necessarily be
4 able to attract some people that we may have been
5 able to attract in the past, because we now we
6 will be more in line with what everyone else is
7 paying.

8 Our library system and Seattle Public were
9 probably the most well paid in the whole country,
10 and so now it's going to be that's not going to be
11 the case anymore. I understand it from a fiscal
12 standpoint, I guess, but it will make it a little
13 more difficult for us to attract people,
14 particularly those professional level paying
15 positions. It's going to be a little bit more
16 difficult, perhaps.

17 **MS. PHYLLIS BAILEY:** That's why I asked if
18 these people were new to this kind of business, or
19 whether they came from the corporate world and are
20 used to products that are produced that would make
21 a difference in the salary level.

22 **MS. GAYLE HOLLOMAN:** I see your point. Our
23 County Manager is from a corporate background. I
24 don't know about -- a lot of the CFOs in the other
25 parts of the County have come from big business,

1 but I don't know about the other people who are
2 presently working. They've been here a while, and
3 I don't know their backgrounds.

4 **MS. STEPHANIE MOODY:** Are there any other
5 questions regarding the budget?

6 I will let you know that it is customary to
7 appear before the County Commission on their last
8 budget meeting, which is usually in January, and
9 you have to go down to the County Commission
10 office. Historically, some Board members have
11 gone, and given me their minutes, so that I may
12 speak on behalf of libraries. I never go more
13 than six minutes, but it gives me a chance to
14 cover the whole scope of why we need better
15 library services.

16 The County Commission recently changed that
17 policy, and they're limiting every person to two
18 minutes, so there's no chance to share minutes, so
19 I'm going to encourage you to put that on your
20 schedule, because I can go down and speak for two
21 minutes, but it's very hard to get a message
22 across in that amount of time.

23 **MS. PHYLLIS BAILEY:** It's January what?

24 **MS. STEPHANIE MOODY:** I don't have that date,
25 but it will be the last budget hearing, and it's

1 always in January, and there can be a crowd, but
2 they also --

3 **MR. JOSH TAYLOR:** I think we'll be more
4 effective if we have -- I mean, yes, I think we
5 probably need to appear there, but we need to
6 speak to our individual appointing Commissioners.

7 **MS. PHYLLIS BAILEY:** I think so, too.

8 **MR. JOSH TAYLOR:** And Gayle, that's why I've
9 been asking for some information that would help
10 us be supportive.

11 **MS. GAYLE HOLLOMAN:** Right, and we're working
12 on some of those things. Some of it takes a lot
13 of time to pull together.

14 **MS. STEPHANIE MOODY:** And I think it will
15 also be useful for you to copy the other
16 Commissioners on what you're talking to your
17 Commissioner about, but my decision has been that
18 I will probably write the same type of talk, and
19 just put it in a letter to the Commissioners, so
20 anyway, that's my intention right now. I wanted
21 you to be aware of that.

22 **FUTURE PLANNING FOR FCLS**

23 The next item in Old Business is the Future
24 Planning for the Fulton County Library System. It
25 looks like we've gotten a good overview of that

1 from Al Collins, his presentation. Is any more
2 discussion needed on that item?

3 **HB595 INTERPRETATION AS IT DIRECTS OUR**

4 **ACTIONS - DISCUSSION**

5 Hearing none, House Bill 595, the
6 Interpretation as it Directs Our Actions
7 Discussion. This was a carryover point from
8 another meeting, because there seemed to be some
9 confusion as to House Bill 595. I think it's
10 fairly straightforward, myself.

11 Is there any other discussion needed on 595?

12 **MR. JOSH TAYLOR:** I don't think so. I think
13 the direction is that -- at least that we've
14 gotten from our Commissioners, and I think I've
15 reported to you -- is that they want us to focus
16 on the search for Executive Director as well as an
17 update to the facility plan, and it seems like the
18 budget, to the extent that we can be involved in
19 helping -- they mentioned that as the third
20 element, but I think we need more information than
21 we've been given so far, you know, just the top
22 line number doesn't -- it's nothing we can say yay
23 or nay on that.

24 **MS. STEPHANIE MOODY:** I think Gayle can
25 probably inform us better than I, but I believe

1 85 percent of our budget is for personnel. Is
2 that accurate?

3 **MR. JOSH TAYLOR:** That's correct.

4 **MR. JOHN THOMAS:** And benefit.

5 **MS. GAYLE HOLLOMAN:** That sounds about right.

6 **MR. JOSH TAYLOR:** The information I think we
7 need includes the planned hours of operation.
8 There are many ways that you can fit a budget.
9 You can either curtail hours or increase hours.
10 You can curtail staffing, increase staffing. You
11 can close facilities. You can open facilities, so
12 I think we need a more detailed presentation in
13 terms of what the financial plan is, and then we
14 can hopefully weigh in.

15 **MS. GAYLE HOLLOMAN:** And we just reduced
16 hours, and then got them back.

17 **MR. JOSH TAYLOR:** I understand. And that's
18 what I'm looking for is -- typically, in a budget
19 presentation, you need to have: Here are the
20 assumptions on all the factors, hours, staffing
21 and pay rates, and a mix of temporary or part-time
22 and full-time, and I think you need to provide us
23 that more detailed information in order for us to
24 say whatever we need to say.

25 Some of it we may need to say to you in terms

1 of direction, because basically, the Director
2 reports to the Board of Trustees --

3 **MS. GAYLE HOLLOMAN:** Oh, sure.

4 **MR. JOSH TAYLOR:** -- and that's part of our
5 responsibility is to approve the budget, and I
6 don't feel like I have anything to approve at this
7 point.

8 **MS. STEPHANIE MOODY:** That's something we can
9 work on in the future and going forward. As you
10 said, the budget is ...

11 **MR. JOSH TAYLOR:** Yeah. We may not be able
12 to approve the budget at this time for that
13 reason.

14 **MR. PAUL KAPLAN:** Not this time, but next
15 time, definitely.

16 **MR. JOSH TAYLOR:** The more information we
17 get, the better we can, hopefully, work with Gayle
18 in terms of different options and priorities and
19 strategy. I mean, we need to start a process for
20 developing a strategic plan.

21 **MS. GAYLE HOLLOMAN:** Exactly, and not only a
22 strategic plan, but a technology plan and a
23 facilities plan --

24 **MR. JOSH TAYLOR:** Right.

25 **MS. GAYLE HOLLOMAN:** -- which I know you're

1 working toward.

2 **MR. JOSH TAYLOR:** Exactly.

3 **MS. STEPHANIE MOODY:** Were you all copied on
4 the resolution about asking us to work on that?

5 **MR. JOSH TAYLOR:** Yeah. I sent it out --

6 **MS. GAYLE HOLLOMAN:** We have copies, and
7 they're in the book for everybody, right? She's
8 got them to pass out.

9 **15-57 2016 FCLS HOLIDAY/CLOSING CALENDAR**

10 **MR. JOSH TAYLOR:** Okay. Well, the hour is
11 lengthening. Why don't we move to some decisions
12 on the holiday schedule and the meeting schedule.

13 **MS. STEPHANIE MOODY:** Those are the two next
14 items. The holiday schedule is in the back of
15 your Board book. This is a pretty customary
16 holiday schedule that --

17 **MR. JOSH TAYLOR:** Are you speaking of the
18 October 28th Board book, or the --

19 **MS. STEPHANIE MOODY:** The book you have in
20 front of you, way in the back of your Board book.
21 It is the Fulton County Library System Holiday
22 Closing Calendar, Document 15-57.

23 **MR. JOSH TAYLOR:** Got it. I see it.

24 **MOTION**

25 **MS. STEPHANIE MOODY:** May I have a motion to

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accept the 2016 holiday schedule as presented?

MR. JOHN THOMAS: So moved.

MS. STEPHANIE MOODY: Do we have a second?

MS. JAMILICA BURKE: Second.

MS. STEPHANIE MOODY: Is there any discussion?

MR. JOSH TAYLOR: Is this the same basic schedule that we've operated on for the last several years, or are there any differences?

MS. GAYLE HOLLOMAN: No, aligned with the County schedules, the County holiday schedule as well.

MR. JOSH TAYLOR: How many holidays does this represent?

MS. STEPHANIE MOODY: It looks like 18.

MS. GAYLE HOLLOMAN: Some of it you can't close -- you can't count, because some of it is the library closes at 6:00.

MR. JOHN THOMAS: I think it's more like about 10 or 12.

MS. GAYLE HOLLOMAN: Some of it is the library closes at 6:00, instead of staying open until 8:00.

MR. JOSH TAYLOR: Right. Okay.

MOTION

1 **MS. STEPHANIE MOODY:** We have a motion and a
2 second.

3 All those in favor?

4 Any opposed? The motion carries.

5 **15-58 2016 LIBRARY BOARD OF TRUSTEES MEETING**

6 **SCHEDULE - DISCUSSION**

7 The next item is the 2016 Board of Trustees
8 meeting schedule that is also in the back of your
9 Board book. According to our new Bylaws, our
10 meeting schedule is on the fourth Wednesday of
11 each month at a time and location established by
12 the Board at a regular monthly meeting, except for
13 the months of November and December when the Board
14 will advertise a change in date for the meeting.

15 So as you will notice, there is no time or
16 place. There is just the fourth Wednesday of each
17 month.

18 May I have a motion to approve?

19 **MR. JOSH TAYLOR:** Well, shouldn't we talk
20 about the time and place?

21 **MS. STEPHANIE MOODY:** Well, first, we would
22 approve this document, and then it says, according
23 to the Bylaws, that we will establish by the Board
24 at a regular monthly meeting, so this is a regular
25 monthly meeting, at which time we would establish

1 a time and place for the November meeting.

2 **MR. JOSH TAYLOR:** So you want to go ahead and
3 move to accept the dates, and secondly, we will
4 talk about time and place.

5 **MS. STEPHANIE MOODY:** Well, I don't think,
6 personally, we want to be chasing the meeting
7 around.

8 **MS. PHYLLIS BAILEY:** I agree with that.

9 **MS. STEPHANIE MOODY:** Historically, it's been
10 at 4:00 p.m., I would prefer that we put 4:00 p.m.
11 in that we meet, but we didn't, and so this is the
12 document we have before us. We can reject it and
13 ask for it to come back revised, but right now, it
14 just says the fourth Wednesday as something you
15 can put on your calendar, or November and December
16 it's a third Wednesday.

17 **MR. JOSH TAYLOR:** Is everybody comfortable
18 with 4:00 as a meeting time? We tried the 10:00
19 time once.

20 **MS. JAMILICA BURKE:** I think 4:00 is better.

21 **MR. PAUL KAPLAN:** All right. Just leave it.

22 **MR. JOSH TAYLOR:** That's fine.

23 **MS. STEPHANIE MOODY:** All right. Do you want
24 to amend it to say that it will be the fourth
25 Wednesday of each month at 4:00 p.m.?

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MR. JOHN THOMAS: With the exception of
November and --

MS. STEPHANIE MOODY: Oh, yes, of course.

MR. JOSH TAYLOR: Why don't we just say it's
going to be meeting here, because --

MS. PHYLLIS BAILEY: Yeah. I agree with
that.

MR. JOSH TAYLOR: -- if we have a reason to
want to change the location, we can make that
decision at the meeting a month ahead.

MS. STEPHANIE MOODY: We do have it in our
Bylaws that we can change the time and location.

MR. JOSH TAYLOR: We do. So let's adopt this
schedule at 4:00 p.m. here.

MS. STEPHANIE MOODY: 4:00 p.m. at Central,
okay.

MR. JOSH TAYLOR: As long as Central exists.

MS. JAMILICA BURKE: It will be until at
least 2019.

MS. STEPHANIE MOODY: I have a motion and a
second.

MR. PAUL KAPLAN: Second.

MS. STEPHANIE MOODY: I think I have a
second.

MS. JAMILICA BURKE: Second.

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MS. STEPHANIE MOODY: All in favor?

So please make note that next month is November, so it will be the third Wednesday of the month.

CHAIRMAN'S REPORT

The Chairperson Report, I'm going to pass on that opportunity since it's so late, and so we will move into the Director's reports.

15-65 DIRECTOR'S REPORTS.

15-62 MONTHLY FINANCIAL REPORT

MS. GAYLE HOLLOMAN: Okay. We've got the Financial Reports. I didn't know if you all had any questions about anything on the first page of it. The second page goes by -- type, public service operations, and the next page is support services.

When we get down to the page with the activity and description for the month, that one, just wanted to talk about a few things. We've really had a significant increase in our new cardholders, 32 percent in this month, and that's a real good thing. Our Wi-Fi still continues to affect our visitors.

MR. JOHN THOMAS: What's the reason?

15-63 MONTHLY USAGE SUMMARY

1 **MS. GAYLE HOLLOMAN:** The new cardholders, we
2 are finding that the new libraries, there are a
3 lot of new people apparently moving into those
4 areas who don't have cards, and so that has
5 significantly increased our cardholders.

6 There's no page number on that. It's
7 Document No. 15-63 at the top, so that has been a
8 significant increase, and I'm real happy to see
9 that. Also, our Wi-Fi continues to affect our
10 number of visitors, we're finding, and the
11 comments that you'll see in the comments section.

12 **MS. STEPHANIE MOODY:** I'm surprised with
13 seven new branches we're still down 14 percent
14 from last year where we were down even more, so
15 I'm surprised that seven new branches haven't
16 greatly enhanced the visits.

17 **MS. GAYLE HOLLOMAN:** The problem with the
18 visits, as I was just saying is the Wi-Fi is a
19 problem for us. We're still working through that,
20 and people come, they see the issues and they
21 can't get on the Wi-Fi, or their device when they
22 come in, they stop coming, so that has been a real
23 problem for us.

24 We're continuing our weekly meetings or
25 biweekly meetings with IT staff. We had one

1 yesterday, and they're committed. We've been
2 meeting with the CIO Sally Wright, and she's
3 committed to helping us right the situation.
4 We're in touch with the IT person at GPLS, and
5 they're walking through the process with our IT
6 staff to try and come up with just what is the
7 problem, and how do you solve it. It has a lot to
8 do with the SIPA laws and something called
9 *Bluetooth* that we're using, and something about
10 SSL, which I'm not a real techie, but they're
11 working through this to try and see how we can
12 maybe loosen it up a little bit more, and you
13 won't have to have all these complicated
14 procedures about how to use your devices as you
15 bring them in, but it is a problem for us, and
16 they know it, and we're working through it.

17 On the next page, the other problem, as you
18 see the wireless sessions are a major issue, minus
19 54 percent monthly, and minus 34 percent year to
20 date, and that has to do with, again, the computer
21 problems we're having. The computer classes are
22 lower now as well as the number of attendees,
23 because when they come here or go to other
24 libraries and try to have computer classes, the
25 equipment is failing.

1 We've got a lot of problems with needing to
2 replace machines, or to get increased memory for a
3 lot of our machines. They're at two gigabytes,
4 and we need at least four, we've found, but a lot
5 of those machines, we need to replace, instead of
6 just putting more memory in them, and that cost,
7 and right now, they're going to have to go to the
8 BOC.

9 The IT staff has to go to the BOC to get
10 approval of their PC contract, so they still have
11 not rectified that problem, so even if we had lots
12 of money, we can't go out yet to purchase the new
13 PCs until that approval has been made, and it's
14 been bounced back and forth, and never quite made
15 it to BOC. Hopefully, it's going to be on the
16 Agenda next week on the 4th.

17 **MR. JOSH TAYLOR:** It would be helpful, Gayle,
18 if you could give the -- what I would call a
19 *one-page summary* of the issues that we need to
20 talk to our BOC member about.

21 I think you've got some real good specifics
22 here, and if we can hit them with that,
23 individually, that will get their attention.

24 **MS. GAYLE HOLLOMAN:** Exactly.

25 **MR. JOSH TAYLOR:** But I need your help to --

1 **MS. GAYLE HOLLOMAN:** Will do.

2 **MR. JOSH TAYLOR:** Send us an e-mail.

3 **MR. JOHN THOMAS:** That would be helpful,
4 Gayle.

5 **MR. PAUL KAPLAN:** I will have another meeting
6 with facilities. I have one coming up. I know we
7 were talking about some issues at some of the
8 libraries. I'm going to bring that up again and
9 talk to them.

10 **MS. GAYLE HOLLOMAN:** Okay. And our virtual
11 reference desk has been greatly affected. You'll
12 see the number there for the month is minus
13 38 percent. Up on the seventh floor, we were
14 operating *virtual reference*, people calling in
15 from all over, asking various questions that our
16 staff, our reference department librarians work
17 those phones.

18 The problem has been, lately, that those
19 phones are not working. The computers are not
20 working. IT cannot figure out the problem, and so
21 there again, we've got IT issues.

22 **MS. STEPHANIE MOODY:** It's countywide, right?

23 **MS. GAYLE HOLLOMAN:** It's countywide, though.
24 It's not just us.

25 **MR. PAUL KAPLAN:** If the whole County. It's

1 not the libraries. It's the County.

2 **MS. GAYLE HOLLOMAN:** We're really probably
3 more affected because we have over 800 machines.

4 Books for Babies, though, we have a real
5 positive upward trend in this month, 85 percent,
6 and that's because 85 packets were handed out this
7 past month in September, and so that's a real plus
8 for us, because we're trying to get back.

9 **MR. JOHN THOMAS:** Heather has been real
10 helpful there.

11 **MS. GAYLE HOLLOMAN:** Yeah. Heather has done
12 an outstanding job with that.

13 **MR. JOHN THOMAS:** She really has.

14 **MS. GAYLE HOLLOMAN:** The Bookmobile is still
15 inoperable, so Mr. Thomas, I know you're making
16 great strides for us on that, and we appreciate
17 it. We have not been able to get it out of the
18 shop. We were talking with them this week, and
19 still the same old, same old, as they say.

20 **MR. JOHN THOMAS:** By the way, is it Evette?

21 **MS. GAYLE HOLLOMAN:** Evette Bridges and Edwin
22 Simmons.

23 **MR. JOHN THOMAS:** They were outstanding. We
24 met here last Monday -- well, a week ago, and they
25 were so helpful to the Georgia Tech students on

1 the operation of the Bookmobile, even though it's
2 in the shop, but in terms of understanding how the
3 Bookmobile operates, they could not have been
4 better. They were very good.

5 **MS. GAYLE HOLLOMAN:** They are. Thank you. I
6 appreciate that. I'm sure they will, too.

7 **15-64 CUSTOMER SERVICE COMMENTS**

8 Unless you have some questions on those
9 things, looking at the Customer Service Comments
10 page, which is two pages over, as you can see we
11 have frequent compliments about the new libraries
12 and customer service, but of course, we received
13 frequent suggestions about improving our Wi-Fi.

14 Our printing is a major problem, so if it
15 isn't the computer or the Wi-Fi, it's the
16 printing. We're supposed to migrate from what's
17 called *EnvisionWare* software to what's called
18 *Comprise*, and that has not worked as well as we
19 thought.

20 They stopped the process, and now they've
21 started back, and they were able to be successful
22 now at one or two of the libraries, so the
23 migration has taken place and it is working well,
24 and some we're hoping that -- we have an actual
25 schedule, and we're hoping that it will continue

1 to do well, and the printing problems will then be
2 addressed, and we won't have so many problems with
3 that, but that is an ongoing problem as well.

4 And of course, they complain about the
5 grounds and the cleanliness of our buildings, and
6 that's something we're working on with general
7 services, and Mr. Kaplan has been a great help
8 with that. You'll see some actual comments by
9 word, by quote, on the white sheet that is
10 attached, and we're working toward addressing all
11 of those, three or four Wi-Fi considerations there
12 again, and loudness and rudeness in the library
13 and things of that nature, the grounds again, and
14 so we're working through trying to get those
15 things resolved.

16 **MS. STEPHANIE MOODY:** It's sad that even with
17 seven new libraries that complaints outweigh the
18 compliments. You would have thought we could turn
19 that around.

20 **MR. PAUL KAPLAN:** I have one which, is
21 Milton. I was at a meeting last night. The
22 parking lot lights are already dark. I have seven
23 lights out, right? I talked to Al Collins, and
24 that's a callback. He says: Nobody ever told me.
25 I said --

1 **MS. GAYLE HOLLOMAN:** No one's told me. I'm
2 just hearing it.

3 **MR. PAUL KAPLAN:** Exactly. Well, she told me
4 she sent it to somebody, Stephanie did, and it
5 never got there, and I said before that year is
6 up, I told her I want it done now, because that's
7 a callback; otherwise, it falls back on.

8 **MS. GAYLE HOLLOMAN:** Exactly.

9 **MR. PAUL KAPLAN:** So he knows about it now,
10 so I'm just telling you.

11 **MS. GAYLE HOLLOMAN:** I will follow up with
12 that as well.

13 **MR. JOHN THOMAS:** So they were never working
14 to begin with.

15 **MR. PAUL KAPLAN:** The building is brand-new.

16 **MR. JOHN THOMAS:** Yeah. That's what I'm
17 saying. They were never --

18 **MR. PAUL KAPLAN:** Yes, they were. Yes, they
19 were working.

20 **MS. GAYLE HOLLOMAN:** They were working, and
21 now they're not, he's saying.

22 **MR. PAUL KAPLAN:** Every light was working,
23 because I was there. Now they're out. They've
24 been out now for about almost a month. They've
25 got a problem with the wiring or something. I

1 don't know for sure what's going on.

2 **MS. GAYLE HOLLOMAN:** Okay. Thank you for
3 letting me know that one.

4 **LIBRARY CLOSURE REPORT**

5 The reason for our closures, we closed for
6 38.25 hours this past month, and those problems
7 were due to sewer backup that returned at the
8 Buckhead Library; they resolved it. The new
9 chiller installation at the Northeast
10 Library -- you don't have a copy of that.

11 Also, the flooring at the Northwest Library
12 had to be sealed. It was not sealed properly, so
13 we closed for that to take place, and the
14 Stewart-Lakewood Library closed in order to open
15 the Metropolitan Library.

16 I won't spend a lot of time going through the
17 actual list of programs and what have you that
18 we've had, but we did have a lot of participation,
19 a lot of people having Grandparents Day programs,
20 because it was Grandparents Month. We've done a
21 lot of work with -- we had quite a few book club
22 offerings, and the grand opening of the Friends at
23 the Milton Library's Book Barn. I understand they
24 have close to 10,000 books.

25 **MR. PAUL KAPLAN:** 9,000 shelved.

1 15-65 DIRECTOR'S REPORT -REVISING LAYOUT

2 **MS. GAYLE HOLLOMAN:** Okay. That is amazing,
3 so that took place, and so we're very excited
4 about it, but I'm sure you read all through the
5 book, so I won't bore you with all of that, but
6 we're doing a lot of programming, and we're trying
7 to do even more; however, we've talked in the
8 past, off and on, about the possibility of
9 changing the Director's Report, the actual
10 verbiage, that we do so much of it, and I don't
11 know how much of those facts and figures you
12 really want, so I'm proposing to you, and I'll
13 just pass this around, that we change the report
14 slightly.

15 You'll still get information, but that we
16 change it slightly, so that it is reflective of
17 the different headings that you'll see here on
18 this sheet. I don't know what you will think
19 about it, but please let me know, but just to
20 summarize, do a major summary of all of our
21 activity for the month, and then break it into
22 categories of youth services, branch services, and
23 so forth, and then upcoming events towards the
24 end, so that it's not quite as lengthy, and so
25 we're not just telling you every book that's read

1 for story time, and what that story was about and
2 all those things. I think that's all good, but if
3 we hit the highlights, and perhaps it won't be
4 quite as lengthy.

5 **MR. JOSH TAYLOR:** I think a summary report
6 from you would be the best thing for the Board,
7 and if the detailed reporting is something that
8 you need for the branches, there's certainly no
9 reason to change that.

10 **MR. JOHN THOMAS:** Right.

11 **MS. GAYLE HOLLOMAN:** Okay.

12 **MR. JOSH TAYLOR:** I think our need is the top
13 line from you, so that we can support you with the
14 Commissioners.

15 **MS. GAYLE HOLLOMAN:** Okay.

16 **MS. STEPHANIE MOODY:** Where is the money
17 coming from for the extended programming? I
18 thought we were out of programming money.

19 **MS. GAYLE HOLLOMAN:** Well, a lot of the
20 Friends groups will pay for programs, and then we
21 put on our own programs, and we get a lot of free
22 programs.

23 We deal with people from all the different
24 departments. We partner with them. We liaise
25 with outside agencies that serve youth, or that

1 serve seniors or whatever, and we get free
2 programs.

3 We get writers who come in and they speak for
4 free, but we really need to try and beef all that
5 up by getting some funds for that, so I would like
6 to see us get some author programs, but you have
7 to pay money for that, to really put us on the
8 map, and be able to have somebody come that -- I'd
9 love to see Pat Conroy come here and speak. We'd
10 get lots of people to come, but that's going to
11 take time, so that type of thing.

12 **MS. STEPHANIE MOODY:** They do come to town.

13 **MS. GAYLE HOLLOMAN:** They do come to town
14 sometimes.

15 **MS. STEPHANIE MOODY:** How can we piggyback on
16 that?

17 **MS. GAYLE HOLLOMAN:** Well, that's what we've
18 been trying to work on. A lot of times, our
19 schedules won't allow, and of course, they want to
20 charge; it costs, so we need a budget for that.

21 The other thing I wanted to pass out to you
22 all that I think may be of interest to you, the
23 turnover rate of all of our -- in our various
24 areas, I think it's very important to note, so
25 this is a document that just shows you in the last

1 year, from October of last year to this October so
2 far, what our turnover rate has been in the
3 various areas, adults, children and teens, just so
4 you get an idea of how our items move or don't.

5 That will also help us as we go towards
6 budgeting, particularly next year. We've not been
7 able to affect these budgets in the way that we
8 would have liked, but I think this is a document
9 that will allow us to look at what are the areas
10 where we need to spend our collection dollars.

11 **MR. JOHN THOMAS:** That's interesting.

12 **MS. GAYLE HOLLOMAN:** Better utilize this
13 information to help us to do that, so I'd like to
14 see us continue along that vein.

15 **MR. JOSH TAYLOR:** That will be good.

16 **MS. GAYLE HOLLOMAN:** Yeah. I think that
17 gives us something to go on.

18 I just want to make sure you have a copy of
19 this. I sent it to Mr. Taylor, but just so you'll
20 know how we compare to some of the systems that
21 are a little bit larger, like we're a little bit
22 larger than some here in our general area, but to
23 show you how we stand up against some of the
24 bigger ones and some of the really bigger ones. I
25 even put New York Public in there, but just to

1 give you a little bit to go on, where we are with
2 some 12 selected systems, how we are stacking up.

3 The final thing I'd like to pass out, I asked
4 facilities for a report in the last month of our
5 outstanding work orders, so I just want to pass
6 this around, so that you will have that to go on.
7 They're going to start producing something along
8 these lines, and we may need to ask them to tweak
9 it in some way, but start receiving this on a
10 monthly basis, so that you'll know where those
11 outstanding ones are, and of course, we have
12 others that are still outstanding from before, but
13 this is what let us know.

14 **MR. PAUL KAPLAN:** I had a discussion about
15 that today, and I'm going to discuss that with
16 Mr. King over there, there are some problems.
17 Some of the problems belong on their end. Some of
18 those problems are our end, I guess, and they're
19 going to work on this, because of the 367 work
20 orders I have, a lot of them have been completed,
21 have been completed months ago, but their
22 supervisor on their end, when they come in, the
23 workers from Fulton County, they give it to the
24 supervisor. Their supervisor in turn is supposed
25 to input it into the computer, so it's been

1 completed.

2 Well, they've gone through supervisors, so a
3 lot of paper has never gone through, so now
4 anything I see that is completed, I'm going to
5 send them over to them, so they can get rid of
6 that one; otherwise, we'll just keep turning it
7 over.

8 **MS. STEPHANIE MOODY:** This document is only
9 going to be useful if we see what's open, and then
10 next to it, we see it closed; otherwise, how do
11 you know that it closed?

12 **MS. GAYLE HOLLOMAN:** We don't always know.

13 **MR. PAUL KAPLAN:** That's the problem. We're
14 working on that. We don't know. They won't know.

15 **MS. GAYLE HOLLOMAN:** They respond back.

16 **MR. PAUL KAPLAN:** Right now, electric is our
17 biggest major problem. I haven't gotten into some
18 of the real bad ones yet, where the heating system
19 is bad.

20 **MS. GAYLE HOLLOMAN:** That's going to really
21 start up in the next few weeks. You're going to
22 be hearing about that as the weather changes.

23 **MR. CHIP JOYNER:** When we had Councilman
24 Martin in here, and he would mention things that
25 hadn't been fixed in years, that's not reflected

1 on here.

2 **MS. GAYLE HOLLOMAN:** No, that's not reflected
3 on that. There are some that go back even beyond,
4 and that's what Mr. Kaplan is finding as he's
5 going and getting reports together.

6 **MR. PAUL KAPLAN:** My reports, everything from
7 March until September of this year, and that's 367
8 work orders that are outstanding, and some of the
9 work orders have been completed. Anything prior
10 to that, I don't know. Some have been going on
11 for a long time, so as I go into, I talk to each
12 branch manager and find out where they stand, and
13 I find out a lot of them have been done; some
14 haven't been done. And we did get it correct at
15 some of the branches. I make a phone call, and
16 somehow the people come out and they get it
17 corrected, so we're trying to move this process
18 along.

19 **MR. CHIP JOYNER:** So anything that's too old
20 might have been purged from the system.

21 **MR. PAUL KAPLAN:** Well, they've gone through
22 a lot of people, and a lot of things got lost.

23 **MS. GAYLE HOLLOMAN:** And the systems change.

24 **MR. PAUL KAPLAN:** They not only take care of
25 libraries. They've got 210 buildings total they

1 handle, so libraries are only a little small
2 portion, 44 of them, so this is what happens.
3 Sometimes we get pushed to the back, and that's a
4 problem.

5 Some libraries there where you couldn't even
6 read the titles of the books, nor could you even
7 read a book. It was pitch dark, and it has been
8 like that for months. It just falls on deaf ears.

9 Well, now it's starting to come around, but
10 it's going to be a long process this time.

11 **MS. GAYLE HOLLOMAN:** I just have two more
12 things. The first I think I mentioned a while
13 back. The Auburn Avenue Research Library staff
14 would like to have you all discuss the naming of a
15 space at the new Auburn Avenue Research Library or
16 the renovated one. They want to name a room or a
17 space or a gallery or something after Francine
18 Henderson, who is a retired research library
19 administrator.

20 So I had mentioned that at some past meeting,
21 three or four months ago, but just wanted to make
22 sure that we maybe talk about it again next month.

23 **MS. STEPHANIE MOODY:** We can put it back on
24 the Agenda, and I just wasn't ready to take that
25 up when the Board was changing.

1 **MS. GAYLE HOLLOMAN:** Exactly. I remember.
2 My final thing is there seems to be a lot of
3 discussion that's been ensuing, bubbling around
4 the budget impact of renaming or re-branding the
5 library system as the Fulton County Library
6 System, and so there is a document that I will
7 send to you all in the e-mail that was prepared by
8 Kelly Robinson Vann, our PR and Marketing
9 Director. She's pointing out some concerns with
10 regard to how that affects everything, letterhead,
11 envelopes, business cards, various things about
12 the branding, and just what do we do, and how do
13 we do it, so I'll send that to you.

14 **MR. JOSH TAYLOR:** Would it be helpful if we
15 simply said we're going to continue to use Atlanta
16 Fulton County Library System as our brand name?

17 **MS. GAYLE HOLLOMAN:** It would be helpful,
18 considering what she has sent to me about the
19 concerns, but I don't know, but I'll send this to
20 you.

21 **MR. JOSH TAYLOR:** I lean towards doing that.

22 **MS. GAYLE HOLLOMAN:** I do too.

23 **MR. JOSH TAYLOR:** I mean, who knows Fulton.
24 Fulton could be anywhere.

25 **MS. GAYLE HOLLOMAN:** If you Google Fulton

1 County --

2 **MR. PAUL KAPLAN:** There's a lot of
3 counties --

4 **MS. GAYLE HOLLOMAN:** -- it's going to pop up
5 immediately. I did that a few days ago, 12 of
6 them popped up immediately, so I don't know, but
7 anyway, I just wanted you to be on the lookout for
8 why you're receiving it.

9 **MR. JOSH TAYLOR:** Let's put that on the
10 Agenda next month, too.

11 **MS. GAYLE HOLLOMAN:** That's all of my
12 reporting and my concerns.

13 **MS. STEPHANIE MOODY:** Gayle, in your
14 Director's Report, I don't see anything here about
15 finances and circulation and other things. Is
16 this more your verbal report?

17 **MS. GAYLE HOLLOMAN:** Well, I need to add
18 that. I just didn't.

19 **MS. STEPHANIE MOODY:** Because I mean, our
20 fiduciary responsibilities is job one.

21 **MS. GAYLE HOLLOMAN:** I mean, you still have
22 your Financial Reports. I was talking about the
23 replacement along this verbiage in the
24 actual -- each library by library, so no, you'll
25 still have all your Financial Reports. We're not

1 taking -- I'm not suggesting we take that out.

2 See, it will still look like this.

3 **MS. STEPHANIE MOODY:** Okay.

4 **MS. GAYLE HOLLOMAN:** But no, I was just
5 talking about all this back here.

6 **MR. JOSH TAYLOR:** Your management report
7 needs to cover that as well, finance, so add that
8 to your list.

9 **MS. GAYLE HOLLOMAN:** Okay. So you're saying
10 put all that together with --

11 **MR. JOSH TAYLOR:** Yeah.

12 **MS. STEPHANIE MOODY:** We need to look at
13 those figures carefully at home before we come to
14 the meeting, because that's a major
15 responsibility.

16 **MS. GAYLE HOLLOMAN:** I'm not taking that out.

17 **MR. JOSH TAYLOR:** We'll do that, but what I'm
18 asking is that -- we can go ahead and ask our
19 Library Director to comment in a written report
20 that's just a two-pager for the whole thing.

21 **MS. GAYLE HOLLOMAN:** Okay. For the whole
22 thing, okay.

23 **MS. STEPHANIE MOODY:** So you don't want a
24 branch by branch --

25 **MS. GAYLE HOLLOMAN:** Unless you all still

1 want me to do that. I was thinking we were
2 leaning towards -- it's just so much there, but we
3 were just saying more of a summation in those
4 areas there, and of course, continuing with this,
5 and Mr. Taylor suggested that I go ahead and add
6 summary statements about the financial picture,
7 which I can add that to that list --

8 **MS. STEPHANIE MOODY:** But we still need that
9 document.

10 **MS. GAYLE HOLLOMAN:** -- but you would still
11 receive this. Yeah, this is not being taken away.
12 Is that okay or not? I mean, if not, we can leave
13 it like it is.

14 **MS. STEPHANIE MOODY:** We'll give it a try,
15 and see if it's providing us with the information
16 we need.

17 **MS. GAYLE HOLLOMAN:** It takes a while to get
18 all of this together, and I don't know how useful
19 it is.

20 **MS. STEPHANIE MOODY:** I understand that, but
21 it also shows innovation on the part of the
22 branches. It also gives the branches a chance to
23 maybe brag about a new program, and another branch
24 might be able to copy that program that turns out,
25 so I'm not -- maybe they could make it -- and it

1 has been much reduced, I agree, but one branch
2 could learn from another branch in the sharing of
3 information.

4 **MR. JOSH TAYLOR:** I think that process, to
5 me, is between the Library Director and the
6 branches, and whatever she wants them to do, they
7 should do, but for our purposes, we don't need her
8 to go through a lot of effort to have all of her
9 staff compile these very detailed reports that we
10 don't have time to read.

11 **MS. STEPHANIE MOODY:** Well, your Branch
12 Manager compiles these synopses, do they not?

13 **MS. GAYLE HOLLOMAN:** The Branch Managers
14 compile one at all 34 locations. They send it to
15 the Branch Group Managers, who then compile it,
16 and then they send it to me, and then I edit the
17 whole 90 pages.

18 **MR. JOSH TAYLOR:** So it's a lot of time and
19 effort that goes into these that --

20 **MS. GAYLE HOLLOMAN:** And I'm not trying to
21 take away from the work, believe me, I'm not
22 complaining, but I thought we had talked about
23 that.

24 **MR. JOSH TAYLOR:** I'm very supportive of
25 spend your time figuring out the next strategy and

1 implementing it, as opposed to reporting back to
2 us on things that are more detailed than we need.

3 **MS. STEPHANIE MOODY:** You don't want reports
4 from the individual branches as to their
5 activities.

6 **MR. JOHN THOMAS:** I enjoy reading those,
7 but --

8 **MS. GAYLE HOLLOMAN:** I'll still highlight
9 branch events. It just won't be --

10 **MR. PAUL KAPLAN:** Just highlight them.

11 **MS. GAYLE HOLLOMAN:** Special things that
12 they're doing, because some of the stuff is -- we
13 talk about citizenship corners, well, 10 branches
14 are doing that, so I can just say 10 branches are
15 doing that, instead of you reading 10 branches and
16 what they're saying about it, so that's what I
17 mean.

18 **MS. STEPHANIE MOODY:** I think it will be
19 important, also, that they send you a report about
20 what they're doing on a monthly basis.

21 **MS. GAYLE HOLLOMAN:** Oh, they will, yes.
22 They will still continue to send a report, so that
23 their Branch Group Mangers will know as well
24 what's going on, because we can't be everywhere.

25 **MS. STEPHANIE MOODY:** Like the Peachtree

1 Library participated in parking days sponsored by
2 the Midtown Alliance. That was pretty innovative.
3 By temporarily transforming a handful of parking
4 spaces into mini parks, Peachtree Library staff
5 transformed a parking space in front of the
6 library into a mini branch, complete with a
7 reading room with books and magazines, a seating
8 area, information on the library, a card sign-up
9 table. I mean, that's pretty innovative and
10 different. I bet most branches don't do that. I
11 want to find a way to share this information with
12 other Branch Managers if that's a good use of
13 their time.

14 **MS. GAYLE HOLLOMAN:** They're still sharing
15 information. We have a monthly meeting, the
16 agency meeting takes place at 10:00 on the first
17 Thursday of every month. That's my meeting with
18 all of the Managers, and then at 11:00 or right
19 after that meeting ends, the Branch Group Managers
20 hold their meeting, so they're in there
21 interchanging information and working, and we're
22 also working to have a Manager's training day, so
23 all of the Managers are going to come, and we're
24 going to go through some training, because we've
25 got a lot of new Managers, and we really need to

1 get them on one accord, and get some procedural
2 things in place, so they do have those
3 opportunities.

4 **MR. JOHN THOMAS:** The Foundation is working
5 on its marketing plan. We'd like to incorporate
6 in that plan, some success stories throughout the
7 system. May I send you an e-mail that summarizes
8 that, and if you could endorse that to your Branch
9 Managers.

10 **MS. GAYLE HOLLOMAN:** Sure. I certainly will.
11 What's the timeline?

12 **MR. JOHN THOMAS:** They want to have their
13 first meeting on the 9th of November, so I'll get
14 it to you tomorrow, so if you can push that along,
15 I'd appreciate it.

16 **MS. GAYLE HOLLOMAN:** We'll do it. We'll push
17 for it.

18 **MS. STEPHANIE MOODY:** Are there any other
19 questions for the Director for the report?

20 I'd like to bring to your attention, I have a
21 letter here from the Friends of the Northeast
22 Spruill Oaks Library about some of their
23 expectations when it comes to refurbishing the
24 branches, and what they're looking for in, I guess
25 it's now \$17 million -- so the Friends are paying

1 attention to what they consider to be Phase 2 of
2 the branch. If I can get this electronically, I
3 will share it with you. Right now, I just have a
4 hard copy of it.

5 **MR. PAUL KAPLAN:** Come to a Friends' council
6 meeting. I'll tell you everything. You'll get an
7 ear full of what they're all looking for.

8 The biggest thing is when is it going to
9 start, and I tell them I don't know about next
10 year, maybe the middle of the year, maybe towards
11 the end. I am very honest with them, but they
12 will tell you what they want, believe me. I get my
13 ear burned quite a bit.

14 **MS. GAYLE HOLLOMAN:** Oh, yes.

15 **MS. STEPHANIE MOODY:** When is the next
16 Friends' council meeting?

17 **MR. PAUL KAPLAN:** That won't be till
18 December.

19 **MR. JOHN THOMAS:** Is that the one that Kayron
20 Bearden chairs?

21 **MS. STEPHANIE MOODY:** Yeah.

22 Also, I sent you a link to a magazine article
23 from the New York Times. I was going to actually
24 quote from it, but the time being what it is, I
25 will spare you that, but I would ask you to read

1 it. It does talk about libraries, and how we
2 cannot get away from our original mission, which
3 is -- they're books.

4 We are not daycare centers. We're not
5 computer labs. We are not all things to all
6 people, and that's part of our mission. We're
7 going to have to decide what we want to do,
8 especially in light of a reduced budget. We
9 cannot do everything, so thank you for staying.
10 Any other comments?

11 **MR. PAUL KAPLAN:** Yes, one comment. I
12 suggest that everybody on this Board get a
13 security pass, so when you go into these branch
14 libraries, they know who you are; you've got your
15 picture taken. They'll check your license.
16 They'll run your license; they always do that.

17 It's done at the Fulton County Police
18 Department on the sixth floor of the government
19 center, and you get a letter from -- it's your
20 department.

21 **MS. GAYLE HOLLOMAN:** Zenobia.

22 **MR. PAUL KAPLAN:** You go out there. You get
23 it done, and it takes a short period of time to do
24 it. You wear it around, and when you walk in,
25 you're not -- at least they know who in the hell

1 you are.

2 **MS. JAMILICA BURKE:** Can you e-mail that
3 information to us?

4 **MR. PAUL KAPLAN:** They have the information,
5 and you don't need an appointment. You just walk
6 in.

7 **MS. STEPHANIE MOODY:** Have we gotten this
8 Board name tags?

9 **MR. PAUL KAPLAN:** We don't. I'm surprised
10 you don't have name tags.

11 **MS. STEPHANIE MOODY:** Well, we do. We do
12 have name tags. Well, we haven't actually been
13 able to meet, so this is, in a sense, our first
14 official meeting, but there are name tags with the
15 logo on them, and I am sure we can get some made
16 for everyone, unless you already have one.

17 **MR. JOHN THOMAS:** I have one.

18 **MS. STEPHANIE MOODY:** Chip, you should have
19 one. But I'm sure we can get them made again.

20 **MS. GAYLE HOLLOMAN:** Let Zenobia know if you
21 need one, or she'll canvass you, and then we can
22 get them done.

23 **MS. ZENOBIA CLAXTON:** I'll just get everybody
24 one.

25 **MS. GAYLE HOLLOMAN:** She'll just get

1 everybody one.

2 **MS. STEPHANIE MOODY:** Your idea is good, too,
3 but we --

4 **MR. PAUL KAPLAN:** Well, especially when you
5 walk in a library, because they don't know who I
6 am.

7 **MS. GAYLE HOLLOMAN:** That's a good thing.
8 That's why I wear mine a lot of the times, so
9 people will know who I am.

10 **MS. JAMILICA BURKE:** One last thing, also --

11 **MS. STEPHANIE MOODY:** Would you please send
12 out the process to get that?

13 **MS. GAYLE HOLLOMAN:** Yes.

14 **MS. STEPHANIE MOODY:** Send it out so they
15 know what to do.

16 **MS. GAYLE HOLLOMAN:** Right.

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

19 **MS. JAMILICA BURKE:** Hold up. Just real
20 quick before we close. What do we need to
21 do -- we talked about it earlier, but what do we
22 need to do if we want to just go ahead and set up
23 the e-mails.

24 **MS. STEPHANIE MOODY:** Of course, we didn't
25 add that to the Agenda --

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MS. JAMILICA BURKE: That's right.

MS. STEPHANIE MOODY: -- but I think that's an excellent idea.

MR. PAUL KAPLAN: We did e-mails through the IT department that we had. They set it up. I'm talking about in Illinois now. Over here, you probably have to do the same thing.

MS. JAMILICA BURKE: We had talked about making a Board of Trustees -- having an e-mail account for the library.

MS. ZENOBIA CLAXTON: We do. You have one.

MS. STEPHANIE MOODY: Fulton County government e-mail accounts that we use for library business, so however yours is set up, you know, we would like to find out about establishing e-mail accounts for every Board member through Fulton County government, so that when we contact each other regarding library business, we're part of the official -- thank you for remembering -- the official line.

MOTION TO ADJOURN

We have a motion to adjourn. Do we have a second?

MS. JAMILICA BURKE: Second.

MS. STEPHANIE MOODY: All in favor?

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We are adjourned. Thank you very much.

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Fulton County Library System

Director's Report

Gayle H. Holloman, Interim Library Director

November 13, 2015

Summary of October Activities

October was an exciting month throughout the Library System. The grand opening of the new Metropolitan Library was held on October 1st and patrons love their new branch! The new facility replaced the Stewart-Lakewood Library, which opened in 1959.

Staff Development Day was held on Monday, October 12th. It was a day of learning and networking with colleagues, with lunch provided by the Library Foundation. Noted author and Atlanta resident, Pearl Cleage, was the keynote speaker. Staff gave much positive feedback on her presentation and 55 staff members attended her talk about her most recent work, *Things I Should Have Told My Daughter*. Todd Long, Chief Operating Officer at Fulton County greeted the staff and spoke briefly about libraries and the county.

Thirteen libraries now have Citizenship Corners in partnership with the City of Atlanta and the U.S. Citizenship and Immigration Service. The information available at the Citizenship Corners will allow patrons to learn about the naturalization process and to receive free preparation materials regarding the citizenship test. Staff already started receiving positive feedback. One patron, Gustavo Morcu said, "I came to the Sandy Springs Library to study the history of the United States for my citizenship test. Thanks for setting up the citizenship information!" The Citizenship Corners initiative is taking place at the Central, Adams Park, Alpharetta, Buckhead, Fairburn, Hapeville, Northeast/Spruill Oaks, Ocee, Palmetto, Ponce de Leon, Roswell, Sandy Springs and Wolf Creek Libraries. Across the nation, Citizenship Corners have been set up in Los Angeles, Nashville, and Chicago.

Volunteer Services staff recognized our wonderful Friends of the Library throughout National Friends of the Library Week and during events at the Northwest Library on October 22nd and at the Northeast Library on October 24th. Some of the volunteers received the President's Volunteer Service Award sent from the office of President Barack Obama.

The U.S. Department of Housing and Urban Development (HUD) and the Obama Administration are launching ConnectHome – a pilot initiative that will accelerate broadband adoption by children and families living in HUD-assisted housing across the nation. Library employees met with City of Atlanta designees to plan implementation and training in pilot areas around the City of Atlanta. Fulton County branch libraries will provide resources and information for patrons who may not have computers in their homes or access to WiFi connectivity. The goal is to provide more Americans with the same high-speed access to knowledge and opportunity that millions of people already enjoy.

Get Away@Your Library was the theme of Teen Read Week 2015 which was celebrated at all of our libraries October 18th through 24th with school visits and a variety of programs, such as: jewelry making; a teen photography contest; and scavenger hunts.

Auburn Avenue Research Library (AARL)

Programs/Special Projects/Activities

The AARL and Hammonds House Museum (HHM), in collaboration with the Black Mecca Tour, hosted Dr. Miriam DeCosta-Willis, discussed the book entitled *Travel in Egypt and Scenes of Jerusalem* by Reverend W.L. Jones. This fascinating book, originally authored in 1907 by Reverend W.L. Jones, Dr. DeCosta-Willis' great-grandfather, is a compelling first-person historical exploration of the Middle East and "Holy Land" from a unique perspective.

In an effort to bridge the diasporic divide between Black America and Black Britain, the HHM, in collaboration with the AARL and Narrative Eye, hosted a community discussion entitled "Black Like Me?: Comparative Discourse on Race and Identity in the U.S. and U.K.". This community discussion was facilitated by British writer, law lecturer and historian Onyeka.

The HHM, in collaboration with the AARL and Narrative Eye, hosted "The African Presence in the Renaissance Art of Europe"; facilitated by British writer, law lecturer and historian Onyeka. Bringing home the adage that "art makes the absent present", Onyeka's presentation challenged the hegemonic white washing of European history by examining the presence of African people in Renaissance Art, which often reflected real individuals and authentic life experiences.

The HHM and the AARL, in collaboration with Charis Books and More, and Women's Research and Resource Center at Spelman College, hosted Dr. Sherie Randolph, Associate Professor of African American and African Studies at the University of Michigan, at Ann Arbor; and former Associate Director of the Spelman College Women's Research and Resource Center. Dr. Randolph discussed her latest publication, *Florynce "Flo" Kennedy - The Life of a Black Feminist Radical*, which investigates the life and work of Florynce "Flo" Kennedy, an activist and intellectual whose black feminist organizing and political theorizing provides a critical window into American postwar radicalism.

DATA AND STATISTICS

Patron/Visitor Count – Month of October - 540

Archives Division - 6

Program Division - 262

Reference & Research Division -89

Exhibitions - 183

Volunteer Hours

- Number of Volunteers – 2
- Total Hours Worked – 35 hours 18 minutes

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

- The AARL homepage was viewed - 1,264 times

Branch Services

Many library card sign up programs took place at libraries throughout the Library System and as outreach offerings during the month.

In partnership with the Foundation Center, programs were provided at our libraries on grant writing, finding grants and proposal writing. Other programs for adults focused on resume writing, job search skills, ESL classes; Yoga, and Tai Chi classes; and gardening ideas.

Breast Cancer Awareness Month; National Chocolate Day (October 28th); Fire Safety Month; and Domestic Violence Awareness Month were observed with displays in many branches. Red Ribbon Week was observed at the Thomasville Heights Library to support the Atlanta Preparatory School of the Arts. The students, parents and faculty received handouts on Library resources and small prizes. The wearing of Red Ribbons is a symbol of a commitment to raise awareness of the killing and destruction caused by drugs in America.

The Peachtree Library had numerous patrons that left comments regarding their experiences at the branch and about their appreciation for having one. Samples of the testimonials are listed below.

- Margaret B.: “I have distant memories as a child coming to the Peachtree Branch Library for storytime. I have so many rich experiences from both the (High) museum and this “house of books.” Each is an icon of my childhood. As an adult, I am filled with joy to take in the richness of this place and am glad to see it still stands strong.”
- Vonda B.: “I am a full-time graduate student and I use the library daily. It is very important to me for studying and using the online services for resources. The customer service/help desk librarians are very valuable. They go out of their way to help. I’m a teacher (high school) and our children definitely need it!! Thank you!”
- Judy H.: “Libraries have been a lifesaver for me since I learned to read. The bookmobile arrived at our home in rural South Georgia and was an event to look forward to! Peachtree has also been a lifesaver. I’ve had health issues and am sometimes incapacitated, and spend that time reading. It (the library) is friendly, clean and as a retired librarian, I can assure you it is extremely well run. Thank you for re-setting the hours; I am close by and this is extremely helpful.”

The Junior League of Atlanta presented “Journey to Literacy” and “Kids in the Kitchen” programs at the Sandy Springs Library. The M. L. King Library kicked-off the “Tell Tales” book club this month by discussing Stephen King’s novel, *Everything’s Eventual*.

Patrons participated in a Drop-In Computer Lab at the Kirkwood Library. They were able to receive one-on-one instruction on setting up email accounts, creating resumes and on the use of some databases to help children build their vocabulary.

Building Program

Patrons continue to give positive feedback regarding our new libraries. Library and Program Management Team staff members meet regularly to discuss the Auburn Avenue Research Library, Southeast Atlanta and South Fulton libraries, the current projects that are underway. A few of the comments about newly opened branches are listed below:

Metropolitan – “The library is absolutely beautiful! We love how things were salvaged from the old church. It is so bright and inviting inside!” Kathy Koher

Alpharetta – “The classic architecture and interior design are beautiful. Lots of parking! What an improvement!” Susan McWhite

Central

Adult Programming

On October 14th, the Ivan Allen, Jr., Reference Department hosted a local author, Sulonda Smith, who is a relationship therapist practicing in Atlanta. The title of her book is *What Women Must absolutely know about men: A Manual for Creating Passionate and Fulfilling Relationships*. The author gave useful pointers on how to use better communications techniques with other adults.

The Atlanta Celebrates Photography exhibit featured the works of two photographers, Arthur Ratliff and Brad Perkins. The 2015 Atlanta Festival Guide listed the library’s exhibit. Arthur Ratliff’s photographs focused on an inside look at China today of its buildings, culture and people. The China photographs show small towns where time has stood still and the ancient culture still prevails, as well as seeing the explosive growth of Shanghai, the world’s largest and fastest growing city. At the exhibit’s opening reception, the artists gave a talk about their photography and professional careers. The First Thursday Opening Reception for the Atlanta Celebrates Photography Exhibition took place on Thursday, October 1st and was well attended by around 32 guests.

Learning and Career Center

A total of 60 men and 52 women received assistance in resume preparation, applying for food stamps, and the re-activation of their cellphones in the Learning & Career Center.

Outreach Services

The Outreach Services Manager presented eCampus (the online suite of databases) demonstrations at several elementary schools and at Atlanta Technical College.

The bookmobile is still off the road. However, it looks plausible that it may go back on the road within a few weeks to make a limited number of stops. Plans are underway to get this service back in full swing in 2016.

Reference, Virtual Reference and Special Collections

Probably the most interesting question the Reference Department had was from a basketball historian from Croatia researching NBA preseason games in 1968. He wanted box score results for a particular game, which we were able to find using the Constitution Historic Archives database. The department also had a request from the Theatre on Film and Tape Archive of New York Public Library for the Performing Arts. They were looking for an old (1987) videotape about how parents can explain the effects and details of nuclear war to their children.

“Poetic Voices of the Muslim World” - Grant

Six “Poetic Voices of the Muslim World” programs were held this month with a total of 101 attendees. Ms. Kathy Piselli, a librarian in the Reference Department, assisted with the facilitation of the programs that occurred in October. She spent time putting additional publicity out to the original target audiences of arts, literature, music, and, children. She observed increases in both overall attendance and repeat attendance by individuals.

The first of the evening grant-funded presentations occurred on October 27th; the singer Kiran Ahluwalia was interviewed on *WRFG Radio Free Georgia* a few days prior to her performance. It has been an amazingly good roster of presentations. Attendees especially enjoyed October’s story time (profiling the Islamic feast of the Hajj), the calligrapher who wrote people’s names in Arabic, the oudist who engaged several students and a professor from Georgia State University’s Music School on a technical discussion of Arabic meter and notation, and the rapper and documentarian, Ameer. Other groups were intrigued by the introduction to architecture presented by an engineer and the connection made between medieval mathematics and Islamic art.

Sample comments from program evaluation forms were: “I wish it had lasted longer.” “The programs are so good!” “What a wonderful idea for a series...we need this desperately in the world.” “You are doing what great libraries should do.” “One of the best lectures I have ever heard – tying together science, history, religion and art;” and “very excited for the next program!” Best of all, the majority of the evaluations state that this is the first time the respondent has attended a library program. Attracting new populations to our services was one of this series’ primary goals.

The Special Collections Department worked with staff of the new Metropolitan Branch Library to enhance photographs and provide guidance in regards to making a permanent exhibit in the new building relating to the church that once stood on that spot and the congregation who attended it.

Youth Services

Ms. Angiah Davis, the Department’s Youth Services Librarian, facilitated a workshop at the Georgia COMO (Council of Media Organizations) Conference in Athens, Georgia on Thursday, October 8th. The conference theme was, “Quest for Success Adventures in Libraries.” Ms. Davis was selected to serve on the panel to discuss programming for Money Smart Week and how to collaborate with community partners. In her presentation she shared innovative programming ideas for teens and children to a room full of mostly public librarians looking for free program ideas. Other panelists included the Director of the Clayton County Public Library

System and a representative from the Consumer Protection Bureau. This presentation was for multiple types of libraries. There were over 50 attendees.

eCampus

The eCampus Coordinator continued to participate in the New Hire Orientation for Fulton County Government in partnership with the Personnel Office. The Fulton County Personnel Department held two New Hire Orientations on October 7th and October 21st in which 50 new employees received an overview of the professional development materials in eCampus that will help them in their endeavors as new employees. New Hire Orientation 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.

The eCampus Coordinator participated in the Funding Your Education Outreach Program hosted at the Northwest Library. The eCampus Coordinator served as one of four panelists that provided information for undergraduate students on how to locate scholarships. Also on the panel were representatives from the Georgia Student Finance Commission, and the Foundation Center. The Foundation Center highlighted its longstanding relationship with the Library and resources located at the Central Library on the 2nd Floor. The eCampus presentation included a demonstration of the Testing & Education Reference Center database and the scholarship feature for students. Twenty-five children, young adults and parents were in attendance.

Facility Concerns

The Buckhead and Southwest Libraries were briefly closed this month as they are having new roofs installed. Staff appreciates all of the assistance given by General Services' staff with ongoing issues and when problems occur suddenly. The work of Mr. Paul Kaplan, a member of the Board of Trustees, is beginning to pay off. Many library managers are reporting that light bulbs are being installed and other work requests are being addressed due to Mr. Kaplan's persistence.

Public Relations/Marketing

The October 15 issue of the *Johns Creek Herald* and *Alpharetta-Roswell Revue and News* ran the article, "Rise and Shine: Spruill Oaks Library Hosts Cookbook Author October 25," about author Johnathan Barnett's author talk and book signing which also included the Friends of the Library celebration.

The October 22 issue of the *Atlanta Journal-Constitution* ran a Bill Torpy editorial entitled, "New Cities Hope Downtowns Will Give Them Heart," which mentioned the new Alpharetta Library and what it brings to the new City Center. This article was also picked up in the October 25 issue of the *Macon Telegraph*.

The Library System's partnership Citizenship Corners has just started this fall and received favorable publicity in the October 31 issue of the *Atlanta Journal-Constitution* as well as in

Mundo Hispanico, which both ran in the “Nuestra Comunidad: Our Community” section the article, “Libraries Helping Immigrants.”

The Central Library’s grant-funded fall programming around “Poetic Voices of the Muslim World” continues to garner a lot of publicity including a write-up focusing on the children’s programming designed just for this series of events in the *Atlanta Inquirer*’s October 24 issue, “Poetic Voices of the Muslim World: Programs for Children Announced.”

Atlanta Journal-Constitution’s Metro Section continued to feature a variety of programs and events at many of our library locations. Highlights during the month include:

- “Poetic Voices of the Muslim World: Children’s Storytime,” Central Library, October 8
- “Poetic Voices of the Muslim World: Islamic Painting and Calligraphy,” Central Library, October 9
- “Colgate Bright Smiles Workshop,” College Park Branch, October 27
- “AARP Cell Phone Use for Seniors,” Mechanicsville Branch, October 28

SOCIAL MEDIA STATS – SEPTEMBER 2015

Facebook:	Total Posts	40
	New Posts	22
	Post Likes	61
	Post Shares	4
	Comments	1
	Total Fans	3203

Twitter:	Total Posts	37
	Mentions	84
	Retweets	78
	Favorites	123
	Followers	510

Blog:	Post Views	101
	Total Posts	18
	YTD Views	2471

Technology Concerns

Wi-Fi connectivity continues to be the biggest complaint received on a daily basis. The Library’s Administrative Team, along with the Interim Library Director, hosts regular meetings with Fulton County IT. Resolutions are forthcoming as IT staff members are in touch with area library systems and with Georgia Public Library Services (GPLS) to brainstorm a fix to the problems.

Fulton County IT is continuing the migration of the Library’s existing branches to Comprise software which controls the patron sign-in and printing functions for public access computers. All libraries should migrate to Comprise by January 2016.

Upcoming Events

The Milner Awards will be held on Friday, November 13th during a program at 10:00 a.m. at Atlanta's Symphony Hall. Mo Willems, the 2015 Milner Award Winner, will be honored. He is the Caldecott-winning author and illustrator of the extremely popular and best-selling *Don't Let the Pigeon Drive the Bus* and *Knuffle Bunny* series.

Volunteer Services

The Office of Volunteer Services recorded 5,383 hours performed at 33 locations, including eight departments at Central, by a total of 556 volunteers. Our 95 new volunteers to the System included 49 teenagers, 26 adults, 14 court-required volunteers and six National Charity League volunteers. 14 branches and seven Friends groups had an increase in the number of hours served compared to the previous month. Our top two volunteers served over 100 hours each and our top new volunteer served over 25 hours. Volunteers from six branches came together to serve at the Metropolitan Grand Opening. 24 volunteers served over 150 hours helping with Staff Development Day and our staff led two workshops on working with volunteers. Staff completed 17 volunteer letters to verify service hours and assisted nine community members with finding alternative community service locations.

Appreciation emails were sent to all Ocee volunteers, our largest group of branch volunteers and thank you letters were sent to 60 active teen volunteers. Program revisions were made for our AARP volunteers and volunteer procedures were shared with three new volunteer liaisons.

The Friends groups supported a variety of programs including a pumpkin decorating contest; an evening of art, music and food; the Atlanta Audubon Society's Mysteries of Migration program; the *Where is the Money* workshop about financial aid and the *Second Chance* workshop for those patrons transitioning from the justice system. Four Friends groups hosted successful book sales. National Friends of the Library Week included a ceremony awarding the President's Volunteer Service Awards to Friends groups serving more than 200 hours in 2014. Bronze awards were awarded to Adams Park, Auburn Avenue Research Library, Dogwood, Ocee, Peachtree, South Fulton and Stewart-Lakewood. Silver awards were awarded to Northside Library Association/Buckhead, Central, East Atlanta and East Roswell. Gold awards were awarded to Alpharetta, Milton, Northeast Spruill Oaks, Northside, Roswell and Sandy Springs. The Friends of Northeast Spruill Oaks hosted an Afternoon Tea to honor three retiring Friends members and one transferred staff member, also highlighting author Johnathon Scott Barrett and his book, *Rise and Shine*. The Friends of South Fulton continued their programs without a branch by hosting their annual fall festival at a local church.

Books for Babies program materials were distributed to 27 families this month through our youth services librarians and our staff connected the Alpharetta Library with a local teen parenting program.

Youth Services (Systemwide)

Along with our ongoing story times and STEM programs for children, The Children's Museum of Atlanta, in partnership with the library, offered programs at many of our libraries where children learned about healthy eating, science and experienced music and culture from around the world. The programs offered many programs from other cultures, especially in recognition of Hispanic Heritage Month.

Children enjoyed Halloween stories and costume events, food, fun and scary stories at all branches throughout the Library System.

Books by Mo Willems, this year's winner of the annual Milner Award, found their way into numerous storytimes throughout the month. Mr. Willems will receive his award on Friday, November 13, 2015 at the Milner Award Ceremony which will be held at the auditorium at Symphony Hall. School children from Fulton County Schools and the Atlanta Public Schools voted Mr. Willems their favorite living author!

Teens were busy at many of the libraries, going in to study; do research for papers and projects. Teen Advisory Boards (TAB) are now in place at the Northeast Spruill Oaks, Alpharetta, Roswell, Ocee, and Wolf Creek libraries. The TAB at Wolf Creek is known as the "Wolf Pack!"

DEPARTMENT OF LIBRARY ART AND CULTURE
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY

AS OF OCTOBER 31, 2015

Doc.#15-68

SERVICE	2015 BUDGET	2015 OCTOBER	2015 YTD	2015 YTD	2015 YTD	2015 YTD	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
REG SALARY	14,975,101	1,379,384	10,014,270	-	10,014,270	67%	4,960,831
PART TIME SALARY	1,644,350	137,822	712,038	-	712,038	43%	932,312
BENEFITS	7,481,455	754,223	5,101,602	-	5,101,602	68%	2,379,853
BOOKS	2,358,709	190,816	1,235,417	644,349	1,879,766	80%	478,943
OFFICE EQUIP. REPAIR	60,456	6,088	58,405	788	59,192	98%	1,264
EQUIPMENT	39,354	-	1,343	1,485	2,828	7%	36,526
OFFICE FURNITURE	68,877	4,750	62,326	1,445	63,771	93%	5,106
PROFESSIONAL SERV	49,864	13,964	32,065	16,660	48,724	98%	1,140
COPIER MACHINE LEASE	181,150	22,981	155,214	-	155,214	86%	25,936
COPIER PAPER	37,539	-	16,022	5,347	21,369	57%	16,170
SUPPLIES	225,946	34,137	127,026	4,906	131,932	58%	94,013
SOFTWARE MAINTENANCE	153,247	-	151,146	2,100	153,246	100%	1
BUILDING RENT	396,789	11,806	301,036	95,502	396,538	100%	251
LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
OTHER SERVICES	180,869	18,825	119,145	21,363	140,507	78%	40,362
SECURITY SERVICES	293,256	25,245	164,930	128,327	293,256	100%	-
TRANSFER OUT CAPITAL PROJ	120,000	-	120,000	-	120,000	100%	-
TRAVEL	3,080	-	400	-	400	13%	2,680
TRAINING	1,150	-	-	-	-	0%	1,150
VEHICLE MAINTENANCE	13,750	31	594	-	594	4%	13,156
GENERAL INSURANCE	759,530	379,765	759,530	-	759,530	100%	-
TOTAL	29,045,472	2,979,837	19,132,507	922,271	20,054,778	69%	8,990,694

DEPARTMENT OF LIBRARY ART AND CULTURE
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OCTOBER 31, 2015

ORGANIZATION	SERVICE	2015 BUDGET	2015 OCTOBER	2015 YTD	2015 YTD	2015 YTD	2015 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITUES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATIONS	REG SALARY	12,816,496	1,166,968	8,439,801	-	8,439,801	66%	4,376,695
	PART TIME SALARY	1,644,350	137,822	712,038	-	712,038	43%	932,312
	BENEFITS	6,390,166	649,270	4,329,860	-	4,329,860	68%	2,060,307
	BOOKS	2,358,709	190,816	1,235,417	644,349	1,879,766	80%	478,943
	OFFICE EQUIP. REPAIR	58,456	6,088	56,714	788	57,501	98%	955
	OFFICE FURNITURE	66,281	4,750	59,731	1,445	61,176	92%	5,105
	PROFESSIONAL SERV	34,860	12,909	22,849	11,870	34,719	100%	141
	COPIER MACHINE LEASE	152,320	20,810	132,738	-	132,738	87%	19,582
	COPIER PAPER	35,476	-	16,022	5,347	21,369	60%	14,107
	SUPPLIES	118,861	6,731	68,724	-	68,724	58%	50,137
	BUILDING RENT	396,789	11,806	301,036	95,502	396,538	100%	251
	OTHER SERVICES	70,601	5,548	47,750	10,963	58,713	83%	11,888
	SECURITY SERVICES	293,256	25,245	164,930	128,327	293,256	100%	-
	TRANSFER OUT CAPITAL PROJ	120,000	-	120,000	-	120,000	100%	-
	TRAINING	1,000	-	-	-	-	0%	1,000
	GENERAL INSURANCE	575,035	287,518	575,035	-	575,035	100%	-
Total		25,132,656	2,526,281	16,282,643	898,590	17,181,233	68%	7,951,423

DEPARTMENT OF LIBRARY ART AND CULTURE
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS OCTOBER 31, 2015

ORGANIZATION	SERVICE	2015 BUDGET	2015 OCTOBER	2015 YTD	2015 YTD	2015 YTD	2015 YTD	BUDGET
TYPE	DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITUES	ENCUMBRANCES	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	2,158,605	212,416	1,574,469	-	1,574,469	73%	584,136
	BENEFITS	1,091,289	104,953	771,742	-	771,742	71%	319,547
	OFFICE EQUIP. REPAIR	2,000	-	1,691	-	1,691	85%	309
	EQUIPMENT	39,354	-	1,343	1,485	2,828	7%	36,526
	OFFICE FURNITURE	2,596	-	2,596	-	2,596	100%	0
	PROFESSIONAL SERV	15,004	1,055	9,216	4,789	14,005	93%	999
	COPIER MACHINE LEASE	28,830	2,171	22,476	-	22,476	78%	6,354
	COPIER PAPER	2,063	-	-	-	-	0%	2,063
	SUPPLIES	107,085	27,405	58,303	4,906	63,209	59%	43,876
	SOFTWARE MAINTENANCE	153,247	-	151,146	2,100	153,246	100%	1
	LYRASIS CHARGES	1,000	-	-	-	-	0%	1,000
	OTHER SERVICES	110,268	13,277	71,395	10,400	81,795	74%	28,473
	TRAVEL	3,080	-	400	-	400	13%	2,680
	TRAINING	150	-	-	-	-	0%	150
	VEHICLE MAINTENANCE	13,750	31	594	-	594	4%	13,156
	GENERAL INSURANCE	184,495	92,248	184,495	-	184,495	100%	-
Total		3,912,816	453,556	2,849,864	23,681	2,873,545	73%	1,039,271

Atlanta-Fulton Public Library System - October 2015

Activity and Description		2015		2014		% Difference	
		October	YTD	October	YTD	Monthly	YTD
System Overview	Collection Size						
	Items the library owns	2,488,303		2,357,004		6%	
	Total Cardholders						
	Library accounts registered in our system	534,534		477,913		12%	
New Cardholders	First time registration of a patron	5,605	47,727	4,897	37,595	14%	27%
	Renewing Cardholders						
	Current patrons renewing a card	9,228	85,445	7,850	68,607	18%	25%
General Use	Circulation						
	Total number of items checked out of the library	279,634	2,501,648	228,248	2,356,420	23%	6%
	Holds						
	Number of requests by patrons for staff to locate and make available materials throughout the system	48,285	454,535	43,508	484,816	11%	-6%
Inter-Library Loans	Number of items lent to or borrowed from another library system	171	2,371	293	2,439	-42%	-3%
	Visits						
	Number of people entering a library for any reason	269,630	2,580,514	249,367	2,980,547	8%	-13%
GED	GED Testing & Training						
	Number of programs offered (counseling, training, testing)	45	429	51	444	-12%	-3%
	Number of unduplicated participants served	68	*	79	*	-14%	
	Number of tests administered	39	400	54	72	100%	100%
	Number of graduates	3	28	0	3	100%	100%
ESL	English as a Second Language Classes						
	Number of programs	20	198	23	184	-13%	8%
	Number of people attending programs	172	1,560	177	1,379	-3%	13%

Atlanta-Fulton Public Library System - October 2015

Activity and Description		2015		2014		% Difference	
		October	YTD	October	YTD	Monthly	YTD
Special Materials and Collections	Auburn Avenue Research Library						
	Number of research items requested by patrons	414	4,066	46	13,729	100%	-70%
	Number of finding aids accessed (on site as well as online sources)	7	456	121	880	100%	-48%
	Number of linear feet of archival material processed	6	107	30	414	100%	-74%
	Patrons served	540	3,859	44	13,704	100%	-72%
	Special Collections (Genealogy, APRgaret Mitchell, GLBT)						
	Requests for materials	2,512	28,348	3,251	21,489	-23%	32%
	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)	362	3,500	321	3,068	13%	14%
	Computers and Internet	Computer/Internet Usage					
Number of computer sessions (Internet access and office software)		80,856	688,377	54,812	627,054	48%	10%
Number of hours of computer use		46,246	412,972	32,601	366,195	42%	13%
Wireless Sessions							
Number of times the library's wireless network is accessed		30,905	408,557	63,567	638,725	-51%	-36%
Webhits							
Number of times people have visited the library's website		689,867	6,914,638	**	6,053,952	**	14%
Online Resources							
Number of times a resource is logged into or a searched performed other than library catalog		47,101	623,725	**	821,032	**	-24%
Computer Classes							
Number of classes		15	189	25	291	-40%	-35%
Number of attendees		147	1,342	132	2,109	11%	-36%
Virtual Circulation							
Number of e-books and e-audiobooks checked out	13,742	123,103	**	103,205	**	19%	
Virtual Reference Desk							
Information requests via telephone, online chat and email	1,622	20,438	2,405	21,942	-33%	-7%	

Atlanta-Fulton Public Library System - October 2015							
Activity and Description		2015		2014		% Difference	
		October	YTD	October	YTD	Monthly	YTD
Youth Services	Books for Babies						
	Number of mothers who were made aware of the program, given a free book and applied for a card	27	256	41	487	-34%	-47%
	Children's programs						
	Library sponsored programs offered for children (birth - 12)	301	2,572	244	2,329	23%	10%
	Number of people attending programs	7,913	90,497	8,769	96,758	-10%	-6%
Teen Programs	Teen Programs						
	Library sponsored programs offered for teens (13 - 17)	48	483	83	873	-42%	-45%
	Number of people attending programs	1,402	11,380	1,563	16,753	-10%	-32%
Programs and Meetings	Adult Programs						
	Library sponsored programs offered for adults (18 +)	342	2,729	266	2,557	29%	7%
	Number of people attending programs	4,447	40,713	3,280	36,306	36%	12%
	Programs - Total						
	Library sponsored programs offered - total of all programs	691	5,784	593	5,759	17%	0%
	Number of people attending programs	13,762	142,590	13,612	149,817	1%	-5%
Meeting Rooms	Meeting Rooms						
	Non-library sponsored meetings or activites scheduled	456	3,620	435	2,930	5%	24%
	Number of people attending meetings or activities	7,668	52,173	12,905	67,047	-41%	-22%
Volunteers	Volunteers						
	Volunteer hours contributed to the library system	5,383	58,636	6,276	54,187	-14%	8%
	Number of volunteers contributing time	556	*	449	*	24%	*
Voter Registration	Voter Registration						
	The number of people registering to vote at the library	333	2,213	581	2,663	-43%	-17%
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.

**2014 data was not available

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
PROGRAM REPORT
OCTOBER 2015

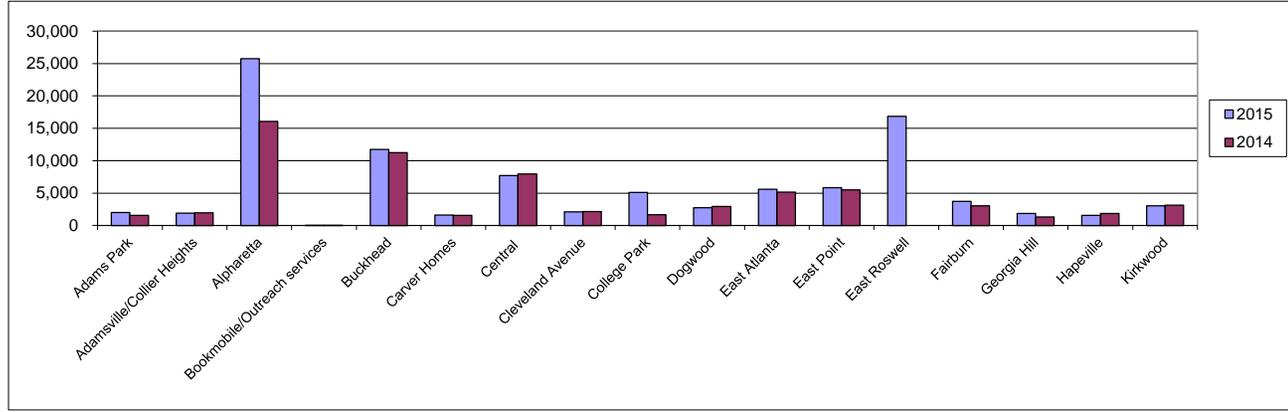
	OCT 2015	OCT 2014			OCT 2015	OCT 2014			Y-T-D	Y-T-D
	NUMBER OF	NUMBER OF	INCREASE/	PERCENT	PROGRAM	PROGRAM	INCREASE/	PERCENT	NUMBER OF	PROGRAM
AGENCY NAME	PROGRAMS	PROGRAMS	DECREASE	CHANGE	ATTENDANCE	ATTENDANCE	DECREASE	CHANGE	PROGRAMS	ATTENDANCE
ADAMS PARK	20	3	17	0%	801	55	746	100%	95	3,791
ADAMSVILLE/COLLIER HEIGHTS	6	8	(2)	-25%	104	173	(69)	-40%	67	1,544
ALPHARETTA	51	28	23	82%	824	420	404	96%	232	5,038
BUCKHEAD	16	16	0	0%	266	460	(194)	-42%	90	1,409
CARVER HOMES	8	7	1	14%	387	414	(27)	-7%	67	4,789
CLEVELAND AVENUE	8	11	(3)	-27%	155	421	(266)	-63%	83	2,198
COLLEGE PARK	21	16	5	31%	534	475	59	12%	160	3,304
DOGWOOD	13	10	3	30%	496	160	336	210%	108	4,384
EAST ATLANTA	25	14	11	79%	632	1,094	(462)	-42%	231	11,455
EAST POINT	9	3	6	200%	93	54	39	72%	72	2,054
EAST ROSWELL	40	0	40	100%	644	-	644	100%	244	5,414
FAIRBURN	6	8	(2)	-25%	29	17	12	71%	105	1,473
GEORGIA HILL	6	3	3	100%	179	43	136	316%	61	1,553
HAPEVILLE	9	12	(3)	-25%	236	209	27	13%	70	2,072
KIRKWOOD	10	5	5	100%	113	55	58	105%	93	1,346
MARTIN LUTHER KING, JR	14	4	10	250%	278	101	177	175%	105	2,581
MECHANICSVILLE	12	16	(4)	-25%	402	511	(109)	-21%	108	2,420
METROPOLITAN	21	6	15	250%	211	230	(19)	-8%	108	2,075
MILTON	15	0	15	100%	124	-	124	100%	24	284
NORTHEAST/SPRUILL OAKS	14	21	(7)	-33%	394	811	(417)	-51%	141	5,087
NORTHSIDE	13	5	8	160%	409	206	203	99%	103	3,176
NORTHWEST	6	11	(5)	100%	119	197	(78)	100%	63	2,700
OCEE	28	41	(13)	-32%	385	1,379	(994)	-72%	407	7,824
PALMETTO	5	0	5	100%	49	-	49	100%	157	3,293
PEACHTREE	19	16	3	19%	444	270	174	64%	153	3,768
PONCE DE LEON	11	22	(11)	-50%	87	520	(433)	-83%	113	1,509
ROSWELL	37	31	6	19%	611	307	304	99%	304	5,559
SANDY SPRINGS	46	37	9	24%	696	605	91	15%	460	12,332
SOUTHFULTON	0	10	(10)	-100%	0	418	(418)	-100%	0	0
SOUTHWEST	23	15	8	53%	642	732	(90)	-12%	172	3,782
THOMASVILLE HEIGHTS	11	15	(4)	-27%	136	361	(225)	-62%	138	2,919
WASHINGTON PARK	16	10	6	60%	255	381	(126)	-33%	110	2,983
WEST END	17	18	(1)	-6%	174	386	(212)	-55%	105	2,067
WOLFCREEK	26	23	3	100%	376	298	78	100%	231	4,489
BRANCHES TOTAL	582	445	137	31%	11,285	11,763	(478)	-4%	4,780	120,672
CENTRAL TOTAL	89	142	(53)	-37%	1,598	1,634	(36)	-2%	821	16,637
BOOKMOBILE/	10	1	9	900%	617	7	610	8714%	23	1,982
AUBURN AVENUE RESEARCH	10	5	5	100%	262	208	54	100%	60	1,921
SYSTEM TOTAL	691	593	98	17%	13,762	13,612	150	1%	5,684	141,212

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
CIRCULATION REPORT
OCTOBER 2015

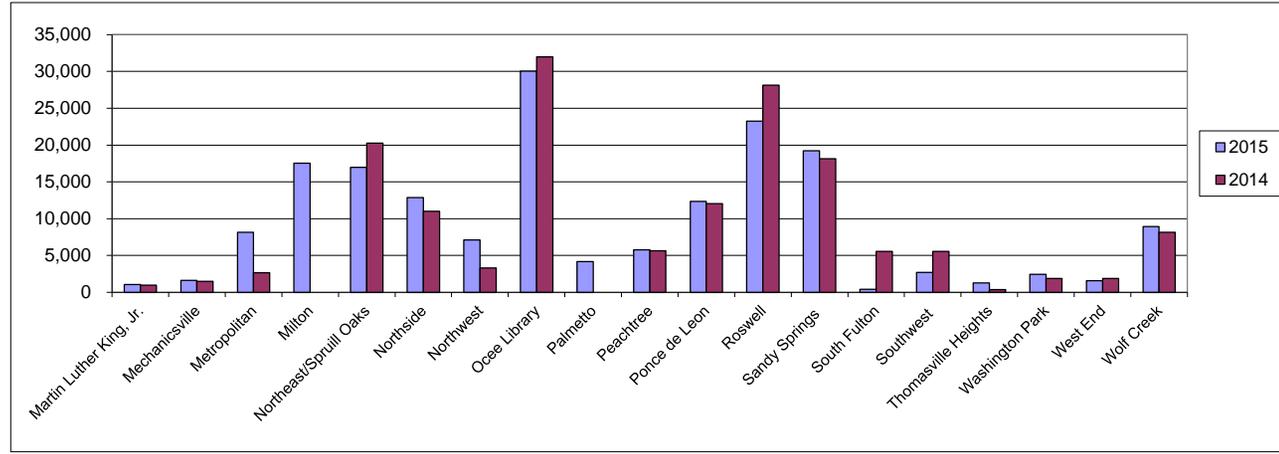
ORGANIZATION NAME	ADULT	JUVENILE	Y/A	OCT 2015 DATA	OCT 2014 DATA	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2015 CIRC	YTD 2014 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	1,036	890	60	1,986	1,550	436	28%	14,997	12,826	2,171	17%
ADAMSVILLE/COLLIER HEIGHTS	1,059	772	90	1,921	1,933	(12)	-1%	16,192	16,019	173	1%
ALPHARETTA	9,546	15,575	644	25,764	16,065	9,699	60%	155,385	174,813	(19,428)	-11%
BUCKHEAD	6,519	4,886	318	11,723	11,253	470	4%	117,209	137,056	(19,847)	-14%
CARVER HOMES	538	864	220	1,622	1,560	62	4%	15,971	15,077	894	6%
CLEVELAND AVENUE	1,299	717	64	2,081	2,160	(79)	-4%	21,551	19,062	2,489	13%
COLLEGE PARK	2,615	2,043	440	5,098	1,642	3,456	210%	29,346	18,022	11,324	63%
DOGWOOD	1,281	1,169	280	2,729	2,961	(232)	-8%	28,807	14,501	14,306	99%
EAST ATLANTA	2,132	3,253	226	5,611	5,159	452	9%	54,655	51,875	2,780	5%
EAST POINT	3,664	1,962	221	5,848	5,499	349	6%	51,949	54,898	(2,949)	-5%
EAST ROSWELL	7,704	8,757	371	16,831	-	16,831	100%	150,285	-	150,285	100%
FAIRBURN	1,987	1,610	130	3,727	3,031	696	23%	35,797	34,532	1,265	4%
GEORGIA HILL	752	1,017	101	1,870	1,324	546	41%	13,745	13,383	362	3%
HAPEVILLE	914	562	62	1,538	1,877	(339)	-18%	16,124	14,826	1,298	9%
KIRKWOOD	1,026	1,898	103	3,027	3,158	(131)	-4%	29,108	27,444	1,664	6%
MARTIN LUTHER KING, JR	737	321	22	1,080	962	118	12%	12,190	20,289	(8,099)	-40%
MECHANICSVILLE	795	752	75	1,622	1,513	109	7%	16,542	11,996	4,546	38%
METROPOLITIAN	4,441	3,357	363	8,161	2,667	5,494		31,064	30,546	518	2%
MILTON	5,565	11,400	563	17,527	-	17,527	100%	74,612	-	74,612	100%
NORTHEAST/SPRUILL OAKS	5,538	10,874	563	16,975	20,248	(3,273)	-16%	184,833	214,719	(29,886)	-14%
NORTHSIDE	5,516	6,970	374	12,860	11,030	1,830	17%	117,088	123,637	(6,549)	-5%
NORTHWEST***	3,545	3,289	282	7,116	3,310	3,806	100%	42,969	38,445	4,524	100%
OCEE	8,238	20,512	1,295	30,045	31,992	(1,947)	-6%	318,053	336,955	(18,902)	-6%
PALMETTO	1,924	2,177	62	4,163	-	4,163	100%	40,001	-	40,001	100%
PEACHTREE	2,851	2,775	145	5,772	5,653	119	2%	58,000	57,445	555	1%
PONCE DE LEON	6,847	5,134	373	12,354	12,032	322	3%	127,913	130,240	(2,327)	-2%
ROSWELL	11,977	10,488	790	23,254	28,135	(4,881)	-17%	266,315	305,355	(39,040)	-13%
SANDY SPRINGS	10,580	8,037	622	19,240	18,145	1,095	6%	193,826	193,208	618	0%
SOUTH FULTON	227	199	7	433	5,553	(5,120)	-92%	3,436	72,724	(69,288)	-95%
SOUTHWEST	2,951	2,551	196	5,699	7,522	(1,823)	-24%	56,521	79,716	(23,195)	-29%
THOMASVILLE HEIGHTS	272	943	66	1,282	387	895	231%	12,024	4,746	7,278	153%
WASHINGTON PARK	1,675	713	56	2,444	1,894	550	29%	22,290	18,085	4,205	23%
WEST END	834	684	51	1,569	1,902	(333)	-18%	19,309	20,119	(810)	-4%
WOLF CREEK	3,202	5,426	323	8,951	8,159	792	100%	79,158	14,469	64,689	100%
BRANCHES TOTAL	119,787	142,576	9,560	271,923	220,276	51,647	23%	2,427,265	2,277,028	150,236	7%
CENTRAL	5,872	1,574	256	7,701	18	7,683	42683%	73,686	79,173	(5,487)	-7%
BOOKMOBILE/Outreach Services	5	5	0	10	7,954	(7,944)	-100%	161	218	(57)	-26%
AUBURN AVENUE RESEARCH						0					
SYSTEM TOTAL	125,664	144,154	9,816	279,634	228,248	51,386	23%	2,501,112	2,356,419	144,692	6%

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
 OCTOBER
 CIRCULATION
 2015 - 2014

BRANCHES	2015	2014
Adams Park	1,986	1,550
Adamsville/Collier Heights	1,921	1,933
Alpharetta	25,764	16,065
Bookmobile/Outreach services	10	18
Buckhead	11,723	11,253
Carver Homes	1,622	1,560
Central	7,701	7,954
Cleveland Avenue	2,081	2,160
College Park	5,098	1,642
Dogwood	2,729	2,961
East Atlanta	5,611	5,159
East Point	5,848	5,499
East Roswell	16,831	-
Fairburn	3,727	3,031
Georgia Hill	1,870	1,324
Hapeville	1,538	1,877
Kirkwood	3,027	3,158



BRANCHES	2015	2014
Martin Luther King, Jr.	1,080	962
Mechanicsville	1,622	1,513
Metropolitan	8,161	2,667
Milton	17,527	-
Northeast/Spruill Oaks	16,975	20,248
Northside	12,860	11,030
Northwest	7,116	3,310
Ocee Library	30,045	31,992
Palmetto	4,163	-
Peachtree	5,772	5,653
Ponce de Leon	12,354	12,032
Roswell	23,254	28,135
Sandy Springs	19,240	18,145
South Fulton	433	5,553
Southwest	2,699	5,553
Thomasville Heights	1,282	387
Washington Park	2,444	1,894
West End	1,569	1,902
Wolf Creek	8,951	8,159



ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
SYSTEM STATS AT A GLANCE
OCTOBER 2015

AGENCY NAME	OCTOBER CIRCULATION	TOTAL REGISTRATIONS	INTRA-LIBRARY LOANS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	1,986	392	234	1,804	5,799	20	801	10	185	5
ADAMSVILLE/COLLIER HEIGHTS	1,921	320	361	1,030	3,716	6	104	7	61	0
ALPHARETTA	25,764	925	6,012	3,011	0	51	824	24	505	6
BUCKHEAD	11,723	537	1,528	2,201	8,752	16	266	50	396	9
CARVER HOMES	1,622	37	30	338	1,848	8	387	0	0	0
CLEVELAND AVE	2,081	279	539	1,626	4,970	8	155	21	219	2
COLLEGE PARK	5,098	613	404	3,548	3,976	21	534	0	0	0
DOGWOOD	2,729	229	333	1,145	6,211	13	496	7	103	23
EAST ATLANTA	5,611	457	826	1,968	6,813	25	632	10	87	10
EAST POINT	5,848	665	558	4,169	18,321	9	93	32	738	15
EAST ROSWELL	16,831	524	215	2,243	5,034	40	644	11	117	9
FAIRBURN	3,727	403	433	2,089	4,975	6	29	3	25	8
GEORGIA HILL	1,870	128	239	863	1,847	6	179	0	0	1
HAPEVILLE	1,538	105	391	1,210	3,522	9	236	5	73	0
KIRKWOOD	3,027	155	515	786	4,507	10	113	14	212	11
MARTIN LUTHER KING, JR	1,080	82	378	1,310	3,985	14	278	0	0	6
MECHANICSVILLE	1,622	200	389	1,422	4,266	12	402	12	194	4
METROPOLITAN	8,161	1,069	5	5,267	11,851	21	211	50	708	25
MILTON	17,527	613	5,222	847	8,091	15	124	23	400	27
NORTHEAST/SPRUILL OAKS	16,975	294	2,256	644	19,248	14	394	9	207	0
NORTHSIDE	12,860	279	1,215	613	6,600	13	409	7	91	0
NORTHWEST	7,116	357	1,750	3,277	7,566	6	119	21	666	4
OCEE	30,045	664	1,682	1,570	18,398	28	385	3	83	11
PALMETTO	4,163	181	1,693	2,024	4,370	5	49	1	5	0
PEACHTREE	5,772	210	1,101	1,265	3,485	19	444	7	42	4
PONCE DE LEON	12,354	402	1,677	1,964	19,589	11	87	13	114	20
ROSWELL	23,254	678	2,667	2,975	20,730	37	611	8	115	19
SANDY SPRINGS	19,240	766	2,106	3,340	19,486	46	696	13	611	18
SOUTH FULTON	433	103	1,129	0	0	0	0	0	0	0
SOUTHWEST	5,699	579	121	4,219	12,000	23	642	18	207	0
THOMASVILLE HEIGHTS	1,282	34	499	0	1,578	11	136	0	0	0
WASHINGTON PARK	2,444	198	219	2,157	9,982	16	255	4	44	31
WEST END	1,569	367	1,461	2,018	3,541	17	174	3	60	20
WOLFCREEK	8,951	489	31	3,099		26	376	17	515	0
BRANCHES TOTAL	271,923	13,334	38,219	66,042	255,057	582	11,285	403	6,783	288
CENTRAL	7,701	1,266	6,374	14,814	13,983	89	1,598	51	871	45
BOOKMOBILE/OUTREACH SERVICES	10	233				10	617	0	0	0
AUBURN AVENUE RESEARCH					590	10	262	2	14	
SYSTEM TOTAL	279,634	14,833	44,593	80,856	269,630	691	13,762	456	7,668	333

ATLANTA-FULTON PUBLIC LIBRARY SYSTEM
Customer Service Comments
October 2015

Doc. # 15-70

	October 2015	September 2015	Year to Date
• Total Customer Comments Received:	151	179	1,533
• Types of Comments:			
▪ Compliment	53	57	513
▪ Suggestion	11	15	79
▪ Complaint	59	71	596
▪ Inquiry	28	36	345
• Ranking for Types of Comments:			
▪ Most frequent compliments received		- New libraries - Customer service	
▪ Most frequent suggestions received		- Improve Wi-Fi	
▪ 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		90	
▪ Postcards		44	
▪ Direct Contact		17	

ATLANTA-FULTON COUNTY LIBRARY SYSTEM

Customer Service Snapshot October 2015

- **53 compliments** were received during October. Almost all compliments received were related to our new bond libraries opened since 2014.
- A sampling of complimentary quotes received include:
 1. Metropolitan: “I love this place! The environment, staff and service.”
 2. Roswell: “Nice, friendly and helpful staff. I usually don’t get such great service anywhere.”
 3. Peachtree: “Staff was very helpful and informative, especially in regards to showing me the available resources online.”
 4. Hapeville: “Staff member was very helpful. She even gave me a bag to put my DVD’s in to carry out.”
 5. Metropolitan: “Coming into this library makes me feel like a kid again.”
 6. Central: “Staff in the computer lab were very patient and helped me a lot.”
 7. Buckhead: “Staff went above and beyond. They are totally awesome!”
- 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.
- **59 disappointments and suggestions for improvement** were received during October indicating patrons felt the service they received that time was worse than what they had experienced in the recent past. The greatest source of disappointment from patrons throughout our system was related to grounds maintenance, IT and building maintenance issues.
- A sampling of quotes received appears below:
 1. West End: “The building does not smell good. Please speak with your janitorial service.”
 2. East Roswell: “The Wi-Fi is just horrendous!”
 3. Alpharetta: “It is too dark in here. The lighting needs to be brighter.”
 4. Metropolitan: “No trash cans outside which makes it very easy for our new library to become dirty.”
 5. Alpharetta: “Wi-Fi is perhaps the worst on the planet. Why does it take nine steps to get online, only to find out you still cannot access the needed website?”
 6. Central: “Why are the elevators always out of order?”
 7. East Point: “Krystal has better Wi-Fi and that is a shame.”