



**FULTON
COUNTY**
LIBRARY
SYSTEM

BOARD OF TRUSTEES

MEETING
INFORMATION PACKET

AUGUST 25, 2021



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Revised

VIRTUAL MEETING

IN ACCORDANCE WITH FULTON COUNTY GOVERNMENT'S UPDATED COVID-19 GUIDELINES

**FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES VIRTUAL MEETING
AUGUST 25, 2021 – 4:00 P.M.
AGENDA**

- I. Call to Order
- II. Public Comments
- III. Adoption of Agenda* Doc. #21-40
- IV. Approval of Minutes – July 28, 2021* Doc. #21-41
- V. Chairman's Report
- VI. Construction/Renovation Report – Paul Kaplan
 - A. Contractor - **Winter Johnson** - Central
- VII. Work Orders Report
- VIII. Director's Reports Doc. #21-44
 - Monthly Financial Report Doc. #21-42
 - Monthly Usage Summary Doc. #21-43
- IX. Unfinished Business
 - A. Central Library – Update
 - B. Code of Conduct Policy* - Update
- X. New Business
 - A. Homeless Services
- XI. Executive Session
- XII. Adjournment

*Action is anticipated on this item

Doc. #21-41



**FULTON COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES MEETING
EVELYN G. LOWERY CASCADE LIBRARY
JULY 28, 2021 – 4:00 P.M.**

Alexander Solutions, LLC
College Park, Georgia 30337
Tel: 678 612-3219



Members Present: Borders, Priscilla, Vice Chair
Denson, Damian J.
Joyner, D. Chip, Chairman
Kaplan, Paul
Kimbrough, Marjorie L.
Piontek, Joe
Radakovich, Nina

Absent: Jordan, Linda

Also In Attendance: Holloman, Gayle H. – Executive Director
Claxton, Zenobia – Assistant to Director’s Office
Lamikanra, Adebola – County Attorney

Visitors: Kessler, Kyle – Library Patron
Schierle, Captain Kenneth – Fulton County Police Department
Yates, Chief W. Wade – Fulton County Police Department

Chairman D. Chip Joyner called the meeting to order at 4:00 p.m.

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(REGULAR MEETING BEGAN AT 4:00 P.M.)**CALL TO ORDER**

CHAIRMAN D. CHIP JOYNER: Okay. Welcome. It is 4:00 p.m. July 28th for the Fulton County Library System Board of Trustees Meeting call to order. First agenda item is open to public comment.

PUBLIC COMMENTS

MRS. ZENOBIA CLAXTON: Good Afternoon, I'm Zenobia Claxton. I have one public comment and it says: Good afternoon, elected, rejected, and selected public officials and library supporters of all ages. The crisis of accurate and honest information regarding library services is ever present especially with the process of finding out about this meeting, details are still lacking. The Public Library, Fulton County in particular, can do a much better job of assisting us in these critical times. However, written evidence and sabotage is working feverishly to slow down or stop access to information. Library board member, Chip Joyner, has not been truthful. Currently, he places the entire appointed Board of Trustees in an awkward place of being trusted. Three major areas of concern for me with his ability to serve us well are: One, a suspicious mail scheme involving the Fulton County Legal Department and the Library. Where is the certified letter, Chip? Two, his inability to respond as promised. Three, the ineffective relationship with participation in his appointed library community. He should know the exact number of days that the East Point Library has been closed since the reopening. Does he know if those employees are paid when that branch is closed? Are those closed days due to the pandemic issues? Every board member should be concerned about COVID-19 safety in the countywide library system. What kind of mindset do the board members have when they vote for patrons to clean the reserve meeting rooms? The Executive Director, Gayle Hunter Holloman, agreed with this drastic measure. She is paid to know better than to endanger the patrons. It's a liability at minimum. I will continue to push for resignations, dismissals, reviving, reviewing, and refreshing library services. The current accountability is fractured and is in desperately need of the constituent's energy. We can all do better. Read a self-improvement book. Surely, there are copies on the available and free to review. Please stay tuned, Gayle and Chip, I need to hear from you after today's meeting. Dr. Lynn Paxton has contacted me with an important request. I am, because God is, Donna Renfro-Lawson.

CHAIRMAN D. CHIP JOYNER: Thank you. All right. Next item is the adoption of the agenda, but I'd like to make a motion.

MRS. ZENOBIA CLAXTON: We have one additional patron.

CHAIRMAN D. CHIP JOYNER: Okay. I'm sorry. How are you?

MR. KYLE KESSLER: My name is Kyle Kessler. It's good to see all of the board members in person again. And my comment today is just, since we're coming out of the pandemic, we've had virtual meetings and people have been able to engage virtually and watch online. I'm going to encourage you, given all of your new renovated facilities and all the technology you have to try to have hybrid meetings, if at all possible. I know that there's been encouragement on to board members for a while to go visit each of the branches. So this would give you an opportunity to go explore all of these new facilities and the technology that exist, and allow for folks in North Fulton and South Fulton and City of Atlanta and other cities across the county to be able to engage as well and to know that the Board of Trustees is meeting, it's meeting at communities and hearing issues, just as you've had different

representatives from departments over the years to speak about various issues they work on library. To be able to hear directly from branch staff to hear about neighborhoods are interested in, what concerns they have. You know, we've got these newly renovated facilities across the county, so please take advantage of them. But it is a hurdle to get across from the north end to the south end, or from the east side to the west side or wherever else. So, if the meetings can be recorded and can be broadcast through the county's TV channel or online, I think it's also a great way to showcase the meeting facilities that you have and that other neighborhood groups, community groups who want to also conduct, maybe hybrid meetings, have that opportunity that can see just that, just as you've talked about over the years, difficulties with some technology issues, internet going out that you can experience that for yourself. If there are a challenge, we hope to get those things resolved so that residents and folks across the county can take advantage of all this new investment in our libraries across the system. So thank you very much.

CHAIRMAN D. CHIP JOYNER: Thank you. We really appreciate that. It's great feedback. Okay. Anymore public comment? Moving on to the adoption of the agenda with one change. We'd like to add in advance of the approval or following the approval of minutes. We'd like to acknowledge two guests who is speaking to us today about security at the libraries. And just share some ideas and things that they are doing to help us stay secured in our libraries. And just have a short, brief conversation with our finest, the County's finest. These two gentlemen is, Chief Wade Yates and Captain Kenneth – is it --

CAPTAIN KENNETH SCHIERLE: Schierle.

CHAIRMAN D. CHIP JOYNER: Schierle, okay. Sorry about that. So we'll give them a few minutes to speak before we move into the rest of the agenda. I'll make a motion for that, is there a second?

MR. JOE PIONTEK: I'll second that.

21-34 ADOPTION OF AGENDA

CHAIRMAN D. CHIP JOYNER: Any nays? Okay, all right. That was approved. All right. And any changes -- any other changes to the adoption of the agenda?

MOTION

MR. JOE PIONTEK: Motion to approve the agenda.

CHAIRMAN D. CHIP JOYNER: All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: All those, nay? Hearing none, the agenda passes. And then we'll go straight into the approval of minutes. Are there any additions to the minutes?

21-35 APPROVAL OF MINUTES OF THE REGULAR MEETING OF JUNE 23, 2021

MOTION

MR. PAUL KAPLAN: I'll make a motion that we approve the minutes of June 23, 2021.

MR. JOE PIONTEK: Second.

CHAIRMAN D. CHIP JOYNER: Motion by Mr. Paul Kaplan to approve the minutes, seconded by Mr. Joe Piontek. All those in favor say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Any nay? And the approval of the minutes are approved. Okay. Now, we'd like to introduce -- I'll have Gayle introduce our guests today.

SECURITY UPDATE – CHIEF W. WADE YATES & CAPTAIN KENNETH SCHIERLE

MRS. GAYLE H. HOLLOWAN: Oh, yes. Well, I just wanted you all to hear from our head of security for the whole county. But they've worked closely with us now and through the years with regard to security and security issues as they come about. Right now, we're working very closely with Captain Schierle? I always get it wrong. To -- he's really been just really an asset like you wouldn't believe over the last few weeks because we've have so many interesting things to occur. And Chief Yates, our -- I want to congratulate him, both of them, on their new titles and what have you. But we're so glad to have them with us and if you questions, they're here to entertain them. And of course, share with us what they have to bring to us today.

CHIEF W. WADE YATES: Thank you, Ms. Holloman. Thank you for the formal introduction. My name is Wade, and I happened to be the Chief of Police. And his name is Ken, and he happens to be a Captain. I've been with the county for 28 years. Ken's been with the county for 25. About three years ago, the Executive Team charged the Police Department with increasing security countywide, so, roughly 130 buildings that the county owns. And each department that had a footprint in a particular building was in charge of their security. And so, for example, it doesn't make sense for the Health Department to have to navigate what security looks like. And so they wanted the Police Department to be the single holder of that contract and to be able to go out and make security recommendations and implement them. So we started by visiting each one of the facilities and we did a security inspection, what do we need here, do we need access control? Do we need cameras? Do we need a guard? Do we need an armed guard? Do we need a police officer at these facilities? And we rank the facilities based on, most likely to have issues, whether it be crime, terrorism, whatever. The county started funding us and we started doing a lot of these upgrades. Most of the upgrades to the libraries occurred coincidentally with the library remodelings. So, as there -- as the libraries are opening and coming back online, they already have the camera systems in them, they have the access control that we wanted. The second part of that is, we have started patrolling all of the county facilities. Now, we're in a transition period financially and manpower-wise to get be fully staffed so that we can have an officer here as quickly as you can have an officer from whatever police jurisdiction that is. That is going to take several years, but we do actively patrol. And obviously, we actively patrol where our problems are occurring. Ken was put in charge of this roughly, a year ago and knows most of your facility managers, well, certainly all the library managers. But he knows most of the facility managers of all 130 buildings that we have. We, in response to some recent issues, obviously, the libraries were closed for a period of time. But when we reopened, we fell back on the plan that was in place last year. And we found that it needed some adjustments. And more than adjustments, it needed additions. So we went back to the Executive Team and have requested, just for the rest of this year, a little over \$200,000 to add guard presence at several locations. I am intentionally being vague, this is a public forum. And we don't like to tell secrets in public. But Gayle works very closely with Ken every day, and she is aware of the security enhancements we've done. I think she's pleased with them. I hope she's pleased with them.

MRS. GAYLE H. HOLLOWAN: I am.

CHIEF W. WADE YATES: And I'm happy to take any questions, so is Ken if it's not super specific. Any questions?

MR. PAUL KAPLAN: Question, so if we have an incident at a library in Atlanta. And you get an incident happening, do they call 911, get ahold of the Atlanta Police Department or does it call you directly? How does that -- how does the branch manager work for something like that?

CHIEF W. WADE YATES: So, you should always dial 911.

MR. PAUL KAPLAN: Okay.

CHIEF W. WADE YATES: First. Then they call the Security Operations Center. Once we have enough officers that we can start responding to calls, it'll be what's called a dual dispatch -- 911. You'll call 911, or whoever will call 911. It will go directly to the city for the police jurisdiction where they are. Simultaneously, the call will also go to Fulton County.

MR. PAUL KAPLAN: Okay.

CHIEF W. WADE YATES: And we will both dispatch. And I would guess we're about two years from there.

MR. PAUL KAPLAN: Okay.

CHIEF W. WADE YATES: Two calendar years, 2023.

CHAIRMAN D. CHIP JOYNER: When libraries close and sometimes we may have a few persons at a library at closing, is there something where we could time a drive by just as the personnel are leaving the facilities at night? And are we comfortable with lighting in all of our parking lots?

CHIEF W. WADE YATES: Are we comfortable with lighting in all our parking lots?

CAPTAIN KENNETH SCHIERLE: Yes, lighting. Lighting will work, because with the upgrades like, with the cameras and everything, they upgraded the lighting and everything like that. But when you say, timing of the closing of every facility --

CHIEF W. WADE YATES: Yes. It's very difficult for -- I mean, we can all make sure, we always try to do that. But it's very difficult for me to commit to something like because there's no telling what else is going on. And I'll give the example, Gayle called me one day and said, there's police cars flying by the Central Library, I don't know what's going on. We immediately dispatched, actually, Ken himself went out there, was there in minutes. And it turns out the issue was a mile down the road. But it was the officer that got shot two weeks ago. And so, if that were going on at a time when Ken was going to be going by a library that was closing, it interrupts it. Most of the locations where we feel that the employees would need someone there when they walk out, would have an armed -- a guard anyway. There's one other thing I failed to mention, kind of a big thing. When we took over security, we realized that the previous vendor was chosen using invitation to bid, which is, low bidder gets the contract. And every site we visited, it was very obvious that it was low bidder. The quality of personnel just was not there. So we went out with an RFP, where it's not based on the cost. I mean, it is factored in, but it's more based on the proposal that the security company gives us. And so the contract price went up dramatically. But also, the quality of the people that are provided through Allied, is a dramatic increase to what we previously had. So simply changing that contract assisted us in making all the county facilities that have a guard in them, safer facilities because they're just more -- a better quality guard service than the previous one we had.

CHAIRMAN D. CHIP JOYNER: Does the Police Department partner with any other agencies where, if there's a disruptive guest or a patron who presenting challenges to the facility or to anyone on site, that doesn't really call for a police, is it, say maybe, there's just some other outside help. Is there any kind of partnership where --

CHIEF W. WADE YATES: Yes, we can do that. So the Security Operations Center, which is open 24 hours a day, can dispatch an officer based on what time -- what day of the week, all that is going to affect, you know, how long it would take to get a response. But we always have Fulton County employees who are security on duty.

CHAIRMAN D. CHIP JOYNER: Okay.

CHIEF W. WADE YATES: Every 24/7 365, so we could always dispatch. But like, on Sunday, it would be a lot longer of response, say than, right now.

CHAIRMAN D. CHIP JOYNER: But if someone just refuses to leave, is that something that --

CHIEF W. WADE YATES: If someone refuses to leave, we need to call 911. Even though you don't think it's a big issue, it is against the law, it's criminal trespassing. And we don't want the library employees to be in the business of having to handle unruly people. We want them to be safe, disengage, and call the police and have the person removed.

MRS. PRISCILLA BORDERS: In terms of the staff, are the employees trained in terms of when to call and is there a training that you guys provide to the employees?

CHIEF WILLIAM YATES: Didn't -- I thought that we gave cards, did we not?

CAPTAIN KENNETH SCHIERLE: Well, they do have a code of conduct, so that they follow.

MRS. GAYLE H. HOLLOMAN: Yes.

CAPTAIN KENNETH SCHIERLE: If they violate any of that code of conduct, that would be grounds to ask the person to leave.

MRS. GAYLE H. HOLLOMAN: And we've some training that we've asked the Police Department to give us. In fact, Captain just gave some us -- some of my Central Library staff a training by -- what was it, two weeks ago?

CAPTAIN KENNETH SCHIERLE: Yes.

MRS. GAYLE H. HOLLOMAN: At the Central Library.

MRS. PRISCILLA BORDERS: One more question, in terms of your review of all the libraries, well most of them have been renovated. Are there any outstanding security issues that you think the Board needs to know now? In terms of, as we plan the future --

CHIEF W. WADE YATES: Not in any of the finished --

MRS. PRISCILLA BORDERS: Okay.

CHIEF W. WADE YATES: -- locations because that's, you know, that security component is part of finishing the library. So GC&E is the contractor that does all of that. And Ken not only keeps up with libraries, but everywhere in the county where they are doing upgrades.

MRS. PRISCILLA BORDERS: Okay.

CHIEF W. WADE YATES: And you guys got to break in front of the line because we have to get the library open. So GCE always gets diverted before the library gets opened.

MRS. PRISCILLA BORDERS: Okay. So that -- with that being said, so those that were not renovated, there are security issues that would need to be --

CHIEF W. WADE YATES: There are some issues. We want cameras everywhere.

MRS. PRISCILLA BORDERS: Okay.

CHIEF W. WADE YATES: And so we are going to add cameras to every location that county owns. It's just, it's the 21st century. It's what we need to have. And we do have that 24-hour center that monitors those cameras. And it's not -- we have over a thousand cameras countywide. And it's not feasible to watch every one. But when we get an alarm, we can immediately go to a location visually and say, it looks like there's nothing to it, or hey, there's a suspicious guy walking in the bushes, and we can call that jurisdiction and say, can

you please dispatch a police officer? So, like I said, we -- the libraries jump in line before they open. The ones that weren't receiving renovations, may or -- they all needed upgrading and I don't know the status of every one. We probably will not have those done yet.

MRS. GAYLE H. HOLLOMAN: There are few, at least three, that have to come online with all of that.

CHIEF W. WADE YATES: Okay. Okay. And we just -- we came up with an order based on what we feel the danger is to each facility, you know, from number 1 all the way down to the end. Obviously, number 1 is the downtown complex, 141 Pryor Street, is our number 1.

MR. DAMIAN DENSON: On election days, is security standard operating procedures, or do you all do anything different?

CHIEF W. WADE YATES: So on election days, we actually have -- we send all the election managers, first we train them. We have a one-hour training session with them on Zoom. And then we have a one-page sheet that, you know, "if this, than this." And, you know, most of the "than this" is, call 911. But we also staffed 256 polling locations with a police officer. So, no, we're not that big of a Police Department. In Johns Creek, I use Johns Creek Police. In the City of South Fulton, I use City of South Fulton police officers. But we actually contracted and paid them to be there. So, if this was a polling location, this would have a police officer or a Sheriff's deputy.

MR. DAMIAN DENSON: Okay, thank you.

CHIEF W. WADE YATES: And I don't see that changing for the future.

CHAIRMAN D. CHIP JOYNER: I appreciate how the long the two of you have been with the force. Thank you for that. And Gayle, Ms. Holloman has also been in the county for -- so, from the three of you, what are the typical challenges that we can expect, that we can maybe do better at preventing the reoccurring you experience with our libraries? What are some of the primary security challenges that you've seen? And maybe we've learned some best practices of how to avoid those or how to be more aware.

CHIEF W. WADE YATES: You know, I think that each location is different. And I'm not going to go through all the criteria we use, but it's pretty exhaustive. So, you can have a facility in a part of town that typically has high crime, but it's not necessarily the facility being in danger. There's a lot of things that you consider there. And conversely, you can have a facility in a very low crime part of town that has a problem or a potential problem. And so, we look at each facility. We don't look at you as, "The Libraries." We look at the Central Library as one thing. And we don't -- 141 Pryor, we look at it with the exact same magnifying glass as we look at the Central Library, as we look at this library, as we looked at the parks and rec building, the medical facilities, the -- most recently, the vaccination sites, testing sites. We provide security at all of those. And so it's a holistic approach. So I can't -- I'm not going to say that, well, libraries typically -- it doesn't matter. In each library, and Gayle will tell you this, I think, each library is its own thing. They're all different, they're all different. You're trying to provide the same service at all of them. But they're all a very different thing when you're looking at them holistically.

MRS. GAYLE H. HOLLOMAN: They are.

CHIEF W. WADE YATES: I wasn't trying to avoid your question.

MRS. GAYLE H. HOLLOMAN: They are. They are all very different. It's amazing.

CHAIRMAN D. CHIP JOYNER: Just want to make sure we have the right partnership and we're doing what we can to help you and to know what you're doing for us. And as we want to maintain the libraries moving forward, and we have a best in class library system, we just

want to make sure all the parties know each other, and are communicating and learning from each other. And so we really, really appreciate you gentlemen coming and spending time with us.

CAPTAIN KENNETH SCHIERLE: We appreciate it.

CHIEF W. WADE YATES: Thanks for giving us the opportunity to talk today. And it was great to meet all of you. I do have another commitment.

MR. PAUL KAPLAN: Sure. You got to jet out of here. Thank you, Chief.

CHAIRMAN D. CHIP JOYNER: Ms. Holloman, thank you for inviting those gentlemen.

MRS. GAYLE H. HOLLOMAN: Oh, you're welcome.

MR. PAUL KAPLAN: Compared to what we had before, to what we're having now, it's a totally different --

MRS. GAYLE H. HOLLOMAN: It is. It's totally different.

MR. PAUL KAPLAN: It's totally different. I feel very good. While the cameras start working, which most of them are starting to come online.

MRS. GAYLE H. HOLLOMAN: And that helps a lot.

MR. PAUL KAPLAN: Totally helps a lot.

CONSTRUCTION/RENOVATION REPORT – MR. PAUL KAPLAN

CHAIRMAN D. CHIP JOYNER: Very good. Thank you. Moving on, we're going to go straight to construction and renovation report, Mr. Kaplan.

WORK ORDERS – UPDATE

MR. PAUL KAPLAN: So I have the list of work orders that you had between June 1st and to June 30th. We received 242 work orders for all the libraries that we have. Out of the 242, just kind of give you a breakdown, HVAC is about 49; electrical is around 40; plumbing was 22; landscaping was 9; but miscellaneous was about 119. Miscellaneous can be a wall plate, it could be a light bulb. It still goes in there as a work order. And we're trying to prioritize what the most important thing, of course, is environmental issues: HVAC, electrical, and plumbing. That's your three main ones. But I will tell you, things looking up. Things are getting done. IT is looking up. It's that we're starting to get some of the kinks that we had in the beginning. It's starting to -- it's starting to put together. And I believe that by sometime in September, we're not saying the date, but we will have Central Library open. And I think it's -- that's going to be a great -- that's going to be a big ribbon cutting. But I will tell you, looking up, things are working out. I mean, out of these, this group over here, almost a hundred of them are already taken care of, the work orders, the main ones. But, you know, it pops up. You can have one work order in one library, HVAC goes down. And you go to another library, something else went down, that's same library and something else goes down. It's constantly back and forth. And Gayle -- and I agree with Gayle. We need somebody with Facilities Management. We need our own. It's too big for one person trying to get all this done. DREAM does a great job. But, you know, we -- this is just us. Like he said, it's a 130 buildings, 200 buildings, I think it's even more than that. They got all these things to put together. So we're working it out. I think we're going to get there.

MRS. GAYLE H. HOLLOMAN: I think so too. They're listening about some of this positions we need. Like, a facilities manager. We had one many years ago.

MR. PAUL KAPLAN: Right.

MRS. GAYLE H. HOLLOMAN: He retired and we never had the funding to replace him. So, and that has -- that's making a huge difference in all these renovated branches and

things that tend to fall apart, come out of warranty, and all that type of thing. Just keeping track is part of the problem. And calling everything in, following up on everything.

MR. PAUL KAPLAN: And I really think that Central Library needs two full-time facility managers. And I think you can see there's enough going on that you need it. So they're talking about it, they're -- I talked to a few people and they sound like they were receptive. They sound like they really are trying to get it done.

MRS. GAYLE H. HOLLOMAN: I think so.

CHAIRMAN D. CHIP JOYNER: So, is that something would come up in our budget review in September?

MRS. GAYLE H. HOLLOMAN: We would take it to them -- well, actually we've started to take it to HR.

MR. PAUL KAPLAN: Right.

MRS. GAYLE H. HOLLOMAN: And if HR approves it, we'll just have to make sure we budget for it next year. They've been a lot more flexible about not having it be as specific about how you want to use your budgeted funds. So you can kind of move them around now more so. So I don't think we're going to have a big problem at getting at least one facilities manager. We -- but like you said, we really need one for the branches and two for Central or Central and Auburn.

CHAIRMAN D. CHIP JOYNER: Are -- is there a preventive maintenance calendar that --

MRS. GAYLE H. HOLLOMAN: There's supposed to be one that DREAM keeps up with up. But, you know, they have a schedule of when they're supposed to do this and that. But like, you know, the lawn care and all of that. But it doesn't always sync with the county like it should.

CHAIRMAN D. CHIP JOYNER: Are there things that the branch manager -- I know they already have enough to do. Are there things that they could on their checklists for preventive maintenance?

MRS. GAYLE H. HOLLOMAN: Well, there are a few things, like, one example would be keeping up with just going and paying attention to the date that's the expiration for the fire extinguishers. I used to go around and keep up with date when I was a branch manager. And then if I didn't get somebody to come close to that date, I'd start, you know, talking about it. So that's one example that they could do. But the schedules that's been kept before has been done by DREAM. It hasn't really -- but I guess, we could find a way to kind of sync what we're doing, what we know and kind of push them more. Because that's what -- that's what happens, it becomes this -- we identify something, and then can try to push them. And it's not always a priority because they've got so many buildings. And they went a few years ago to what they call, shared services. And it just, it sounds good on paper, but when you start looking at a large department like ours, it's not as easy.

CHAIRMAN D. CHIP JOYNER: Paul, have you seen any best practices on that?

MR. PAUL KAPLAN: Yes, I tell you, when Central was being developed, when we were looking at it, just talking about Central, I'm not even talking about the main branches. Maintenance for the year -- now, I may be way off. (Inaudible) but approximately close to \$80,000 a year just to maintain the building. There's a lot going on here. So many -- and trying to get everything coordinated is very difficult. And they're really trying to work it out. And I think they really want this Central Library to shine. I think it's going to work-out well, I really do. You know, when you talk to your Commissioner, you know, you can tell him what's

going on and what's happening. But I think it's definitely starting to turn around. The first time I feel good about.

CHAIRMAN D. CHIP JOYNER: Good. I really appreciate you keeping that list because to have an actual list and hear what types of problems we're having, that's --

MR. PAUL KAPLAN: I think the HVAC stuff within another 30 days, 60 days or so. I think it'll be straightened out. The things they're working on, we know what the problem is. They're trying to get the equipment in and it takes time to get that stuff developed.

CHAIRMAN D. CHIP JOYNER: And any feedback from you, Joe, on the tech that you heard of, or that -- (inaudible)

MR. JOE PIONTEK: It was all very consistent in this -- we we're talking today of maybe talking to TCL and I suppose they, the library people they worked with, it was Brazos' department over in IT.

MRS. GAYLE H. HOLLOMAN: He's our liaison with IT.

MR. JOE PIONTEK: Okay. So, I guess it was Ellis' department now, whoever runs that. But everything was really consistent and really well done. Every one of the computer rooms had its own air conditioning system. I don't know whether you've ever seen these things, but they're like, it looks like it's about the size of the cooler. And it's separately wired in a separate system. So it's not going to, no matter what happens inside the library, the server room is kept nice and cool. It's very well done. Some of the places had fiber optic lines coming in. Oddly, Buckhead did not. I would have thought that the Buckhead people would have that, but, no. It was great. As I looked around, now, I spoke with the library manager at Buckhead today about the idea of possibly having something -- some small procedure that they might have where they could reset. And it was exactly the problem that we talked about where the static IP address was being conflicted by DCHP, the dynamic address that was coming in. And so, they ran into each other and it brought the systems. And they had to call DREAM. And DREAM came out pretty quickly, I mean, while we were all still there. So I heard it when I got there and they fixed it before we left.

CHAIRMAN D. CHIP JOYNER: Okay, good.

MR. JOE PIONTEK: So, yes, DREAM was really quick fixing that one.

CHAIRMAN D. CHIP JOYNER: That's great.

MR. JOE PIONTEK: But I mentioned the idea to her and she said, "God, that'll be great if we had something like that." So I don't know if I could talk to the TCL people or maybe, you know, the IT team and see if they had like, you know, an easy button that we could install for them.

MRS. GAYLE H. HOLLOMAN: Well, we can always give Glenn Melendez, who is the head of IT for the whole county, and see what he has to suggest about that.

MR. JOE PIONTEK: Yes. It's not going to fix everything, but maybe just the real basic stuff.

MRS. GAYLE H. HOLLOMAN: Sure.

MR. PAUL KAPLAN: I think what you're saying, sounds good. But I will tell you, hold off for about a month and a half.

MR. JOE PIONTEK: Oh, yes.

MR. PAUL KAPLAN: They are -- they're so overloaded now that I think, anything else -- I want to try to keep them in track, you know, going the right way. But that's a good idea.

MR. JOE PIONTEK: The thought in the back of my mind as we're talking about this is, reserve studies that we used to, when I worked in the HOA business, you know, we would have reserves for all of this brand-new stuff that bought. But with an HOA, it's simple. You've

got a clubhouse and a pool, and you know, three or four assets. Here, we've got millions of different assets and I don't think that we're allowed to hold reserves, are we? It kind of goes away in November doesn't it?

MRS. GAYLE H. HOLLOMAN: No.

MR. JOE PIONTEK: Yes, so that doesn't work. I guess if we -- I mean, even brand-new stuff breaks.

MRS. GAYLE H. HOLLOMAN: It does.

MR. JOE PIONTEK: Probably more than old stuff.

MRS. GAYLE H. HOLLOMAN: That's true.

MR. JOE PIONTEK: But I guess we just handle that as it comes along.

CHAIRMAN D. CHIP JOYNER: Now, all the computer systems are new? All the computers on the desk, all the new libraries --

MRS. GAYLE H. HOLLOMAN: Yes. We have new computers and Central has over 140 just on one floor. So it's quite an operation.

CHAIRMAN D. CHIP JOYNER: That's great because as you know, a few years ago, every time you walked into a library, we had issues with our computers falling off-line.

MR. JOE PIONTEK: I didn't see a single one with less than 30.

CHAIRMAN D. CHIP JOYNER: We -- that's great. We just want to make sure that we keep everything working. Anything this board can do to support you, Gayle, we're all committed to that.

MRS. GAYLE H. HOLLOMAN: Thank you.

CHAIRMAN D. CHIP JOYNER: And then, Joe is our point person on tech.

MRS. GAYLE H. HOLLOMAN: Okay.

CHAIRMAN D. CHIP JOYNER: I can barely send emails. And then, Paul, he's our expert.

MR. PAUL KAPLAN: You know, Joe, they're looking for good people in IT. I can certainly be a reference point.

MR. JOE PIONTEK: I'm very comfortably retired, thanks.

MR. PAUL KAPLAN: Okay. I just wanted to -- I figured I'd throw it in the conversation.

CHAIRMAN D. CHIP JOYNER: Mr. Kaplan, thank you for that report. Work Orders Report, is that the same thing?

MR. PAUL KAPLAN: Yes.

CHAIRMAN D. CHIP JOYNER: Okay. All right. Moving on to the Director's Report, Ms. Holloman.

21-39 DIRECTOR'S REPORT

21-36 MONTHLY FINANCIAL REPORT

21-37 MONTHLY USAGE SUMMARY

21-38 CUSTOMER SERVICE COMMENTS - QUARTERLY

CLOSURE REPORT - QUARTERLY

MRS. GAYLE H. HOLLOMAN: Thank you. Good afternoon everybody. Did anyone have questions about the financial reports? We are standing on target with spending our funds and as we, I think, mentioned briefly we'll be going into the budget cycle discussions in late August. And it usually goes between August and October, getting ready for the 2022 budget. And we don't always get the enhancements we asked for, but we don't stop asking. And I think this year, we've got a really good chance of getting some of the things that we'd like to have. And that the facilities manager is one of them. Looking at the monthly usage summary, I'm encouraged by the fact that the number of times people have visited the library

website has gone up by 70 percent. That's continuing to stay consistent with what we were doing when we were closed. And we're getting back up and online with almost everything now that we're open fully. And that was as of July 1. That's making a huge difference and you'll see the numbers start to change a lot. But I am -- we do know that we have a number of requests for patrons, that's gone up by a hundred percent for -- I mean, I'm sorry, 166 percent for holds, which we're doing, I think, a even been a job of understanding what people are wanting. And so the connections are going to get right sized, I think as we move forward over the next few months. Not being able to really see what people want and addressing those issues and getting them in in time. So that it doesn't create that backlog of holds. That's always a problem for libraries. It's you know, trying to balance what you have budgeted for, and then trying to make sure you bring in the things people really want or that you can stay up with the holds because of the bestsellers list that everybody's always reading and looking at. So anyway, that's the challenge for us, as a library system. Next, is the customer service comments. Our customer service comments have been very good for the most part. We do have people who, you know, worry about some of the things that they see and feel. If they come in and there is something that they encounter with regard to a computer not working, then sometimes they'll get really upset about it. But for the most part, we're getting things like: "great online services or resources, glad you're open." And people have just been very receptive to coming back. And the fact that they can come in now and they're not hindered by anything. We're not telling them that they can't use the meeting rooms and study rooms, everything. We're not asking anyone to clean off any desk or any tables. That is -- that did not take place. And people are just coming on in. I think some locations, because they have mask left over, just have them sitting out. And of course, if someone has left theirs at home or they want one, they can always pick one up for free. But aside from that, that's as far as it goes. And the county is not requiring any of that of staff or patrons at this time. So that's good news. The library closure report, you'll see, we did have some plumbing situations and HVAC situations, as you know. The plumbing is, it's kind of interesting. We just don't know why these things are happening in some areas of town. But we're working real hard. That was what happened in East Point and it was closed for six days. Not six days consecutively, but six days over a period of about two weeks. And so they got that straightened out now. And now we've got a situation at College Park, and they got it straightened out over this last couple of days. So it's -- those are challenges that just keep coming up. If it rains too hard like it did on Friday, then we're going to have situations like, we had some leaking at some branches, so in the ceilings and what have you. So they're patching them up, the contractors are still there. These properties are still under warranty. So they're addressing them. We got contractors right now at various buildings this whole week to take care of some of those things, because we just never know when those challenges are going to come. And they don't know that something's wrong until it rains on something like that. So anyway, that's where we are with that.

MR. PAUL KAPLAN: Just to kind of emphasize more on it. On the plumbing issue in some of the libraries, it's not what we've done in the library. What happens is, during heavy rain, the main sewer line out in the street that is, I believe, maintained by City of Atlanta. I'm not going to get into the politics of this thing. It backed up, and what happened was, we walked in, the stuff was blowing out of the toilets, coming out of the floor, and they were talking about raw sewage. So then we have to -- then we have environmental problem. We have to shut it down for four or five days, six days, make sure everything is clean. This is what

goes on. And of course, they say it's not them, it's -- one goes against the other. But this is something we are constantly fighting. So it's a reason why these things do close down for the amount of time they do.

MRS. GAYLE H. HOLLOMAN: Right. We have to worry a lot about, you know, cleanliness and sanitary conditions because we want patrons and staff to be in a clean environments. They have to take that carpet up, they have the put done -- sometimes they have to locate replacement carpet tiles. And that's good that we've gone to carpet tiles in this new age because they can store it offsite some place. And then when something goes wrong, just pull up those carpet that need to be replaced. And so that makes a huge difference instead of roll, roll of carpet like we did in the old days, as they say. So anyway, there's a challenge almost all the time. But I can say that people have been working real closely to make things, to improve on things. With the contractors that are still place, with the warranty situations, and with DREAM. DREAM has been really awesome. I mean, I'm writing to them 10:30 at night, you know, we're -- Joe's on his television and I'm on mine. We're still talking on phone by email, I mean, by text. And so, that's Joe Davis. So it's been a really good working relationship, I think, and response. And response times have gotten better.

CHAIRMAN D. CHIP JOYNER: That's great. When there is a library closure, does that show up on the website?

MRS. GAYLE H. HOLLOMAN: Yes. Claudia changes that, puts that information out so that people will know. I always have to get permission to close from Anna Roach, who's the Chief Operating Officer, in charge with the daily operations of the county. She'll give the, okay, then we, the group administrator will put out the word by email to all of the staff. And that's how we make it happen so people will know what's going on. And then Claudia puts it on the website.

CHAIRMAN D. CHIP JOYNER: Oh, that's great. So if there is a patron that has a question about closure, they can always just be directed to the website --

MRS. GAYLE H. HOLLOMAN: Yes.

CHAIRMAN D. CHIP JOYNER: And get that information?

MRS. GAYLE H. HOLLOMAN: Yes.

CHAIRMAN D. CHIP JOYNER: Okay. That's very good.

MRS. GAYLE H. HOLLOMAN: And if we have to close for more than a few hours, we close for the day or whatever, then that's -- a notice is put on the door. We have a -- she's given us a poster that we put the doors and we put a message on answering machine, outgoing message so that people know we're closed due to maintenance issues.

UNFINISHED BUSINESS

CENTRAL LIBRARY – UPDATES

CHAIRMAN D. CHIP JOYNER: Great, thank you. Any other questions on the director's report? Unfinished Business, Central Library?

MRS. GAYLE H. HOLLOMAN: Oh, the Central Library. It's so exciting. I'm very onboard by the fact that we've got so much activity, so much interest. We've got people wanting to - - people within the county, I have to say, who are wanting to go ahead and try to set up times to -- for space in the Central Library, particularly that fifth floor event center. I'm sure we're going to have a lot of partnership opportunities with downtown businesses and colleges, especially Georgia State University. So we're just very, very excited about it. We've got a lot of arts groups that have mentioned what they'd like to do through Arts and Culture. They're coming to us through them. In fact, Arts and Culture met with us yesterday with

some ideas about activating some of the spaces we have. So we're very excited about it. We're looking at a late-September opening. We'll get more information to you. Hopefully, the Save the Dates will be able to go out soon. So that what we're going to have is like, set three days of activities, Thursday, Friday, Saturday, with Friday being, hopefully, the day that do kickoff and ribbon cutting ceremony. We've got authors booked, children and adult authors, an illustrator and just a lot of wonderful things. So hopefully, those things will take place in late September. We're looking at January kickoff of a One Book One Read Program that's going to be for Central. And the author will then visit in March of next year. And that will be a great discussion, we think, for the whole county. Then in June, we're looking at a Children's Literature and Film Festival. And all of this is going to be what we're calling, The Year of Central. And that's from September of this year to September of 2022. And every month, we're planning to have author visits, lecture series. All sorts of great things that will hopefully activate the spaces and get people thinking of Central as a destination point. That's what the whole game plan is. So, if you got any questions, I'll see if I answer. But there's a lot of activity and a lot interest and we're just very excited. It's a lot of work, though. It really is a lot of work. And the contractors are still on site every single day trying to do all sorts of things at every level.

CHAIRMAN D. CHIP JOYNER: Has everyone got a chance to tour before -- tour the library? Marjorie, have you had a chance?

MRS. MARJORIE L. KIMBROUGH: I have not had a chance to do that.

MRS. GAYLE H. HOLLOMAN: Let us know. We'll be happy to set it up.

MR. DAMIAN DENSON: I haven't yet, either.

MRS. GAYLE H. HOLLOMAN: Let us know, we'll set it up.

MR. PAUL KAPLAN: Joe, have you --

MR. JOE PIONTEK: When it was still in its formation stages, you could see that the chimney going up. So I really do want to see what it's like now.

MRS. GAYLE H. HOLLOMAN: You've got to see it.

MR. JOE PIONTEK: When I -- you couldn't see it when they were saying what was going on. So I would like to see how that ended up working out.

MRS. GAYLE H. HOLLOMAN: It's hard to visualize when we sat with plans for two years and looking through all this. It was, even with that, it was still hard to visualize. But it is a fantastic space. And I think -- I think you'll be very impressed.

MRS. PRISCILLA BORDERS: Is there still discussion or are you in talks about the event planner.

MRS. GAYLE H. HOLLOMAN: Yes, definitely. Our Chief Operating Officer is very much on board with that idea. We're working -- the county in barged about two years ago. And I and one of the -- the Central Library Administrator, have participated on this committee for about a year now about the rental policy the county is trying to get together. We're going to have to bring our portion up and if we can ever settle on it, to you all, of course to review. But that's part of why we can't determine exactly what was going to happen with our space. If it's -- what would be rentable and all of that, until that's resolved. But hopefully, that will be -- well, the actual plan to take it to the board of that next, that August meeting. But -- yes, so we've got some work to do on that.

CHAIRMAN D. CHIP JOYNER: That's great. Well, can we schedule a tour in advance of the grand opening?

MRS. GAYLE H. HOLLOMAN: Sure.

CHAIRMAN D. CHIP JOYNER: If you guys are open to that.

MRS. GAYLE H. HOLLOMAN: Give us some dates.

CHAIRMAN D. CHIP JOYNER: We'll coordinate some schedules. Zenobia, can you send out an email with maybe a couple of dates that work?

MRS. GAYLE H. HOLLOMAN: Do a doodle or something. We usually like to do them around 10:00, 10:30 in the morning, or at 1:00 in the evening, afternoon, something like that. And we'll be happy to show you around.

CHAIRMAN D. CHIP JOYNER: Because we can't have a grand opening until you guys see it.

MRS. PRISCILLA BORDERS: That fifth floor with the back patio and the kitchen, it's --

MRS. GAYLE H. HOLLOMAN: There's a lot of possibilities with so much -- so many programs. The things that we've wanted to do over the years that we just couldn't do, and now we can. And I think that the public from all ages and all walks of life and all of careers are just going to be really excited to come in and see what can be done and what -- how they can utilize it. And that's going to be fabulous. We do think that a couple of those spaces on the fifth floor will be rented, rentable. But that was the whole point of the Event Center. But the others would still be free for the public to use as long as you got a library card in good standing. And so we'll be differentiating all of that as we move towards that opening day.

MR. PAUL KAPLAN: Chip, maybe you can send something out to the board, some dates.

CHAIRMAN D. CHIP JOYNER: Could we have the next at Central and maybe schedule a tour in the hour before the meeting starts?

MR. PAUL KAPLAN: Meeting is a problem because the public can't come in.

MRS. GAYLE H. HOLLOMAN: Yes, that becomes a little problematic.

MR. PAUL KAPLAN: But really --

MRS. GAYLE H. HOLLOMAN: I mean, unless we figure out a way to do it.

MR. PAUL KAPLAN: Hum?

MRS. GAYLE H. HOLLOMAN: Unless we can figure out some way to do it. I'm not so sure.

MR. PAUL KAPLAN: Well, that's --

MRS. GAYLE H. HOLLOMAN: Well, actually, we probably shouldn't.

MR. PAUL KAPLAN: No. We're going to -- not going to do it. I just have some dates that we can take a tour. Would that work out with everybody, like maybe, 10:30 in the morning or something like where everybody can come through?

CHAIRMAN D. CHIP JOYNER: Is there a particular day of the week that works best?

MR. JOE PIONTEK: Everyday.

MRS. GAYLE H. HOLLOMAN: Tuesday is pretty good for us.

MRS. MARJORIE L. KIMBROUGH: Tuesday works.

MRS. GAYLE H. HOLLOMAN: Tuesdays are usually pretty good. But you just let us know what works for you all, and we'll try to make it work. Zenobia will send that out and you all, just, if you do a doodle or something, you can choose what best way then she'll arrange it.

CHAIRMAN D. CHIP JOYNER: That'll be great.

MRS. GAYLE H. HOLLOMAN: Any other questions about Central?

MR. JOE PIONTEK: I have -- maybe this is old business, but we were talking about renaming Central. How is that going so --

MRS. GAYLE H. HOLLOMAN: Yes. We got to have -- we've got to form a committee, and we're waiting for Commissioner Hall, she has -- what happens with all those renaming

committees, whatever type they happen to be, is that the Commissioner is asked to provide names of people that they would like to have be a part of that meeting so that got the public involved as well. And so Commissioner Hall is putting together a list of three or four people that she'd like to have invited to that. Then she will participate, then you all will need to have someone, some of you on that committee as well. And then we can meet. It doesn't take long. It's just a meeting and decide, and then we say, okay, that's what we want to do. And then we have to take it before the Board of Commissioners for their approval.

CHAIRMAN D. CHIP JOYNER: What's that timeline on that?

MRS. GAYLE H. HOLLOMAN: There isn't really one. We just need to do it as soon as possible if we want to do it before the reopening.

CHAIRMAN D. CHIP JOYNER: Do we want contact the commissioner so we can have it on the agenda for August or September?

MRS. GAYLE H. HOLLOMAN: We'd like to have it done hopefully at the second meeting in August would be good.

MR. PAUL KAPLAN: September would be too late. I think we've got --

MRS. GAYLE H. HOLLOMAN: September would be too late. But I don't know that we can get it on the first one, because that's the second. Is it the second? The fourth or something like that. But second one, I think we'd be able to get it on there. Because it's just a matter of sitting down and agreeing. And most of the commissioners have already heard about it. In fact, it was one commissioner whose district is not actually posed initially, and then we started talking about it. And the district commissioner is very much in favor of it, so...

MRS. PRISCILLA BORDERS: I will send a reminder.

MRS. GAYLE H. HOLLOMAN: Okay. Yes, she's been so busy. She's had so much going on. But that's all we need and then we'll finalize it.

CHAIRMAN D. CHIP JOYNER: Is there anything else on Central? Thanks for bringing that up.

MR. JOE PIONTEK: Sure.

NEW BUSINESS

CHAIRMAN D. CHIP JOYNER: New business?

MR. JOE PIONTEK: I have one thing, Chip.

CHAIRMAN D. CHIP JOYNER: Joe?

MR. JOE PIONTEK: We need to get some new name badges. I don't think Marjorie -- Marjorie and Damian have one.

MRS. MARJORIE L. KIMBROUGH: I got a badge that's just a -- from the police.

MR. JOE PIONTEK: Yes, right.

MRS. MARJORIE L. KIMBROUGH: But I don't have one like Priscilla has. She's got a pretty one.

MR. JOE PIONTEK: The point was more along the new nomenclature of the new logos and things. Yes, we all have to get those. You have to be fingerprinted --

MRS. MARJORIE L. KIMBROUGH: I've got this one. My name is not spelled correctly, but I'm not going to worry about.

MR. JOE PIONTEK: There's a pretty badge, and goes along with us, especially with these celebrations coming up. It would be nice not be asked so many times, who I was. But it's, okay, happens to me a lot.

MRS. MARJORIE L. KIMBROUGH: Right, okay.

CHAIRMAN D. CHIP JOYNER: Zenobia, do we owe you any paperwork for that? He said something else about that? Okay. Did I ask you what I need to send?

MRS. ZENOBIA CLAXTON: No. You just have to go to the police department and get the ID badge.

CHAIRMAN D. CHIP JOYNER: Okay. All right.

MRS. GAYLE H. HOLLOMAN: I wanted to add one thing to new business if I could. Forgot to mention earlier, the renaming of the Ponce Library, I think that we talked about it a couple times back and forth. Well, we -- Commissioner Hall is very much aware of it. Commissioner Arrington is very much aware of it. However, in getting with -- we were renaming Ponce for the late Commissioner Joan P. Garner. And her wife is going to be away for the dates that we had in mind and that worked with the Commissioners. So she has given us a set of dates that she thinks will work better in late August and early September. So we're going to now try to finalize that and go backwards a little bit, get back with the commissioners and see if that works for them. And so hopefully, we'll have it late August, early September and we'll let you know when that's going to take place. But it should be very exciting and she has a family that want to fly in and all that, so we're trying to be very respectful of those requests.

CHAIRMAN D. CHIP JOYNER: Have we secured the portrait?

MRS. GAYLE H. HOLLOMAN: And we will ask her for portrait. We have not yet, but, yes.

CHAIRMAN D. CHIP JOYNER: And she was a Howard University graduate, so --

MRS. GAYLE H. HOLLOMAN: Oh, yes, of course.

CHAIRMAN D. CHIP JOYNER: All right.

MRS. GAYLE H. HOLLOMAN: I almost went to Howard. They didn't give me any money.

EXECUTIVE SESSION

CHAIRMAN D. CHIP JOYNER: All right. Is that everything on security? Anything further, any questions on the security? Okay. All right. I would like to make a motion to go into Executive Session. We have a couple of items to discuss. So I'll make a motion.

MR. JOE PIONTEK: And I will second that.

CHAIRMAN D. CHIP JOYNER: Okay. Joe, first in motion for --

MOTION

MR. JOE PIONTEK: I make a motion that we go into Executive Session. Is that what you want?

CHAIRMAN D. CHIP JOYNER: Okay. Is there a second?

MR. PAUL KAPLAN: Second.

CHAIRMAN D. CHIP JOYNER: Mr. Kaplan seconded and we will go into Executive Session.

(Whereupon, the Regular Board of Trustees Meeting concluded at 4:42 p.m. to go into Executive Session)

(Whereupon, the Regular Board of Trustees Meeting resumed at 5:40 p.m.)

CALL TO ORDER

CHAIRMAN D. CHIP JOYNER: Calling to order, out of Executive Session. One outstanding issue, we need to decide on our next meeting location for the August meeting. It's been recommended, we're considering Auburn Avenue, Metropolitan, are there any other suggestions? Because Central is not ready.

AUGUST BOARD MEETING**MOTION**

MR. JOE PIONTEK: I move that we stay here.

CHAIRMAN D. CHIP JOYNER: Will that work for everyone? Okay. All right. So the meeting will be at Cascade. All those in favor say, aye.

TRUSTEES: Aye.

ADJOURNMENT**MOTION**

CHAIRMAN D. CHIP JOYNER: Any nays? All right. We have a motion to adjourn?

MR. JOE PIONTEK: Second.

CHAIRMAN D. CHIP JOYNER: Motion by Priscilla Borders and Paul Kaplan and seconded by Joe Piontek. All those in favor, say, aye.

TRUSTEES: Aye.

CHAIRMAN D. CHIP JOYNER: Opposed say, nay. All right.

(Whereupon, the Regular Board of Trustees Meeting is concluded 5:42 p.m.)

Fulton County Library System (FCLS)

Gayle H. Holloman

July 2021

Following are the highlights of activities around the FCLS in July:

- As of July 1st patrons were again able to fully use the libraries, to their delight.
- Six ribbon cutting celebrations were held at the final renovated libraries that had not received special recognition of their re-openings. The libraries were:
 - Adamsville-Collier Heights
 - Ponce de Leon
 - Cleveland Avenue
 - Buckhead
 - Northside
 - Mechanicsville
- Staff continued to work toward the re-opening of the Central Library which will take place in late fall.
- Books for deposit collections were delivered to schools and day care centers
- Virtual programs were promoted for all ages.
- The 2021 Summer Reading Program was in full swing during July with the theme: *Tails & Tales*.
 - Craft programs, along with make and take crafts were a hit
 - Patrons loved having book club reads suggested, which included beach reads; as well as personalized reading lists created via the Novel Deliveries Service. The way it works is that staff suggests books to read based on pre-submitted reading profiles sent in by patrons.
- Youth Services librarians presented Back-to-School Family Fun Day activities
- International Friendship Day was introduced by staff to patrons on July 30th. It helps to foster a better understanding and appreciation of friendships across the world. Book displays were made around the concept.

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - TOTAL LIBRARY
AS OF JULY 31, 2021

Doc. #21-42

SERVICE	2021 BUDGET	JULY	2021 YTD	2021 YTD	2021 YTD	2021 YTD %	BUDGET
DESCRIPTION	ALLOCATION	EXPENDITURES	EXPENDITURES	ENCUMBRANCES	COMMITTED	COMMITTED	BALANCE
REG SALARY	14,591,015	1,405,575	7,154,889	-	7,154,889	49%	7,436,126
PART TIME SALARY	484,240	35,138	198,510	-	198,510	41%	285,730
BENEFITS	7,903,299	649,555	3,675,455	-	3,675,455	47%	4,227,844
BOOKS	3,696,686	768,823	1,856,742	1,290,247	3,146,989	85%	549,697
OFFICE EQUIP. REPAIR	23,000	-	1,610	5,000	6,610	29%	16,390
EQUIPMENT	15,604	1,218	1,218	880	2,097	13%	13,507
OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
PROFESSIONAL SERV	37,937	4,848	5,088	-	5,088	13%	32,849
COPIER MACHINE	205,865	19,441	126,044	-	126,044	61%	79,821
COPIER PAPER	1,000	-	-	-	-	0%	1,000
SUPPLIES	65,900	5,417	24,423	3,725	28,148	43%	37,752
COMPUTER HARDWARE	450,000	-	-	381,934	381,934	85%	68,066
RENT	204,840	23,153	114,326	107,834	222,159	108%	(17,319)
OTHER SERVICES	664,522	67,628	299,141	64,067	363,208	55%	301,314
TRAVEL	12,000	258	555	-	555	5%	11,445
HOPITALITY	10,000	-	-	-	-	0%	10,000
VEHICLE MAINTENANCE	22,850	759	7,702	-	7,702	34%	15,148
GENERAL INSURANCE	622,596	51,883	363,181	-	363,181	58%	259,415
TOTAL	29,013,354	3,033,693	13,828,883	1,853,686	15,682,569	54%	13,330,785

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS JULY 31, 2021

ORGANIZATION	SERVICE	2021 BUDGET	JULY	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCE	COMMITTED	% COMMITTED	BALANCE
PUBLIC SERVICE OPERATION	REG SALARY	11,509,491	1,104,270	5,642,958	-	5,642,958	49%	5,866,533
	PART TIME SALARY	484,240	35,138	198,510	-	198,510	41%	285,730
	BENEFITS	6,277,726	517,692	2,936,452	-	2,936,452	47%	3,341,274
	BOOKS	3,196,686	768,823	1,356,742	1,290,247	2,646,989	83%	549,697
	OFFICE EQUIP. REPAIR	20,000	-	1,610	5,000	6,610	33%	13,390
	EQUIPMENT	4,000	-	-	-	-	0%	4,000
	OFFICE FURNITURE	2,000	-	-	-	-	0%	2,000
	PROFESSIONAL SERV	16,237	4,848	5,088	-	5,088	31%	11,149
	COPIER MACHINE	204,865	19,441	126,044	-	126,044	62%	78,821
	SUPPLIES	21,000	1,834	7,658	2,397	10,055	48%	10,945
	RENT	204,840	23,153	114,326	107,834	222,159	108%	(17,319)
	OTHER SERVICES	320,531	53,503	194,962	21,654	216,615	68%	103,916
	VEHICLE MAINTENANCE	3,000	23	23	-	23	1%	2,977
	GENERAL INSURANCE	404,826	33,736	236,149	-	236,149	58%	168,678
Total		22,669,442	2,562,459	10,820,520	1,427,131	12,247,651	54%	10,421,791

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

AS JULY 31, 2021

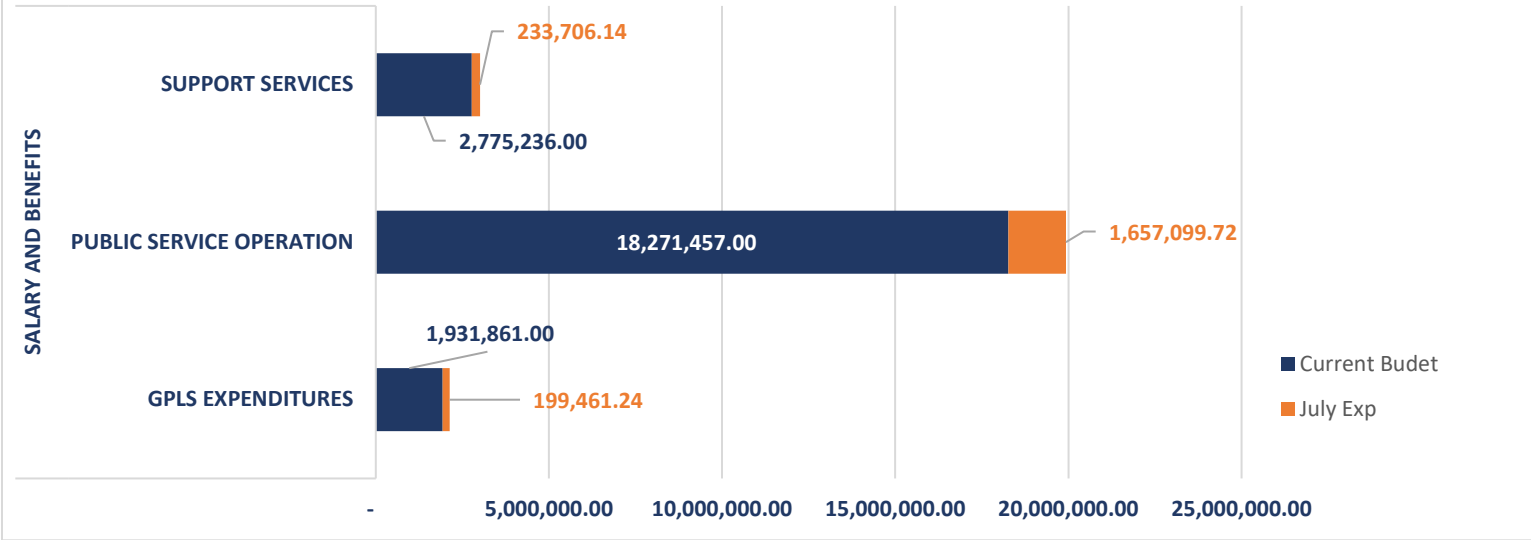
ORGANIZATION	SERVICE	2021 BUDGET	JULY	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCE	COMMITTED	% COMMITTED	BALANCE
SUPPORT SERVICES	REG SALARY	1,770,026	159,788	796,632	-	796,632	45%	973,394
	BENEFITS	1,005,210	73,919	410,784	-	410,784	41%	594,426
	OFFICE EQUIP. REPAIR	3,000	-	-	-	-	0%	3,000
	EQUIPMENT	11,604	1,218	1,218	880	2,097	18%	9,507
	PROFESSIONAL SERV	21,700	-	-	-	-	0%	21,700
	COPIER MACHINE	1,000	-	-	-	-	0%	1,000
	COPIER PAPER	1,000	-	-	-	-	0%	1,000
	SUPPLIES	44,900	3,583	16,765	1,328	18,093	40%	26,807
	COMPUTER HARDWARE	450,000	-	-	381,934	381,934	85%	68,066
	OTHER SERVICES	292,165	14,124	52,355	42,413	94,768	32%	197,397
	TRAVEL	12,000	258	555	-	555	5%	11,445
	HOPITALITY	10,000	-	-	-	-	0%	10,000
	VEHICLE MAINTENANCE	19,850	736	7,679	-	7,679	39%	12,171
	GENERAL INSURANCE	217,770	18,148	127,033	-	127,033	58%	90,738
Total		3,860,225	271,772	1,413,019	426,555	1,839,574	48%	2,020,651

FULTON COUNTY LIBRARY SYSTEM
MONTHLY FINANCIAL REPORT - BY ORG TYPE

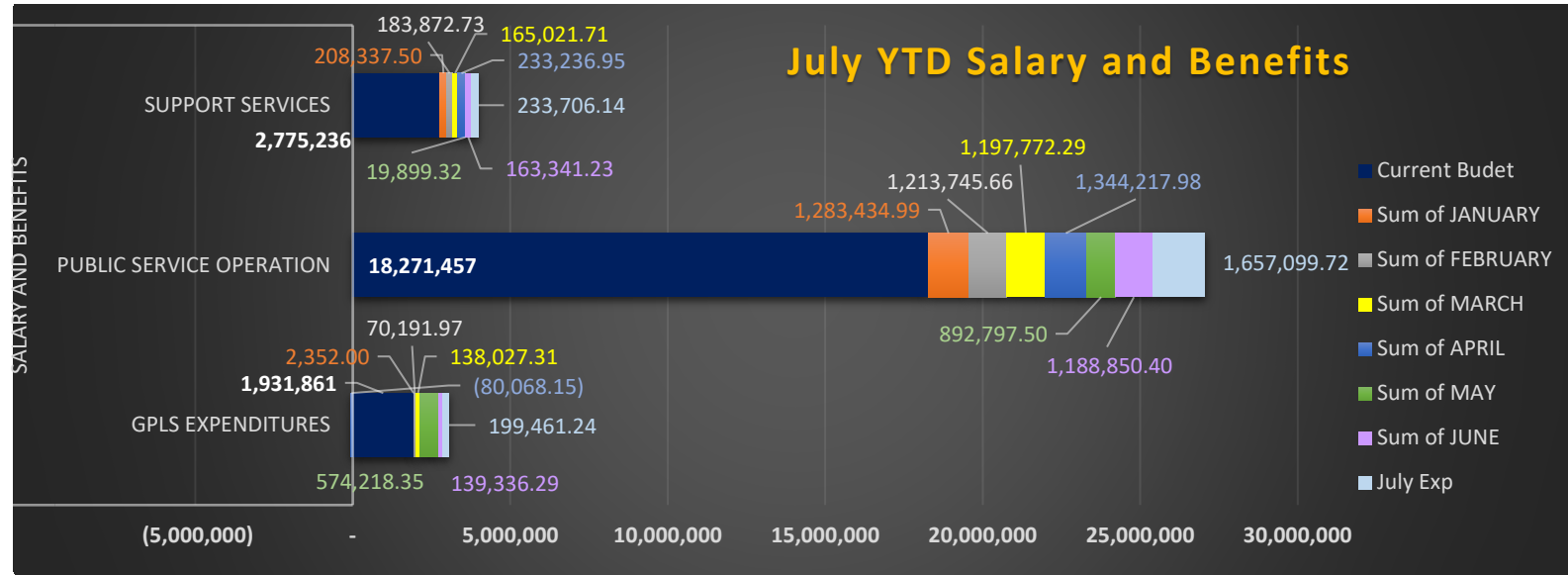
AS JULY 31, 2021

ORGANIZATION	SERVICE	2021 BUDGET	JULY	2021 YTD	2021 YTD	2021 YTD	2021 YTD	BUDGET
TYPE	TYPE	ALLOCATION	EXPENDITURES	EXPENDITURES	ECNUMBRANCE	COMMITTED	% COMMITTED	BALANCE
GPLS EXPENDITURES	REG SALARY	1,311,498	141,517	715,299	-	715,299	55%	596,199
	BENEFITS	620,363	57,945	328,220	-	328,220	53%	292,143
	BOOKS	500,000	-	500,000	-	500,000	100%	-
	OTHER SERVICES	51,826	-	51,825	-	51,825	100%	1
Total		2,483,687	199,461	1,595,344	-	1,595,344	64%	888,343

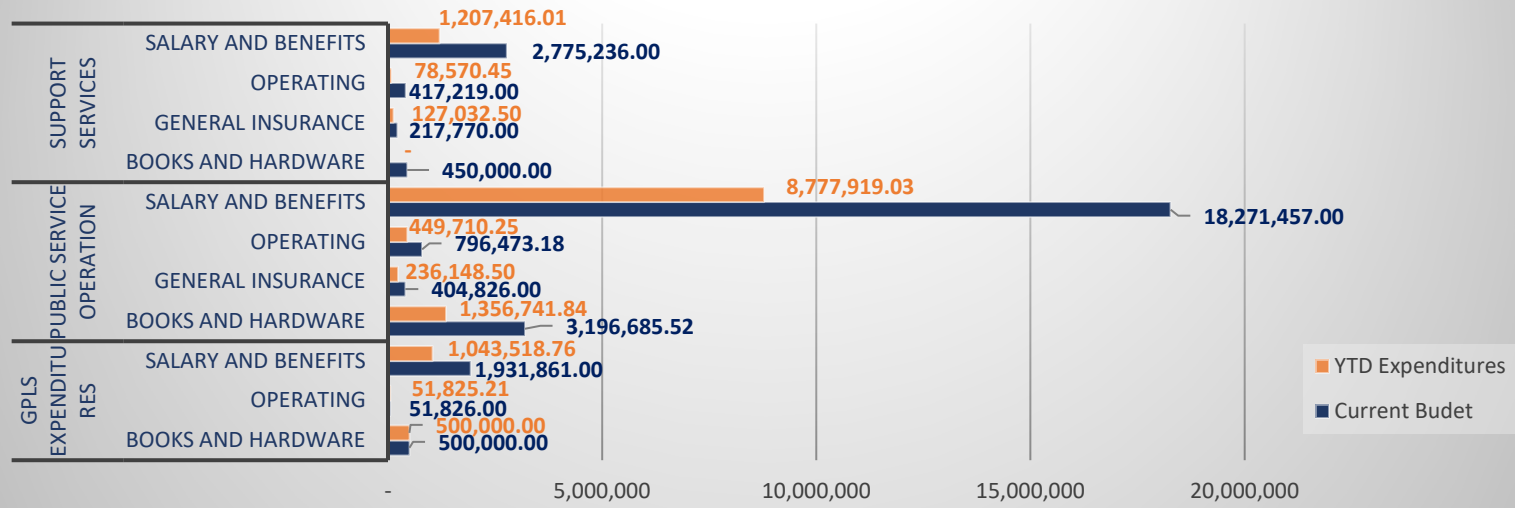
JULY SALARY AND BENEFITS



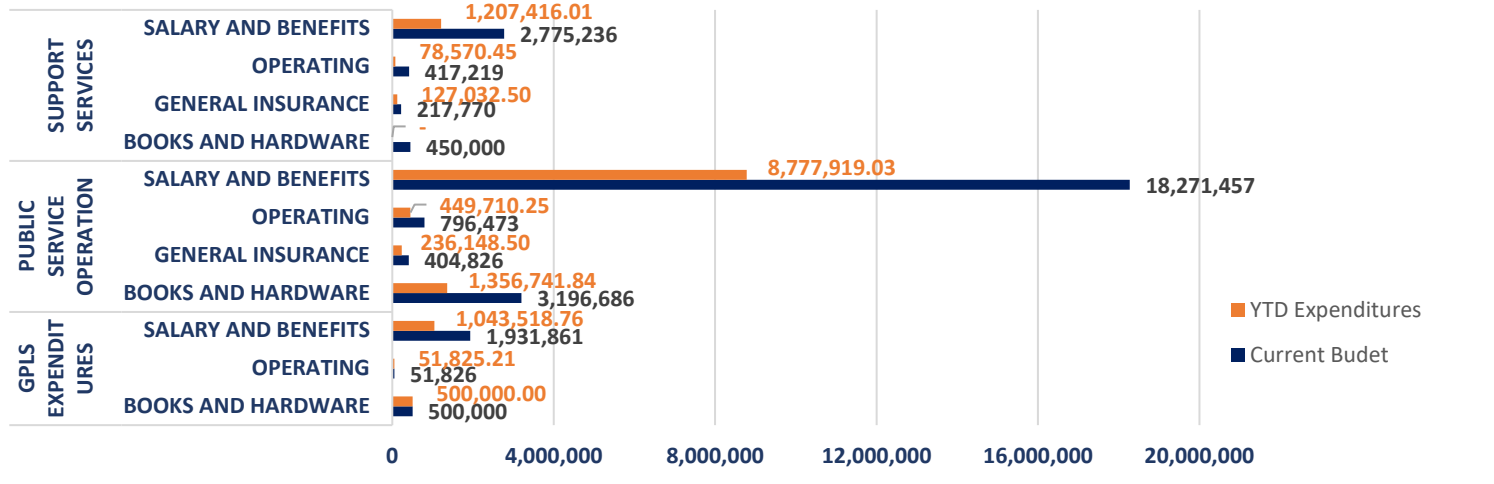
July YTD Salary and Benefits



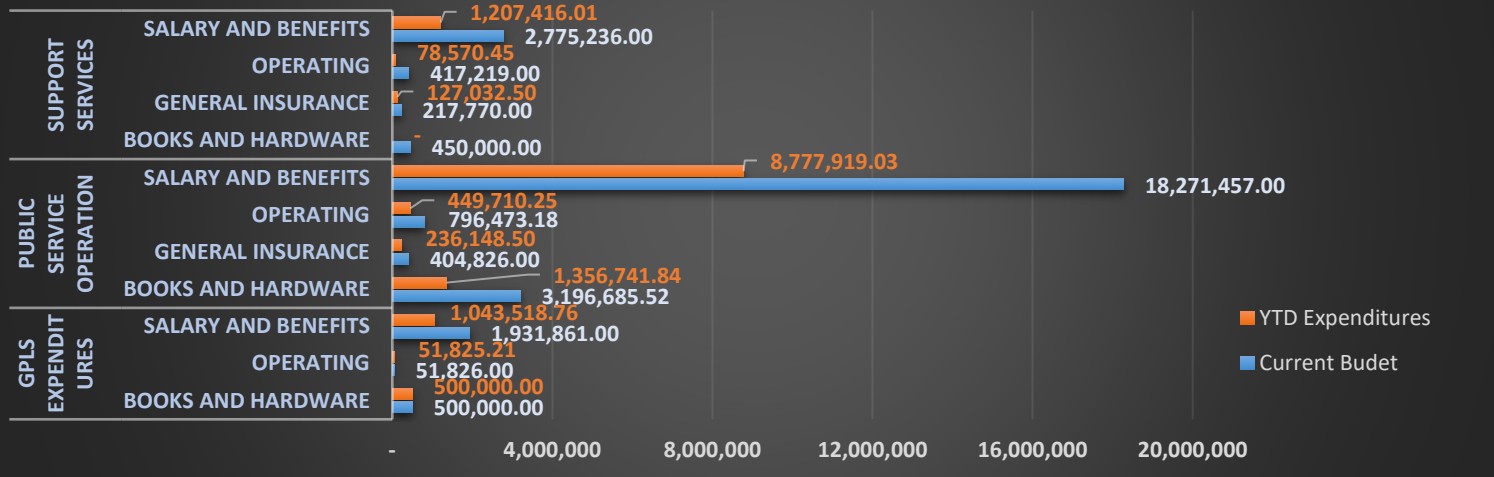
July Operating Expenses by Unit



July Year to Date Operating Expenses



Year to Date Overall Expenses



Monthly Usage Summary - July 2021					Doc. #21-43
Activity and Description	2021		2020		YTD % +/-
	July	YTD	July	YTD	
Circulation					
Total number of items checked out of the library	211,310	852,427	41,694	563,794	51%
Holds					
Number of requests by patrons	45,817	383,234	45,239	172,144	123%
Visits					
Number of people entering a library for any reason	139,326	299,132	0	539,692	-45%
Computer/Internet Usage					
Number of computer sessions (Internet access and office software)	20,279	16,630	0	145,866	-89%
Number of hours of computer use	9,982	7,288	0	47,621	-85%
Web Page Visits					
Number of times people have visited the library's websites	790,048	5,163,919	570,573	3,144,896	64%
Web Visitors					
Number of people who visited the library's websites	120,324	762,659	93,847	678,053	12%
Virtual Circulation					
Number of materials downloaded or streamed	109,912	773,782	116,139	731,038	6%
Virtual Circulation Users					
Number of people who downloaded or streamed	23,973	167,960	22,600	150,163	12%
Children's programs					
Library sponsored programs offered for children (birth - 12)	176	1265	57	773	64%
Number of people attending programs	3675	21179	1600	41159	-49%
Teen Programs					
Library sponsored programs offered for teens (13 - 17)	68	238	6	173	38%
Number of people attending programs	524	3081	74	5163	-40%
Adult Programs					
Library sponsored programs offered for adults (18 +)	89	486	27	1226	-60%
Number of people attending programs	1,681	11,447	392	125195	-91%
Programs - Total					
Library sponsored programs offered (includes all-ages not counted above)	418	2347	102	2184	7%
Number of people attending programs	7,380	40,940	2,653	172104	-76%
Meeting Rooms					
Non-library sponsored meetings or activities scheduled	60	60	0	781	-92%
Number of people attending meetings or activities	1,005	1,005	0	15503	-94%

Fulton Library System Circulation Stats - July 2021

AGENCY NAME	ADULT	JUVENILE	Y/A	OTHER	Month-2021 TOTAL	Month-2020 TOTAL	INCREASE/ DECREASE	PERCENT CHANGE	YTD 2021 CIRC	YTD 2020 CIRC	INCREASE/ DECREASE	PERCENT CHANGE
ADAMS PARK	365	421	41		827	131	696	531.30%	3,557	3,134	423	13.50%
ADAMSVILLE/COLLIER HEIGHTS	711	326	51		1,088	24	1,064	4433.33%	4,343	776	3,567	459.66%
ALPHARETTA	7,916	16,994	1,214	2	26,126	4,781	21,345	446.45%	96,530	99,176	-2,646	-2.67%
BUCKHEAD	4,055	4,901	296	2	9,254	90	9,164	10182.22%	37,191	2,296	34,895	1519.82%
CLEVELAND AVE	434	552	72		1,058	111	947	853.15%	8,435	320	8,115	2535.94%
COLLEGE PARK	492	731	48	1	1,272	303	969	319.80%	4,825	5,079	-254	-5.00%
DOGWOOD	266	209	28		503	244	259	106.15%	2,839	5,846	-3,007	-51.44%
EAST ATLANTA	1,749	3,574	146		5,469	35	5,434	15525.71%	22,927	2,641	20,286	768.12%
EAST POINT	705	391	42	1	1,139	515	624	121.17%	6,896	8,200	-1,304	-15.90%
EAST ROSWELL	4,978	9,034	365	1	14,378	4,784	9,594	200.54%	61,558	52,112	9,446	18.13%
EVELYN G. LOWERY @ CASCADE	769	873	59		1,701	587	1,114	189.78%	6,488	11,414	-4,926	-43.16%
FAIRBURN	582	537	37		1,156	272	884	325.00%	4,787	4,988	-201	-4.03%
GLADYS S. DENNARD @ SOUTH FULTON	1,217	1,336	115		2,668	495	2,173	438.99%	8,538	15,376	-6,838	-44.47%
HAPEVILLE	545	690	67		1,302	3	1,299	43300.00%	3,361	129	3,232	2505.43%
JOAN P. GARNER @ PONCE DE LEON	3,923	5,435	299	1	9,658	84	9,574	11397.62%	44,149	2,410	41,739	1731.91%
KIRKWOOD	1,171	3,433	132		4,736	2,047	2,689	131.36%	21,117	20,045	1,072	5.35%
LOUISE WATLEY @ SOUTHEAST ATLANTA	467	1,947	44		2,458	594	1,864	313.80%	10,319	10,541	-222	-2.11%
MARTIN LUTHER KING, JR	700	450	33	1	1,184	763	421	55.18%	6,185	7,910	-1,725	-21.81%
MECHANICSVILLE	227	322	28		577	124	453	365.32%	2,555	276	2,279	825.72%
METROPOLITAN	1,385	2,289	125		3,799	789	3,010	381.50%	15,814	20,126	-4,312	-21.43%
MILTON	5,199	13,651	873	1	19,724	4,281	15,443	360.73%	76,720	53,419	23,301	43.62%
NORTHEAST/SPRUILL OAKS	3,207	9,816	736	1	13,760	82	13,678	16680.49%	48,703	4,870	43,833	900.06%
NORTHSIDE	2,950	5,433	322	1	8,706	102	8,604	8435.29%	32,386	2,102	30,284	1440.72%
NORTHWEST @ SCOTTS CROSSING	916	2,278	108		3,302	2,056	1,246	60.60%	15,864	22,845	-6,981	-30.56%
OCEE	5,251	12,940	1,479		19,670	1,843	17,827	967.28%	78,002	7,949	70,053	881.28%
PALMETTO	450	545	78		1,073	207	866	418.36%	4,837	4,804	33	0.69%
PEACHTREE*	2,174	1,976	95	5	4,250	4,110	140	3.41%	25,468	36,302	-10,834	-29.84%
ROSWELL	6,375	11,348	564	6	18,293	4,284	14,009	327.01%	72,058	45,815	26,243	57.28%
SANDY SPRINGS*	8,597	13,428	715	2	22,742	6,011	16,731	278.34%	89,289	64,303	24,986	38.86%
WASHINGTON PARK	498	810	54		1,362	260	1,102	423.85%	5,277	7,559	-2,282	-30.19%
WEST END	581	873	67		1,521	563	958	170.16%	6,920	5,347	1,573	29.42%
WOLFCREEK	1,190	1,406	196	10	2,802	915	1,887	206.23%	14,408	21,592	-7,184	-33.27%
BRANCHES TOTAL	70,045	128,949	8,529	35	207,558	41,490	166,068	400.26%	842,346	549,702	292,644	53.24%
CENTRAL	450	122	21		593	198	395	199.49%	2,744	5,069	-2,325	-45.87%
OUTREACH SERVICES	2	7			9	4	5	125.00%	53	413	-360	-87.17%
AUBURN AVENUE RESEARCH	3,150				3,150	2	3,148	157400.00%	7,284	8,610	-1,326	-15.40%
SYSTEM TOTAL	73,647	129,078	8,550	35	211,310	41,694	169,616	406.81%	852,427	563,794	288,633	51.19%

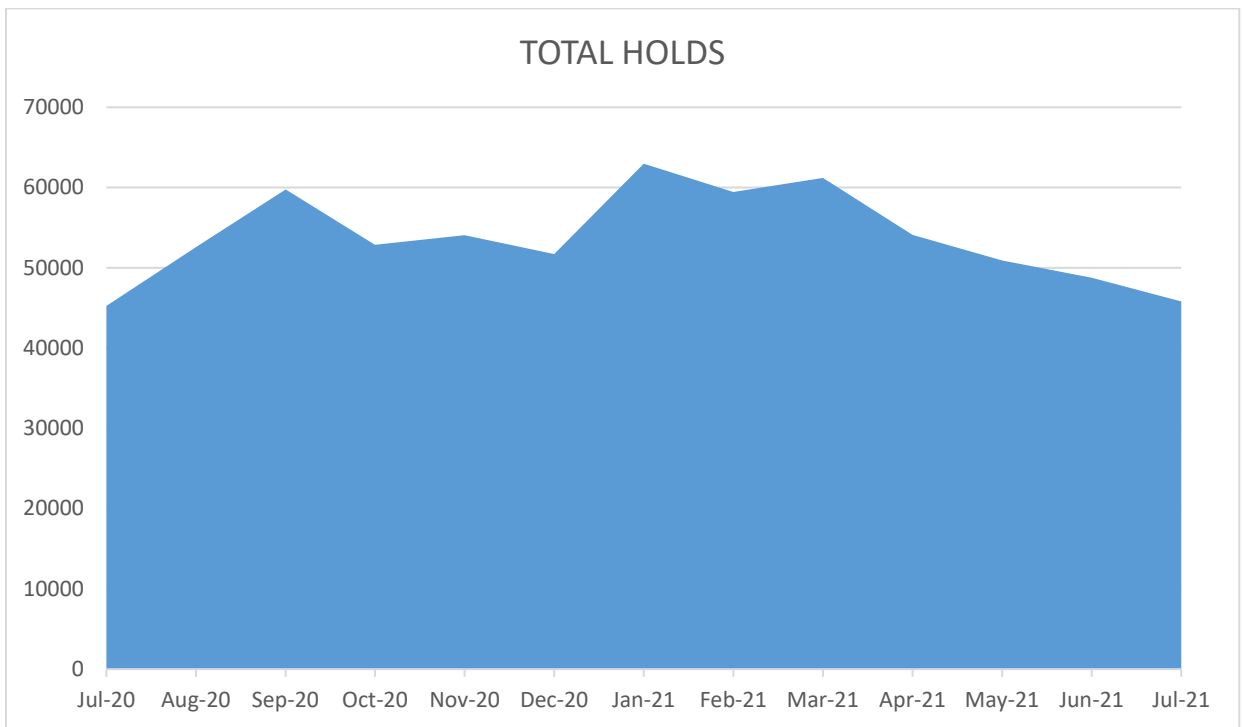
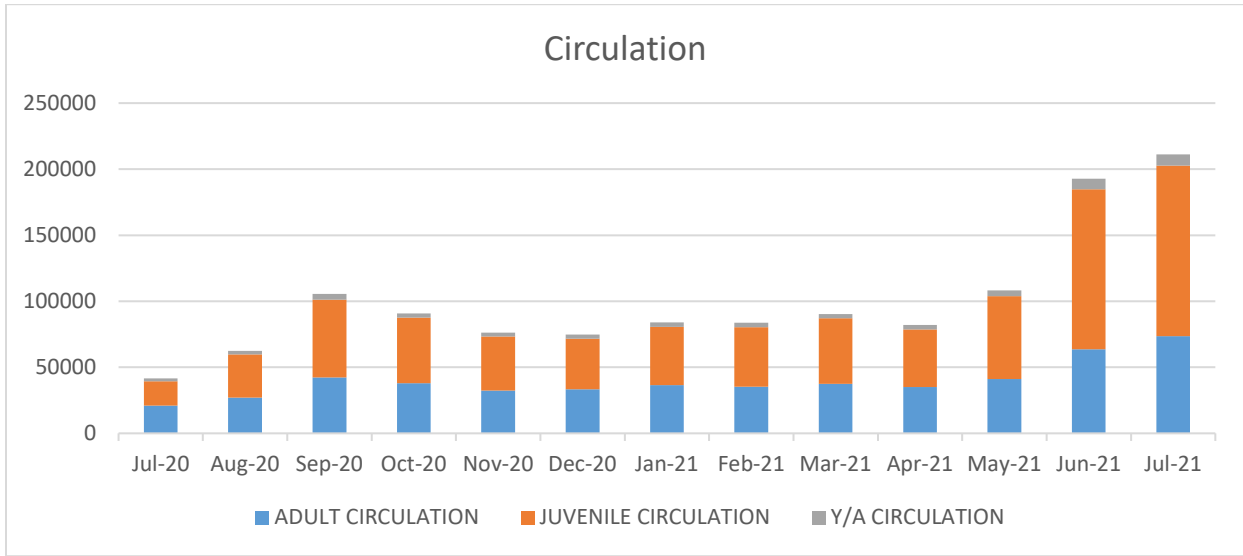
Note: *Approximately 1900 circulations at the Peachtree branch were recorded for the Sandy Springs branch. Found in Mid-June, Vendor neglected to correct in June, fully corrected mid-July.

FULTON COUNTY SYSTEM STATS AT A GLANCE - July 2021

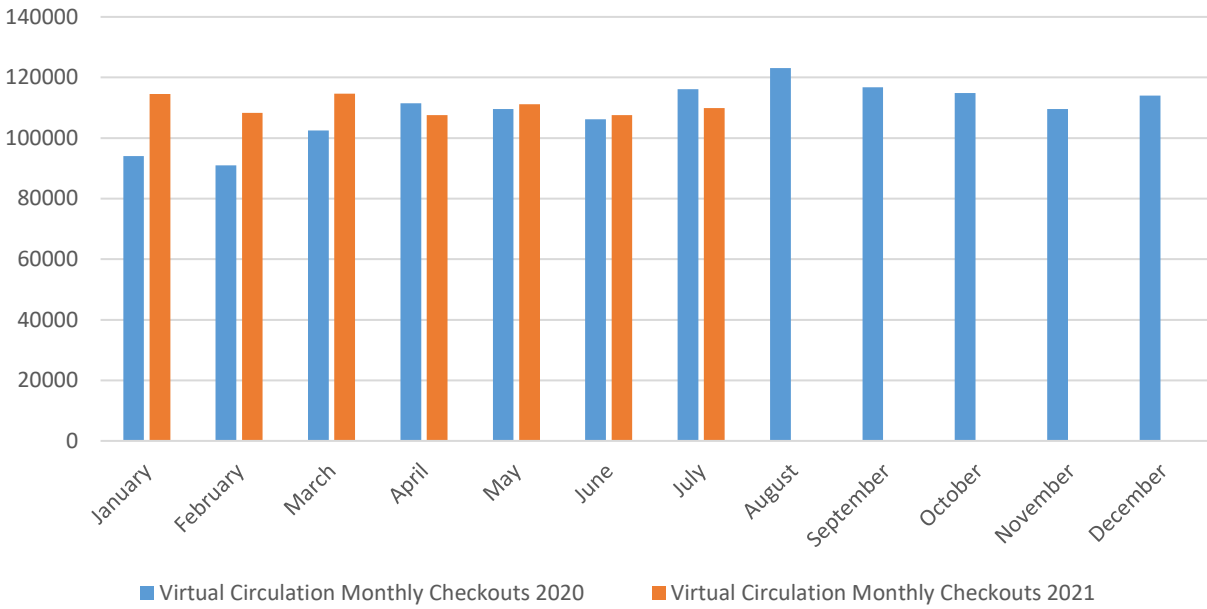
AGENCY NAME	TOTAL CIRCULATION	TOTAL REGISTRATIONS	COMPUTER USAGE	LIBRARY VISITS	NUMBER OF PROGRAMS	PROGRAM ATTENDANCE	NUMBER OF MEETINGS	MEETING ATTENDANCE	VOTER REGISTRATIONS
ADAMS PARK	827	89	550	3,730	12	398	0	0	0
ADAMSVILLE/COLLIER HEIGHTS	1,088	98	915	2,227	0	0	1	5	1
ALPHARETTA	26,126	866	867	10,828	14	237	4	230	45
BUCKHEAD	9,254	619	1,003	6,036	14	150	13	234	2
CLEVELAND AVE	1,058	55	522	1,579	0	0	0	0	0
COLLEGE PARK	1,272	129	1,043	2,844	4	83	0	0	0
DOGWOOD	503	31	285	1,790	3	49	0	0	0
EAST ATLANTA	5,469	311	436	6,509	5	110	0	0	1
EAST POINT	1,139	136	976	3,987	1	10	2	4	0
EAST ROSWELL	14,378	471	337	5,297	6	229	0	0	2
EVELYN G. LOWERY @ CASCADE	1,701	181	761	4,340	1	14	0	40	0
FAIRBURN	1,156	143	361	2,200	35	37			
GLADYS S. DENNARD LIBRARY @ SOUTH FULTON	2,668	241	1,060	3,421	3	80	0	0	0
HAPEVILLE	1,302	77	314	2,233	0	0	0	0	0
JOAN P. GARNER @ PONCE DE LEON	9,658	545	1,203	5,523	6	53	2	53	0
KIRKWOOD	4,736	178	154	4,819	9	136	5	31	0
LOUISE WATLEY LIBRARY @ SOUTHEAST ATLANTA	2,458	44	694	1,300	0	0			
MARTIN LUTHER KING, JR	1,184	70	413	1,592	0	0	0	0	0
MECHANICSVILLE	577	64	439	1,563	1	117	1	25	0
METROPOLITAN	3,799	169	802	4,578	7	159	13	170	1
MILTON	19,724	584	290	5,547	15	211	0	0	0
NORTHEAST/SPRUILL OAKS	13,760	371	224	5,995	33	594	9	95	2
NORTHSIDE	8,706	290	201	2,421	6	108	1	9	0
NORTHWEST @ SCOTTS CROSSING	3,302	163	499	1,698	1	0	1	20	1
OCEE	19,670	573	418	7,967	9	109	0	0	2
PALMETTO	1,073	66	202	1,353	9	91			
PEACHTREE*	4,250	374	1,264	1,350	19	151	2	23	0
ROSWELL	18,293	663	922	9,147	75	412	2	24	2
SANDY SPRINGS*	22,742	648	1,182	17,786	48	824	1	42	0
WASHINGTON PARK	1,362	42	477	2,249	4	38	0	0	5
WEST END	1,521	78	890	3,239	0	0			
WOLFCREEK	2,802	216	484	2,880	2	24	0	0	0
BRANCHES TOTAL	207,558	8,585	20,188	138,028	342	4,424	60	1,005	64
CENTRAL	593	175	3	165	0	0			
VIRTUAL PROGRAMS					69	1,573			
OUTREACH VIRTUAL PROGRAMS	9	6			7	1,383	0	0	0
AUBURN AVENUE RESEARCH	3,150	3	88	1,133	0	0			
SYSTEM TOTAL	211,310	8,769	20,279	139,326	418	7,380	60	1,005	64

Note: *Approximately 1900 circulations at the Peachtree branch were recorded for the Sandy Springs branch. Vendor neglected to correct Peachtree issue when reported, verified resolved in Mid-July.

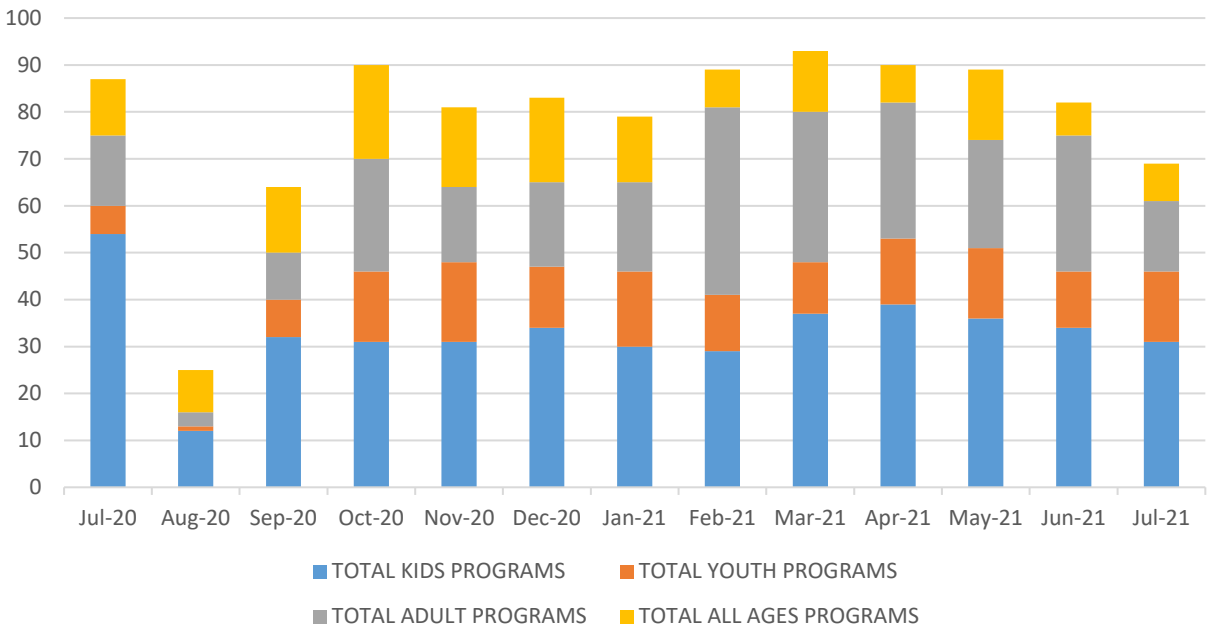
July 2021 Executive Summary – Charts



Virtual Circulation 2020 vs 2021



Virtual Programs



Virtual Program Attendance

