



Library Board of Trustees
Library Board of Trustees Meeting
Via Zoom
Monday, December 19, 2022, 4:00pm – 5:30pm

Trustees Present

Ailen Arreaza
Jon Buchan
Joe Helweg, Chair
Gloria Kelley
Dr. Kimmerly Martin
Tracy Montross
Dr. Amy Hawn Nelson
Charles Thomas
Dr. Ricky Woods

Absent

Rob Harrington

Staff Present

Karen Beach
Elyse Berrier
Michael Boger
Shelley Book
Harold Escalante
Krystel Green
Jesse Isley
Caitlin Moen
Emily Nanney
Chantez Neymoss
John O'Connor
Emery Ortiz
David Sniffin
Marcellus Turner

Others Present

Leslie Johnson
Mark Kutny

Joe opened and welcomed everyone to the Board Meeting at 4:00pm. The board then took a tour of the mobile library and the Library Administrative Center and returned to meet for the below business.

Absence with Cause

Mr. Helweg requested a motion to approve absence with cause for Rob Harrington. On a motion by Charles Thomas and seconded by Tracy Montross, the Trustees unanimously approved his absence with cause.

Minutes

Mr. Helweg requested a motion to approve the minutes from the Board of Trustees meeting held on November 21, 2022, and on a motion by Jon Buchan and seconded by Tracy Montross, the Trustees unanimously approved the November 21, 2022, meeting minutes.

Chair Update

Joe Helweg reviewed the updated Bylaws of the Charlotte Mecklenburg Library that were previously distributed. Changes included:

- Update to the library's mission and purpose

- Acknowledgement of a librarian as CEO of the library
- Calendar changes
- Updates to committees and library officers
- Gender references

After some discussion and on a motion by Tracy Montross, seconded by Charles Thomas, the Trustees unanimously approved the changes to the bylaws.

Committee Reports

Finance Committee

Charles Thomas presented the following Budget Adjustments:

FY2023 Budget Adjustments					
Budget Adjustment Number	FY2023 or Multi-Year	Short Description	Budget Category	Revenue Budget Adjustment Amount	Expenditure Budget Adjustment Amount
221201	FY2023	Bojangles Literacy Grant	Revenue: Foundation Contributions	1,000	
221201	FY2023	Bojangles Literacy Grant	Expenditure: Programming		1,000
Total FY2023 Budget Adjustments				1,000	1,000
Multi-Year Budget Adjustments					
Budget Adjustment Number	FY2023 or Multi-Year	Short Description	Budget Category	Revenue Budget Adjustment Amount	Expenditure Budget Adjustment Amount
221202	Multi-Year	Lowe's Campaign Support	Revenue: Foundation Contributions	30,000	
221202	Multi-Year	Lowe's Campaign Support	Expenditure: Professional Services		30,000
Total Multi-Year Budget Adjustments				30,000	30,000
Grand Total Budget Adjustments				31,000	31,000

After some discission and on a motion by the Finance Committee the Trustees unanimously approved the budget transfers listed above.

Michael Boger stated it is now a requirement that the board acknowledge they are aware of and in support of the Library's Response to the Independent Auditors Findings, Recommendations, and Fiscal Matters. The Library submitted their plan as required by NC Administrative Code 20 NCAC 03.0508 on December 6, 2022. Each trustee present signed the document acknowledging they are aware of an in support of this plan. Several Trustees stated they would like an update when the new processes have been formalized.

Real Estate Committee

David Dillard provided the following update on the BDI program:

- In July of 2022, Mecklenburg County adopted a new Business Diversity & Inclusion Program to ensure business is conducted fairly and with diverse populations in our community.
- Mecklenburg County's Asset and Facilities Management needed an accelerated approval from the Library to use the new BDI program for the Main Library and University City projects.
- The action item was taken to the Executive Committee on December 12, 2022, where it was approved.
- After some board discussion it was decided that the library will come back with the BDI plan to the full board for discussion and approval in the next few months. Leslie Johnson offered someone from the county with intimate knowledge of the plan to attend this future meeting to answer questions.

Innovation Report

Emery Ortiz provided the following updates:

- MeckTech distributions will continue to be held at the Avid Exchange in 2023

- There will be 8 Saturday distributions planned for the Winter/Spring
- There will be 2 community information sessions on MeckTech in January
- Would like to give link to our partners to allow those clients who are most in need to sign up before it is made available to the public.

Marketing & Communications

Krystal Green provided the following information:

- Introduced her M&C team
- They are currently developing a comprehensive integrated marketing and communications plan that bolsters the library's mission internally and externally.
- Conducting an internal communications audit:
 - Consultant hired
 - Focus groups conducted
 - Company-wide survey done
 - Data analysis
 - Results and recommendations due January 2023
 - Will present to board and staff
- Mark your calendars for the January 26 UC Regional Library Relocation Community Meeting
- Major campaign for Community Read in the 3rd quarter of 2023

CEO Report

Marcellus Turner provided the following updates:

- Employee Climate Survey
 - Every year the Library participates in the County's annual employee climate survey. We have communicated with staff about the results of that survey and the themes that emerged.
 - SLT members will communicate with all staff by the end of the year with an update and next steps regarding their assigned topic.
 - Mt will be holding focus groups in January to gain more information on the topic of Library Leadership.
 - We will have a one-pager ready for the board the beginning of 2023 that includes comparative results from the county as a whole and a deeper dive into the scores that went significantly up or down.
- American Airlines generously donated 800,000 miles to the library to use for travel needs including Verse & Vino, EpicFest and staff travel. Special thanks to Trustee Tracy Montross for securing this gift.

Library Director Report

Caitlin Moen provided the following updates:

- Story of Impact
 - Mrs. Warner is an older adult who attended an outreach provided by librarian Lauren Mullins at the Eastway Recreation Center on 11/2/22.
 - On 11/8/22 Mrs. Warner can access the internet for the first time on her own.
 - On 11/15/22 Mrs. Warner shows big improvements from her practice at home.
 - On 11/30/22 Mrs. Warner surprises her family and reveals her new skills to her children and they are so proud that they want to pay for her to have home internet service.

David Sniffin provided the following information on Workforce Development:

- Main Library Job Help Center closed in October 2021
- Small Job Help Center's operate at SUG, AWR, and ST, and workforce development programming is ongoing systemwide.
- 340 programs in FY 22
- Workforce Development Team created in 2022.
 - Overall goal is to ensure quality workforce support is available at all Library locations, in an equitable and impactful manner.
 - Other goals include revamping training materials, offering advanced learning opportunities, auditing & updating community partners, and creating a robust marketing strategy
- Professional Development: CML the only Library system in North Carolina that sends staff to Facilitating Career Development via the NC Works Training Center.
- We currently have 10 staff members with the FCD Certificate, and 10 staff members registered for the Jan 2023 sessions.
- Partnering with Charlotte Works:
 - Sept 2022: Offering service on Mon and Wed @ ST
 - Dec 2022: Info event @ AWR with RJ Leeper Construction
 - Jan 2023: Hiring event @ Pineville with IPEX Charlotte
 - Feb 2023: Hiring event @ AWR with The Pearl Project
 - Feb 2023: Hiring event with CMS Talent Acquisition - location TBD
 - December 2022: *Construction Careers Connection* event co-hosted @ AWR with RJ Leeper Construction & Charlotte Works to offer employment information about The Pearl Project - 45 attendees

Chantez Neymoss provided the following information on Digital Literacy:

- 1-on-1 technology support for the following areas:
 - Basic Digital Skills
 - Computer Basics
 - Internet Basics
 - MeckTech Help
 - Workplace Tools
 - MS Office Suite
 - Google Suite
 - Productivity Tools
 - Canva
 - Social Media
 - Facebook
 - Instagram
 - Mobile Devices
 - Smartphone Basics
 - eBooks
- Digital Literacy Outcomes
 - Survey's provide qualitative data such as personal statements
 - Participant's report the following impact:
 - 90% are more aware of library resources
 - 95% intend to apply what they learned

- 89% felt more confident using digital resources
- 94% felt more knowledgeable about using digital resources
- Curated digital literacy classes for MeckTech recipients funded by NTEN and 60 people participated in 2 months across 5 locations.
- First Ward Park now holds a pop-up computer lab that offers printing, computer use and Wi-Fi 2 days a week for those who need it. It is also funded by NTEN.

Dr. Ricky Woods requested that we spend some time discussing how the library responds to book ban requests and intellectual freedom challenges and think about how we can improve our stance if challenged by community members, groups or politicians. Caitlin Moen stated that the NC Public Library Directors Association had a great speaker come address these issues and recommended we reach out to possibly have the same speaker come and address our board.

At 5:45pm, pursuant to NC GS 143.318.11A6 Joe Helweg requested to adjourn the public meeting to go into closed session to discuss a personnel matter. On a motion by Tracy Montross, seconded by Kimmerly Martin the board unanimously approved moving to closed session.

Respectfully submitted,

Marcellus Turner
CEO