



**Library Board of Trustees**

**Library Board of Trustees Meeting**

**Via Zoom**

**Monday, November 15, 2021, 4:00pm – 5:30pm**

**Trustees Present**

Jennifer Appleby  
Ailen Arreaza  
Jon Buchan  
Rob Harrington  
Joe Helweg, Chair  
Gloria Kelley  
Tracy Montross  
Brandon Neal  
Dr. Amy Hawn Nelson  
Charles Thomas  
Ed Williams

**Absent**

Dr. Kimmy Martin  
Dr. Ricky Woods

**Staff Present**

Karen Beach  
Elyse Berrier  
Kevin Bittle  
Shelley Book  
David Dillard  
Asha Ellis  
Michael Engelbrecht  
Seth Ervin  
Harold Escalante  
Jenni Gaisbauer  
Lea Glaze  
Saul Hernandez  
Jesse Isley  
Meryle Leonard  
Pamela McCarter  
Caitlin Moen  
Angie Myers  
Emily Nanney  
Chantez Neymoss  
John O'Connor  
Keisha Portis  
Amy Richard  
Elesha Roupp  
Kathy Scott  
Holly Summers-Gil  
Hillary Swierc  
Kim Sykes-Joseph  
Tony Tallent  
Marcellus Turner  
Martha Yesowitch

**Others Present**

Mark Kutny

Joe Helweg welcomed everyone and thanked them for their time.

**Absence with Cause**

Mr. Helweg requested a motion to approve absence with cause for Dr. Kimmerly Martin and Dr. Ricky Woods. On a motion by Brandon Neal and seconded by Jennifer Appleby, the Trustees unanimously approved their absence with cause.

Charles Thomas joined the meeting at 4:18pm.

Ailen Arreaza joined the meeting at 4:20pm.

### **Minutes**

Mr. Helweg requested a motion to approve the minutes from the Board of Trustees meeting held on October 18, 2021. On a motion by Rob Harrington and seconded by Charles Thomas, the Trustees unanimously approved the October 18, 2021 meeting minutes.

### **Chair Report**

Mr. Helweg provided the following updates:

- Introduced and welcomed new Trustees Tracy Montross and Jon Buchan and gave them both time to address the Board.
- Thanked and bid a fond farewell to Trustees, Jennifer Appleby and Ed Williams who rolled off the board after 2 full terms of service to the Library Board of Trustees.
- Shelley Book presented Jennifer Appleby and Ed Williams several books that have been added to the Library collection in their honor.
- Mr. Helweg also read aloud the following resolutions in their honor.

- **Resolution for Ed Williams**

**WHEREAS**, Ed Williams has served the Charlotte Mecklenburg Library faithfully as Trustee since 2011; and

**WHEREAS**, Ed committed more than half a century to journalism as editor of the Charlotte Observer's editorial pages; and

**WHEREAS**, Ed has been awarded for his community leadership the Liberty Bell Award by the Mecklenburg Bar Association, WFAE's First Amendment Award, and the Order of the Long Leaf Pine by the Office of the Governor; and

**WHEREAS**, Ed enjoys being a "retired gentleman living modestly on a fixed income"; and

**WHEREAS**, Ed served with distinction on the Future of the Main Library Task Force which led to the creation of the Charlotte Mecklenburg Library Foundation and a stronger and more stable relationship with Mecklenburg County; and

**WHEREAS**, Ed's humor, kindness, humility, honesty and integrity have been an integral part of the Library Board for 10 years; and

**WHEREAS**, Ed started his Trustee tenure as a member of the Board that helped lead the Library forward out of the Great Recession, working to rebuild and reimagine the Library's next chapter as a beloved and essential community resource; and

**WHEREAS**, Ed ended his Trustee tenure by generously volunteering to serve an additional 120 days beyond the end of his term to ensure that the Library had a full complement of Trustees until the newly nominated Trustees could be fully approved; and

**WHEREAS**, Ed is a true statesman and has always kept the library grounded in its mission and purpose of providing access to unbiased information; and

**WHEREAS**, Ed has worked hard to advocate for the Library and represented our interests on the ULC board; and

**WHEREAS**, Ed and his wife, Marylyn have been unfailingly generous to the Library and Library Foundation; and

**WHEREAS**, Ed’s sound advice and counsel always added constructively to Board discussions and decisions; and

**WHEREAS**, Edwin’s first name is derived from the Old English words for “rich friend”, not surprising due to his congenial and warm nature; and

**WHEREAS**, Ed famously included in his summary of the Observer’s editorial policy that “talk is cheap” and he doubtless feels that the preamble to this resolution is altogether too wordy;

**NOW, THEREFORE, IT IS HEREBY RESOLVED**, that the Charlotte Mecklenburg Library Board and staff do hereby thank Ed Williams for his many contributions to the success, achievements and reputation of the Library, and wish him well in his future endeavors.

o **Resolution for Jennifer Appleby**

**WHEREAS**, Jennifer Appleby leaves a long legacy of service to the Charlotte Mecklenburg Library, having served as a member of the Board of Trustees beginning in 2012; and

**WHEREAS**, Jennifer brought with her to the Library Board years of distinguished service to the community including serving as board chair of the Arts & Science Council where she chaired the Annual Fund Drive and served on the Public Art Commission; and

**WHEREAS**, Jennifer has her fingerprints all over the Library system through her work in re-branding the Library in 2013; and

**WHEREAS**, Jennifer also created the Library Foundation, Verse & Vino and CommonSpark brands; and

**WHEREAS**, Jennifer served with distinction as Library Board of Trustees Chair from January 2016 to June of 2018; and

**WHEREAS**, Jennifer subsequently served as Governance Chair for the Library Board of Trustees in 2018 and 2019 and during her time as Governance Chair helped recruit Dr Kimmerly Martin and Dr. Amy Hawn Nelson to the Library Board of Trustees; and

**WHEREAS**, Jennifer served on the Executive Committee in 2018, 2019, 2020 and 2021 and served on the Governance Committee in 2020 and 2021; and

**WHEREAS**, Jennifer has been the Library’s biggest cheerleader for the last 8 years and has supported the organization with her time, talents and treasures; and

**WHEREAS**, Jennifer is the first to raise her hand and never shies away from a challenge; and

**WHEREAS**, Jennifer’s exceptional spirit of servant leadership to the Library was on full display throughout this past year as Jennifer served on the Executive Search Committee for the Library’s newest CEO and Chief Librarian, and Jennifer even devoted an additional four months of service beyond the end of her term to ensure that the Library had a full complement of Trustees until the newly nominated Trustees could be fully approved; and

**WHEREAS**, Jennifer has served as an honorary chair for Verse & Vino and, if we are lucky, will soon be swooped up into the Library Foundation Board; and

**WHEREAS**, Jennifer is a kind and compassionate person who cares deeply for the library, the library staff and the community;

**NOW, THEREFORE, IT IS HEREBY RESOLVED**, that the Charlotte Mecklenburg Library Board and staff do hereby thank Jennifer Appleby for her many contributions to the success, achievements and reputation of the Library, and wish her well in her future endeavors.

- Both Jennifer Appleby and Ed Williams spoke to what their service to the Library has meant to them and encouraged the Board to continue the good work of the Charlotte Mecklenburg Library.
- Confirmed that the Trustees would have a December Board meeting to be held on December 13, 2021 from 4:00pm – 5:00pm to address several business needs. Thanked the Board for their dedication to attending additional meetings this year.

## **Committee Reports**

### **Finance Committee**

Angie Myers noted that the audit kicked off in June and was completed in October. She then introduced the auditors from Cherry Bekaert, Daniel Gougherty and Richard Hart.

Mr. Gougherty thanked the Board for allowing Cherry Bekaert to complete the Library's audit and began his presentation.

- Agenda
  - Role of External Auditor
  - Key Highlights: Results
  - Internal Controls
  - Significant Audit Areas
  - LGC Financial Performance Indicators
  - Summary
- Role of the External Auditor
  - Actions
    - Plan & Perform Procedures
    - Obtain Reasonable Assurance
    - Free from Material Misstatement
  - Results
    - Express Opinions
  - Required Communication
    - Policy Changes
    - Estimates
    - Journal Entries
  - Key Highlights: Results
    - Opinions
      - Unmodified Opinion - Financial Statements
      - Unmodified Opinion - Internal Controls over Financial Reporting
      - Unmodified Opinion – Federal and State Single Audit
    - Internal Controls
      - No significant deficiencies or material weaknesses
      - 1 management letter comment related to the reconciliation of the Foundation For The Carolina's investments and pledge revenue/pledges and making sure the control process is tightened up and done in a timely manner.



- Summary
  - Clean Opinions issued
  - 2 Waived Audit entries and no adjusting entries posted
  - Good internal controls
  - No significant deficiencies or material weaknesses identified
  - Full cooperation from management

In closing, Mr. Gougherty thanked Angie Myers, Jean Brookshire, Kathy Scott and Teleia White for all of their efforts in completing this audit.

On a motion by Rob Harrington, seconded by Jon Buchan, the board unanimously adopted the Annual Audit report as presented by Cherry Bekaert.

### **CEO Report**

Marcellus Turner provided the following updates:

- Main Library closed to the public on Friday, October 29, 2021.
- The closing was documented by our M&C team for posterity.
- Hal Marshall Center has opened and welcomed staff with a breakfast
- The Library will be closing for the Thanksgiving Holiday on November 25<sup>th</sup> and 26<sup>th</sup>

### **Library Director Report**

Caitlin Moen provided the following updates:

- **Story of Impact**

“Darius was energetic, professional, and well prepared. The children were diverse ages and from various cultural backgrounds . The high schoolers and middle schoolers were a bit elusive and reluctant to engage but Darius had a big tool box of tricks to reach them. He broke down the steps to creating a poem and made a connection between poetry and song lyrics which most kids relate to.

I loved the beautiful Haiku book Darius read and he proved to Johanna that she could make a haiku by just starting with something she was interested in. — pizza. That was clever.”

- **Mobile Library**

- The Mobile Library (MoLi) is designed to expand library services to communities who have limited access to our physical building and virtual services. It will also bring library services to communities when buildings are closed for renovation or being built.
- Arrival of the Mobile Library will be November 19, 2021
- Will be temporarily housed at Medic, 4425 Wilkinson Blvd

#### **Schedule**

- November: Learning opportunity (practice driving, parking and finding space at identified stops) including on-site training from the manufacture. Staff will begin putting material on MoLi.
- December: Continue learning, uploading material, getting laptops prepared, and finalizing the schedule. We also plan to do practice runs in areas that represent each of our divisions. MoLi will also make an appearance at the December 21<sup>st</sup> Board of County Commissioners meeting.
- January: MoLi will start her regular schedule. The schedule will be on the Library’s web site and available on the mobile app. The website will have a link with criteria for community members to request the Mobile Library.

- M&C is working on a ribbon cutting ceremony. BOT members will receive this information when details are finalized.
- **Temporary Uptown Locations Update**
  - College Street – First United Presbyterian
    - Minimal upfit necessary
    - Finalizing lease now
    - Projected to open mid-December
  - Founders Hall
    - Lease is finalized
    - Upfit in process
    - Internet may be delayed, but we have a contingency plan
    - Projected to open end of November
- **Laundry Program Launch**
  - Friday, December 10 1-6pm
  - LaundroLab: 5618 Albemarle Road
  - Family Read, Play & Learn space - This early literacy play and learn space provides a comfortable seating area, high-quality books, toys, and other materials designed to help parents engage in literacy-rich interactions with their children during laundry time.
  - The LaundryCares Foundation provides all material for the space, the library will continue to support literacy at this space long after the event.
  - Supporting data: *An independent evaluation conducted by NYU found that placing “Family Read, Play & Learn” spaces in laundromats had an overwhelmingly positive effect on children’s literacy-related activity during their visit.*
  - During the event, guests can bring an unlimited amount of laundry and receive free laundry products to help clean their clothes.
  - While the guests do their laundry, children can engage in early literacy activities with the Library. Library staff is inviting and coordinating other local agencies to participate such as Park and Rec, Smart Start, Meck Pre-K, Blue Cross Blue Shield, City of Charlotte, Bilingual Preschool and many more.
- **Curbside COVID-19 Test Program**
  - In partnership with Mecklenburg County's COVID-19 Response Team
  - Launched November 1, 2021
  - 503 Tests distributed in first two weeks at Hickory Grove, South Blvd, Sugar Creek, West Blvd
  - Additional sites to be added in December: North County, Mint Hill, Steele Creek
- **Mobile App Launching**
  - We are launching a new and greatly improved mobile app for the library on December 1, 2021
  - The new app will be updated to align with the look and feel of the library and more in line with what we want our customer experience to be.

### **Budget Discussion**

Angie Myers presented the FY2023-2025 strategic business plan goal themes & possible budget requests to Board for feedback.

- Access
  - Staffing for Pineville (19 FTE’s, \$1.3M+)
  - Additional Investments in Library Collections
  - System-wide support for Library printing if we want to make this free to the public
  - South Boulevard staff

- Equity
  - Equity Leader position
- Sustainability
  - Contractual increases in real estate and technology leases/contracts
  - Critical Support Area Positions (Webmaster, HR, Admin Support etc.)
  - System-wide security audit- including training, officers, facility improvements to bring to new standards
  - Employee morale investments to align with Mecklenburg County- Examples include MeckPass, filtered water etc.
- Technology
  - Additional mobile devices for virtual services, outreach, flexible work arrangements, etc.
  - Digital Equity Investments

Joe Helweg facilitated some discussion about the Board’s initial reactions to the theme’s and possible budget items.

**Library Foundation Update**

Jenni Gaisbauer provided the following updates:

- Verse & Vino 2021
  - 1,300+ viewers
  - Raised \$400,000
  - Great to have Dr. Kimmerly Martin on the stage with us
  - Forced to have different formats and they all worked well
  - Have set November 10<sup>th</sup> as the date for 2022 and we are planning to hold it in-person at the Charlotte Convention Center
- One for the Books
  - A once in a lifetime celebration of Main Library
  - Explored 118 years of innovation, community and opportunity through audio, video, and performance
  - Donor and staff celebrations were held on November 13
  - Over 2,000 people came and said goodbye to Main Library
  - None of this event would have been possible without Karen Beach
- Gift
  - Bank of America made a \$1M gift to the CommonSpark Campaign

**At 5:30pm on a motion by Charles Thomas and seconded by Rob Harrington, the board adjourned the meeting.**

Respectfully submitted,

Marcellus Turner  
CEO