



Library Board of Trustees

Library Board of Trustees Meeting

Via Zoom

Monday, September 20, 2021, 4:00pm – 5:30pm

Trustees Present

Jennifer Appleby
Ailen Arreaza
Rob Harrington
Joe Helweg, Chair
Gloria Kelley
Dr. Kimmerly Martin
Brandon Neal
Dr. Amy Hawn Nelson
Charles Thomas
Ed Williams
Dr. Ricky Woods

Absent

Staff Present

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

Others Present

Mark Kutny
Gina Esquivel, Civic Canvas

Joe Helweg welcomed everyone and thanked them for their time.

Absence with Cause

Mr. Helweg requested a motion to approve absence with cause for Ailen Arreaza. On a motion by Charles Thomas and seconded by Brandon Neal, the Trustees unanimously approved her absence with cause.

Ailen Arreaza joined the meeting at 4:12pm.

Minutes

Mr. Helweg requested a motion to approve the minutes from the Board of Trustees meeting held on June 21, 2021. On a motion by Charles Thomas and seconded by Jennifer Appleby, the Trustees unanimously approved the June 21, 2021 meeting minutes.

Committee Reports

Finance Committee

Seth Ervin asked for the Board's approval of Open Broadband as the sole source provider for the WISP project. Open Broadband is being recommend for 2 main reasons. One is the ecosystem of broadband work going on in the City. The city of Charlotte has used them and it was important for us to use a system that could be part of a larger system in the future. They allow renters to go in and out of service which is important when we look at human centered design as this has been a barrier to people getting service. This contract would provide access to 821 residents in the West Boulevard Corridor.

After some board discussion and on a motion by Dr. Ricky Woods and seconded by Charles Thomas, the Trustees unanimously approved the use of Open Broadband as a sole source provider for the WISP project and authorized Library CEO to sign a contract.

Angie Myers provided the following updates:

Budget Adjustments

- \$60,000 from Campaign for Grade Level Reading to Programming
- \$25,000 from Humanities Fund to Libraries Collection
- \$25,000 from LSTA to Technology
- \$20,000 from Humanities Fund to Technology
- \$12,861 from an Insurance Reimbursement to Facility Related
- \$4,000 from Young Researchers Fellowship to Programming
- \$1,100 Internet Archive Training to Personnel Related

On a motion by the Finance Committee, the Board of Trustees unanimously approved the Budget Adjustments and Transfers.

FY 2022 Budget Recap

Ms. Myers presented the following highlights:

Wins

- Fine Free
- Innovation Project Manager
- Library Classification & Compensation
- Contractual Increases

Opportunities/Challenges

- Equity Leader
- Webmaster
- Innovation Project Manager (#2)
- “Full funding” of Fine Free/Contractual Increases
- COVID19

FY2023 Budget Process Timeline

Fall

- Oct-Nov: Evaluating prior year successes and challenges; current year goals; and possible requests for upcoming year.

Winter

- Dec- 3 Year Strategic Business Plan (FY2023-FY 2025)
- Dec- Library customer participation and outreach in community budget priorities survey
- Jan- GY2023 Program of Work
- Late Jan- BOCC Budget Retreat/Priorities Set
- Jan-Feb- BOCC/BOT Education Sessions
- Feb- County Departments/Agencies Budget Kick Off

Spring

- March- Budget submission due to County Executive Team
- May- County manager presents recommended budget
- May- Library Board of Trustees (chairperson) often speaks at public input session
- June- County BOCC & Library BOT adopts budget

There was board discussion regarding what worked well with last year’s budget as well as what wasn’t as successful. Joe Helweg made the board aware that there would be time for budget discussion at the October Board Retreat.

Real Estate Committee

Brandon Neal and David Dillard provided the following updates:

- Founders Hall lease is ready for signature and there is only one item outstanding with the First Presbyterian lease.
- Seeking approval to complete negotiations and execute all documents necessary to lease a portion of unused land at the current Sugar Creek branch library to the Sugar Creek Charter School for a play area for their students.
 - Action
 - Authorize Library CEO to direct the staff to negotiate an agreement with the Sugar Creek Charter School to lease a portion of the parcel jointly owned by the library and city of Charlotte (which uses its portion for a Charlotte Mecklenburg Police Department station) for use as a play area and for the CEO to execute the agreement.
 - Background
 - The Sugar Creek Charter School has requested use of the land adjacent to the overflow parking area of the property jointly owned by the city of Charlotte and Charlotte Mecklenburg Library for use as a play area.

- Rationale
 - Neither the library nor CMPD has any need of the area being requested. The parking will remain available for our use. The city has agreed to the request for the lease.
- Deal Structure
 - The school will provide the legal documents, including appropriate indemnification, for this transaction. The school plans to fence the area and be responsible for all maintenance, including the landscaping for the area. Their intent is to use the land for a play area (but no playground equipment). There will be an early termination clause for all parties and a restoration clause for the school to return the area to its exiting condition in the event of termination or lease expiration.
- Dr. Amy Hawn Nelson shared some concerns regarding the use of library land for use by a charter school in that it may be a slippery slope if others request to use our land.
- The Real Estate Committee responded that each situation would be done on a case-by-case basis.

On a revised motion by the Real Estate Committee, the Board of Trustees unanimously approved allowing the Library CEO to direct staff to negotiate an agreement with the Sugar Creek Charter School to lease a portion of the parcel of land for use as a play area, subject to obtaining all necessary approvals, including Mecklenburg County, and subject to the requirements of the lease agreement including a right for the Library to terminate the lease for changing circumstances, and development of a proactive communication plan.

CEO Report

Marcellus Turner brought the board up to date on items he is doing as well as working on including:

- Continuing to meet with community leaders
- Staff engagement
- Recruiting a new Marketing & Communications Leader
- Thinking of ways to expand the collection
- Updating library policies

Library Director Report

Caitlin Moen provided the following updates:

Mobile Library

- We have run into issues with the delivery of the Mobile Library
- Summit Bodyworks did some internal reorganization which resulted in a delay
- Reached out to new CEO
- We have been working with Mark Kutny in case there needs to be legal intervention
- We will continue to move forward in good faith with the purchase process

Vaccination Verification & COVID19 Testing Policy

Non-exempt employees are supported with paid time off to get vaccines

- 9/1- Vaccination records due from employees
- 9/4 - Individual reminder sent to all employees who did not submit
- 9/17- 91% Vaccinated Percentage (9/10 - 83.6%)
- 382 Vaccinated
- 38 Unvaccinated/Unknown
- 9/17 - 5 Employees in vaccination process but not deemed "fully vaccinated"

- 10/3- Vaccination required for new employees
 - Accommodation process is available

COVID19 Testing Policy

Angie Myers provided the following update:

- 9/7 - Weekly Testing Requirement Began
- Unvaccinated employees must provide results from a test taken in last 7 days
- PCR test only (no rapid tests)
- 9/14 - First results due by noon (for test dates 9/7-9/13)
- Progressive discipline consequences
- 9/15 - 36 Library Employees suspended due to violation of policy (out of ~60)
- Education process/learning curve on timeline to submit results
- Non-exempt employees are supported with paid time for testing

On a motion by Joe Helweg, seconded by Charles Thomas, the board unanimously agreed to authorize Library CEO to update COVID related policies to align with Mecklenburg County through the end of the extraordinary event.

Library Foundation Update

Jenni Gaisbauer requested the approval of Kelly Ann Adamczyk and Peter Keane to the Foundation Board.

On a motion by Rob Harrington, seconded by Jennifer Appleby, the board unanimously approved the appointment of Kelly Ann Adamczyk and Peter Keane to the Foundation Board of Directors.

One for the Books: A Library Love Story

- November 6-14
- Promotional Coordination with Verse & Vino
- Walking tours
- November 13 from 8:30am- 10:00am there will be formal remarks and drinks outside Main Library, please add to your calendar

Verse & Vino

Authors confirmed are:

- Janet Evanovich
- Alka Joshi
- Alex Michaelides (suspense/thriller)
- Heather Morris (historical fiction/WWII)
- Bryant Terry

New this year:

- Bonus debut author, Wanda M. Morris
- All new menu from Table & Twine
- CommonSpark beer from Town Brewing Co.
- Wine by the case available for purchase
- Viewing party at Town Brewing Co.

The CommonSpark Campaign

	New Main Library Building	Support Service Center	Technology, Programs & Innovation	Endowment	Annual Support	Total
County Investment	\$ 50,000,000	\$15,000,000				\$ 65,000,000
Private Investment	\$ 50,000,000		\$7,000,000	\$8,000,000	\$5,000,000	\$ 70,000,000
Total	\$100,000,000	\$15,000,000	\$7,000,000	\$8,000,000	\$5,000,000	\$135,000,000
Raised to Date	\$ 79,967,643 80%	\$15,000,000 100%	\$ 1,463,777 21%	\$ 961,170 12%	\$5,757,425 115%	\$ 103,160,015 76.4%

Racial Equity Task Force

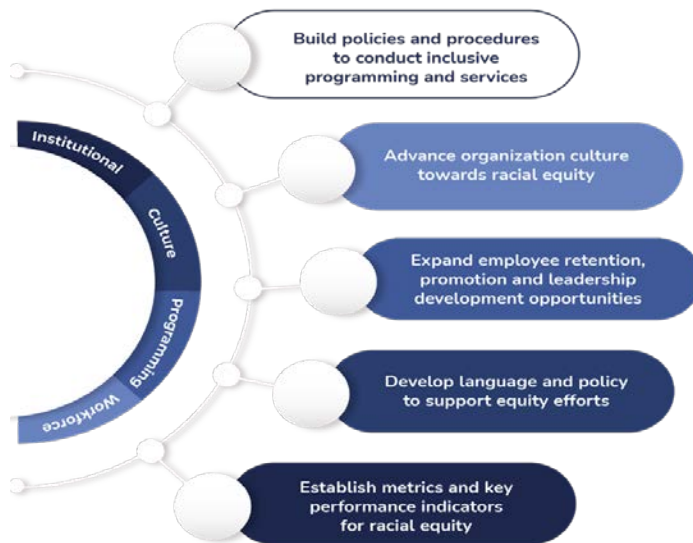
Rob Harrington and Caitlin Moen gave the following update:

Racial Equity Task Force

- Today we will give an overview of the report
- A full report will be released in the next few days
- There may be an additional step to approve the report and findings but we want to push this out to you today so that we can share the findings at Library Staff Day on October 11, 2021
- Racial Equity Task Force
 - Co-Chairs
 - Rob Harrington
 - Caitlin Moen
 - Board of Trustees Members
 - Charles Thomas
 - Alien Arreaza
 - Amy Hawn Nelson, Ph.D
 - Library Foundation Board & Community Members
 - Barbara Ellis
 - Gene Cochrane
 - Ann Caulkins
 - Willie J. Griffin, Ph. D
 - Charlotte Mecklenburg Library Members
 - Barbara Cantisano
 - Pamela McCarter
 - Angela Allen
 - Donnell Washington

- Building Internal Capacity
 - Assessing readiness and culture
 - Areas of Focus
 - Institutional- Governance
 - Workforce- People
 - Programming- Exchange
- Review of research and input methods
- The assessment looked at participation by ethnicity, role in the organization and years of service
- Level of Racial Comfort
 - Overall, people of color showed a lower degree of comfort; they did not feel fully comfortable to embrace their culture and talk with someone outside their racial identity.
- Racial Wellbeing
 - All groups except Latinos shared a fear of speaking up about race; they also ranked human resources low as a safe space to discuss racism. Non-white groups experienced a higher degree of microaggressions than whites.
- Impact of Race on Work Performance
 - Race and ethnicity in job hiring and recruitment are an area of concern, while whites show less inclination to agree that race impacts their own advancement.
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 - Race and ethnicity in job hiring and recruitment are an area of concern, while whites show less inclination to agree that race impacts their own advancement.
- Beliefs of Organizational Competency
 - African Americans show the highest level of agreement that racism is a problem in the work environment. A positive sign shows that people across racial lines agree that the Library is committed to racial equity.
- Racial Equity Readiness Assessment includes membership, years in current role and who they identify as.
 - A semi-positive response in the preparation of white staff for racial equity education confirms that the intent and practices exist, with the caution that, for some, education on the topic is still in the early stages.
- Strategic Vision for Racial Equity
 - The Library is a place where everyone belongs, feels welcome and connected, and is heard and reflected. Charlotte Mecklenburg Library is a valued leader and partner in finding solutions to ensure equity within Charlotte-Mecklenburg and beyond.
- Focus Area- Priority Targets
 - Programming
 - Institutional
 - Culture
 - Workforce

- General Strategies



- Institutional/Governance

- Charlotte Mecklenburg Library holds itself accountable for advancing equity through clear and specific policies, procedures, strategies, and success metrics.
 - Expand racial equity statement to include values and guiding principles
 - Update governing documents' policies and procedures to ensure representation of and alignment with racial equity values
 - Establish benchmarks and success metrics to assess progress toward racial equity in the organization
 - Establish processes and metrics to contribute to vendor diversity
 - Develop an institutional racial equity scorecard to track progress
 - Design and secure a budget dedicated to racial equity efforts
 - Assess budget allocations through a racial equity lens to identify racial equity disparities
 - Advocacy by executive leadership for the application and practice of a racial equity lens
 - Diversify funding streams to include a broader spectrum of participation
 - Develop a continuous racial equity education plan and related onboarding for Board of Trustees

- Culture

- Charlotte Mecklenburg Library is a model of an inclusive culture that creates a sense of belonging and opportunity for employees and the community.
 - Regularly evaluate through a racial equity lens and in a standardized way the internal Library dynamics that shape its culture
 - Revise existing communication methods to adjust language, expression, and styles to be inclusive of all cultures
 - Monitor and propose changes to dismantle cultural barriers to racial equity
 - Develop processes to involve frontline staff in strategic decision making
 - Actively orient new staff, leadership, vendors, and Board of Trustees to the Library's commitment to racial equity

- Design physical and public safe spaces to share and celebrate experiences with *BIPOC
 - Intentionally and continuously create spaces for dialogue about race across the organization
- Programming
 - Charlotte Mecklenburg Library's programming welcomes, celebrates, and respects the diverse interests of its staff and communities and commits to providing an inclusive space for all.
 - Establish a mechanism for continuous staff and community input
 - Establish intentional partnerships with other community organizations that can support cultural transformation to achieve racial equity
 - Customize programs to support the communities' vision of growth and quality of life
 - Use digital assets to bridge racial equity disparities
 - Develop a continuous racial equity education plan for community
 - Evaluate collections, displays, and exhibits and apply changes to increase racial representation
 - Invite community engagement at all levels to consider vision and impacts of system-wide internal and external programs, services, and initiatives
- Workforce
 - Charlotte Mecklenburg Library develops, equips, and nurtures its workforce to uphold the Library's vision and practice of racial equity
 - Establish processes and metrics to confirm equitable approaches in representation, hiring, retention, evaluation, and promotion
 - Develop racial equity performance goals like attendance at training and metrics for all staff around racial equity
 - Develop a leadership pipeline for staff with an emphasis on conditions to eliminate barriers for *BIPOC staff
 - Monitor staff representation at all branches and workgroups, considering the communities served
 - Assign or hire a point person to serve as an equity officer who will lead the completion of the equity framework, assess conditions, and support staff in achieving goals and vision
 - Develop a continuous racial equity education plan for current and new staff
 - Develop processes to provide coaching opportunities to staff to raise cultural competencies
 - Equip managers, supervisors, and executive leaders to manage culturally through an equity lens, as well as operationally
 - Establish a protocol to involve leadership at the branch level to increase awareness of and exposure to all communities
 - Explore multicultural leadership practices and business acumen to welcome a diversity of styles and approaches
 - Assign a group to support the implementation of the equity framework in conjunction with lead racial equity staffer
- Implementation Plan & Scorecard
 - Breaks down strategies in each Priority Target (Institutional, Culture, Programming, Workforce) with achievable goals. Each goal contains:
 - Short term
 - Medium term
 - Long term
 - Intent is to provide more actionable steps to begin this work.
- Next Steps

- Full report released later this week
- Opportunity to read and review
- Discernment throughout October and beyond for how Board of Trustees will engage
- Deep dives with library leadership teams over the next month
- Roll out to Library staff at Staff Day on October 12

Joe Helweg adjourned the meeting at 6:05pm.

Respectfully submitted,

Marcellus Turner
CEO