

CHARLOTTE MECKLENBURG
LIBRARY

**Library Board of Trustees Meeting
South County Library
5801 Rea Road Charlotte, NC 28277
Monday, May 20, 2024, 4:00pm – 6:00pm**

Trustees Present

Ailen Arreaza
Peggy Brookhouse
Joe Helweg
Dr. Kimmerly Martin
Tracy Montross
Dr. Amy Hawn Nelson
Preethi Srinivasan
Charles Thomas, Chair
Dr. Ricky Woods

Trustees Absent

Dr. Stacey Brown
Jon Buchan

Staff Present

Karen Beach
Tasha Bell
Michael Boger
Rachel Bradley
Barbara Cantisano
David Dillard
Michael Engelbrecht
Jenni Gaisbauer
Sarah Gherghel
Krystal Green
Eric Hartman
Christine Keitt
Mario Lopez

Staff Cont.

Caitlin Moen
Angie Myers
Chantez Neymoss
John O'Connor
Emery Ortiz
Marcellus Turner

Others Present

Mark Kutny
Gene Cochrane – CMLF Board Chair

Mr. Charles Thomas welcomed everyone to the Board meeting at 4:00pm.

Introduction

South County Regional Adult Services Librarian, Mr. Eric Hartman, welcomed the Trustees on behalf of Branch manager, Laura Highfill, and spoke about the branch. Mr. Hartman has been with Charlotte Mecklenburg Library for 11 years. There are 39 staff at this location. South County Regional is one of the highest circulating branches in the system and supports a large diverse community. This year the branch experienced a 400% increase in makerspace usage with approximately 252 users. South County is also a popular study space for students. South County Regional also hosted Charlotte Mecklenburg Library's first Naturalization Ceremony on April 6th where 14 individuals became United States Citizens.

Absence with Cause

Mr. Thomas requested a motion to approve absence with cause for Dr. Stacey Brown and Mr. Jon Buchan. On a motion by Ms. Tracy Montross and seconded by Dr. Ricky Woods, the Trustees unanimously approved the absence with cause.

Approval of Minutes

Mr. Thomas requested a motion to approve the minutes from April 15th. On a motion by Dr. Woods and seconded by Ms. Montross, the Trustees unanimously approved the minutes.

Public Comment

No member of the public signed up to speak during this meeting's public comment section.

Chair Update

Mr. Thomas informed the Trustees about the Allegra Westbrooks Regional Library open space ribbon cutting ceremony on May 7th. Mr. Thomas expressed that he was grateful to be a part of this exciting opportunity for the Knight Foundation in partnership with the Library to complete and open this community-driven, transformative placemaking project.

Strategic Direction

Ms. Emery Ortiz introduced Karen Dash, the Strategic Direction consultant, who gave a presentation to the Trustees on the results from the surveys, focus groups, and interviews conducted.

- Over 4,2000 CML stakeholders shared their insights in the development of this plan.
 - Nearly 3,900 community survey respondents
 - 365 Staff Survey respondents
 - 50 Focus Group attendees
 - 18 Key Stakeholder Interviews
- Respondents reported living in nearly 100 zip codes, including 28 in Mecklenburg County.
- 15 zip codes represented more than 100 respondents.
- Final Demographic Information

Gender	#
Female	2,272
Male	423
Non-binary	16
Gender non-conforming	5
Choose Not to Answer	61
Other	8

Race/Ethnicity	#
American Indian or Alaska Native	25
Asian or Asian American	120
Black or African American	331
Native Hawaiian or Other Pacific Islander	5
White or Caucasian	2,154
Hispanic or Latino	146
Other (please specify)	72

Age	#
Under 18	35
18-24	76
25-34	485
35-44	593
45-54	417
55-64	394
65+	786

# Children under 18 in HH	#
0	895
1	2,676
2	295
3	94
4	28
5	2
6	2

- Respondents identified which library they visit the most.

Library	#	Library	#	Library	#
Allegra Brooks Regional	107	Mint Hill Library	255	SouthPark Regional	621
Cornelius Library	179	Mountain Island Library	154	Steele Creek Library	270
Davidson Library	223	Myers Park Library	295	Sugar Creek Library	73
Founders Hall Library	57	North County Regional	378	University City Regional	467
Hickory Grove Library	168	Pineville Library	208	West Boulevard Library	112
ImaginOn: The Joe & Joan Martin Center	414	Plaza Midwood Library	377	Online/Digital Branch	485
Independence Regional	253	Robinson-Spangler Carolina Room	3	Mobile Library	123
Main Library (closed for construction)	156	South Boulevard Library	224	I do not visit any CML	85
Matthews Library	633	South County Regional	721		

- **High Level Findings - Priorities**
 - Community Members and Staff agreed on the top priorities for Charlotte Mecklenburg Library:
 - Provide welcoming, safe spaces for people to work, study, read, and gather
 - Grow our future by supporting children and teens academically, socially, and college/career-wise
 - Strengthening access to library locations, instructional opportunities, and resources, including digital resources.
 - Economic Empowerment for All
 - Community Building and Engagement
- **High Level Findings – Role of Library**
 - Safe, welcoming haven for everyone regardless of socioeconomics
 - "3rd Place" that is free and open to all
 - Equalizer that levels playing field, bridges resource gaps
 - Promotes access to a variety of materials for education, enjoyment, academic, or career development
 - Standing up against censorship
- **High Level Findings**
 - Both Community Members and Staff highlighted similar needs, particularly around a lack of awareness of CML programs, services, events, and collections:
 - Need for more community outreach to educate citizens about library offerings
 - Need to reconfigure website to be more navigable, particularly online resources
 - Opportunities to promote large, annual special events
 - Both Community Members and Staff highlighted similar needs:
 - More Study Rooms
 - More support for new county residents, including those from other countries
 - E.g., ESL programs, bilingual staff
 - More offerings for people with special needs, including neurodivergent community
 - Capture Emerging Adults/Working Professionals through evening, weekend events
 - Access concerns, including re parking for handicapped customers being too far from entrance
- Ms. Dash reviewed the Community Survey results and stakeholder comments with the Trustees. Ms. Ortiz explained how the results and comments will be utilized to facilitate creating the official Strategic Direction for the Library.

Committee Reports

Finance Committee

Ms. Srinivasan and Ms. Angie Myers provided the following updates:

- **FY 2024 Budget Adjustments**
 - Ms. Myers explained that the Library received \$3.75 million in-kind funds for building maintenance and security from Mecklenburg County for fiscal year 2024. \$2.5 million of the funds are related to facility expenditures and \$1.25 million of the funds are related to personnel expenditures. The County pays for the facility, maintenance, and security services for the Library and it is recorded in the Library's books.
 - There is a \$10,223 budget adjustment for the Robinson Spangler North Carolina Room. These funds are going to be utilized for a map project that will be completed by the end of this fiscal year. The Library will be purchasing a large map of Charlotte from the 1800s that is the only one of its kind in the world.
 - The \$117,731,000 in multi-year adjustments is primarily for capital projects. These funds are not tied to this fiscal year. The County can be occasionally delayed with closing out projects and paying out bills, so these adjustments are to ensure the Library's books align with their books and that the Library's budget matches the County's budget as they close out capital projects.

- The Cornelius Library was gifted \$2,500 from their special endowment for programming, facility, and supply needs. The Urban Libraries Council gave an additional \$2,000 to support the Barbershop Books program and ImagineOn was gifted \$715 for the summer robotics program through a Foundation contribution.

FY2024 Budget Adjustments					
Budget Adjustment Number	FY2024 or Multi-Year	Short Description	Budget Category	Revenue Budget Adjustment Amount	Expenditure Budget Adjustment Amount
240501	FY2024	FY2024 Building Maintenance & Security	Revenue: Mecklenburg County (In-Kind)	3,750,000	
240501	FY2024	FY2024 Building Maintenance	Expenditure: Facility Related		2,500,000
240501	FY2024	FY2024 Building Security	Expenditure: Personnel Related		1,250,000
240509	FY2024	RSNC Fund (Yandle) Map Conservation	Revenue: Reserves Appropriated	10,223	
240509	FY2024	RSNC Fund (Yandle) Map Conservation	Expenditure: Professional Services		10,223
Total FY2024 Budget Adjustments				3,760,223	3,760,223
Multi-Year Budget Adjustments					
Budget Adjustment Number	FY2024 or Multi-Year	Short Description	Budget Category	Revenue Budget Adjustment Amount	Expenditure Budget Adjustment Amount
240502	Multi-Year	Capital Reconciliation: University City Relocation	Revenue: Mecklenburg County (In-Kind)	39,815,000	
240502	Multi-Year	Capital Reconciliation: University City Relocation	Expenditure: Facility Related		39,815,000
240503	Multi-Year	Capital Reconciliation: Pineville Branch	Revenue: Mecklenburg County (In-Kind)	1,800,000	
240503	Multi-Year	Capital Reconciliation: Pineville Branch	Expenditure: Facility Related		1,800,000
240504	Multi-Year	Capital Reconciliation: Administration Center	Revenue: Mecklenburg County (In-Kind)	15,000,000	
240504	Multi-Year	Capital Reconciliation: Administration Center	Expenditure: Facility Related		15,000,000
240505	Multi-Year	Capital Reconciliation: Main Library	Revenue: Mecklenburg County (In-Kind)	11,116,000	
240505	Multi-Year	Capital Reconciliation: Main Library	Revenue: Foundation Contribution	50,000,000	
240505	Multi-Year	Capital Reconciliation: Main Library	Expenditure: Facility Related		61,116,000
240506	Multi-Year	Cornelius Endowment	Revenue: Other Contribution	2,500	
240506	Multi-Year	Cornelius Endowment	Expenditure: Misc. General Operating		2,500
240507	Multi-Year	Urban Libraries Council Barbershop Additional Gift	Revenue: Other Contribution	2,000	
240507	Multi-Year	Urban Libraries Council Barbershop Additional Gift	Expenditure: Programming		2,000
240508	Multi-Year	ImagineOn Gifts	Revenue: Foundation Contribution	715	
240508	Multi-Year	ImagineOn Gifts	Expenditure: Misc. General Operating		715
Total Multi-Year Budget Adjustments				117,736,215	117,736,215
Grand Total Budget Adjustments				121,496,438	121,496,438

After some discussion, and on a motion from the Finance Committee, the board unanimously approved the budget adjustments.

FY 2024 Financial Report

- Projection data is based on 10 months (83% of the year) of activity.
- Internal revenue generation has started to recover from COVID 19 impacts and we will continue to monitor throughout FY2024 and into FY2025. Library Fees includes \$450k in expected revenue from interest-bearing bank accounts implemented in FY2023.
- Federal revenue variance and other expense category variances are due to ARPA funds that have been recognized in FY2024 but will be re-budgeted and spent in FY2025. This includes \$192k in Salaries & Benefits, \$497k in Library Collections, \$24k in Facility Related, \$19k in Programming, \$199k in Professional Services, \$25k in Personnel Related, and \$105k in Misc. General Operating Expenses.
- FY2024 Audit activities will kickoff in June in coordination with Cherry Bekeart.

	FY 2024 - Current Budget	FY 2024 - YTD Actual Results @ 4/30/2024 (Pd 10)	% Collected or Spent	FY 2024 - Projection	% Variance: Projection vs. Budget
Revenues					
Revenue					
Intergovernmental:					
Mecklenburg County	\$ 47,145,138	\$ 39,509,800	84%	\$ 47,018,509	100%
State of North Carolina	\$ 794,256	\$ 590,090	74%	\$ 794,256	100%
ABC Board	\$ 903,770	\$ 677,828	75%	\$ 903,770	100%
Federal	\$ 2,897,842	\$ 2,096,411	72%	\$ 1,647,656	57%
City of Charlotte	\$ 2,500	\$ -	0%	\$ 2,500	100%
Total Intergovernmental Revenues	\$ 51,743,506	\$ 42,874,129	83%	\$ 50,366,691	97%
Library Fees	\$ 745,321	\$ 789,526	106%	\$ 957,537	128%
Foundation Contributions	\$ 1,357,531	\$ 711,084	52%	\$ 1,297,935	96%
Other	\$ 227,500	\$ 224,491	99%	\$ 287,324	126%
Fund Balance & Reserves Appropriation	\$ (73,529)	\$ -	0%	\$ (73,529)	100%
Total Revenues	\$ 54,000,329	\$ 44,599,230	83%	\$ 52,835,958	98%
Expenditures					
Current:					
Salaries & Benefits	\$ 36,346,355	\$ 28,747,767	79%	\$ 36,129,075	99%
Library Collections	\$ 8,200,955	\$ 5,973,250	73%	\$ 7,698,732	94%
Facility Related	\$ 3,780,301	\$ 3,070,856	81%	\$ 3,725,263	99%
Programming	\$ 681,651	\$ 497,120	73%	\$ 583,225	86%
Technology & Equipment	\$ 1,610,590	\$ 1,266,329	79%	\$ 1,567,234	97%
Professional Services	\$ 1,187,278	\$ 238,935	20%	\$ 649,474	55%
Personnel Related Expenses	\$ 341,181	\$ 233,382	68%	\$ 291,367	85%
Misc. General Operating Expenses	\$ 1,752,018	\$ 897,146	51%	\$ 1,328,234	76%
Interfund Transfer	\$ 100,000	\$ -	0%	\$ 100,000	100%
Total Expenses	\$ 54,000,329	\$ 40,924,785	76%	\$ 52,072,605	96%
Total					
(Revenue-Expenditures)	\$ 0	\$ 3,674,445		\$ 763,353	

FY2025 Budget Update

- The County Manager made her recommendation at 11 o'clock on May 16th.
- Last year was a VERY good year. It was a huge win for the library. There are 10 things on the list and the Library received both partial and full funding for majority of the requests, including staff positions for the first time in years.

FY 2024 County Manager's Recommended Budget

Priority	Item	Amount	Funded/Not Funded
N/A	Employee Salary/Benefits (Compression Study & Annual Pay Increases)	\$2.3M	Funded
N/A	Contractual Increases (Real Estate/IT)	\$243k	Partially Funded (\$213k)
1	HR Coordinator	\$70k	Funded
2	Chief Equity & Inclusion Officer	\$132k	Funded
3	Marketing & Communications Assistant	\$70k	Not Funded
4	(2) Outreach Specialists	\$139k	Not Funded
5	Programming (Including Meck Pre-K/Active Reading)	\$250k	Partially Funded (\$199k)
6	Library Data Analyst	\$76k	Funded
7	Community Programs Coordinator	\$70k	Not Funded
8	Library Collections	\$1.7M	Funded (One-Time Funds*)

FY 2025 County Manager's Recommended Budget - General Highlights

- Lowest growth in the County's General Fund since FY2021.
 - Due to modest property tax, slowing sales tax growth, and other misc. revenue losses
- Manager proposed 0.5 cent property tax increase to fully balance the budget.
 - This increase is in addition to the 1.0 cent increase needed for the Capital Improvement Plan.
- Total County budget of \$2.5B is a 5.5% increase from FY2024
 - Fully funds CMS and CPCC requests but represents a lean budget for increasing/enhancing County services.
 - The Budget also utilizes \$105M in Fund Balance (also known as the County's savings account) for various one-time expenses.
- It is a lean year for the County & the Library with some wins for employees
- The Library had 6 items on the list of requests. The only item that did get funding was Library Training Investment. The County will provide \$80K of the \$160K request.
- The County will be funding the \$1.7 million in employee pay increases. They also will be funding the \$83K in Contractual increases which assists the Library in being able to cover the increasing cost of utility bills and rent.
- Priority #3, Library Collections, was partially funded with One-Time funds for the County. The County will be providing the Library with \$1 million for collections. The University City Opening Day Collection request was also partially funded with the County agreeing to provide \$215K. With assistance from ARPA funds, collections will have an okay year in FY2025.

Priority	Item	Amount	Funded/Not Funded (Ongoing Operating Funds)
N/A	Employee Salary/Benefits (Annual Pay Increases)	\$1.7M	Funded
N/A	Contractual Increases (Real Estate/Risk Insurance)	\$83k	Funded
1	University City Staff (5.5 FTE)*	\$409k	Not Funded
2	Main Library Manager	\$73k	Not Funded
3	Library Collections	\$2.3M	Not Funded with ongoing funds, see below
4	HR Manager	\$108k	Not Funded
5	Library Training Investment	\$160k	Partially Funded (\$80k)
6	Marketing & Communications Assistant	\$72k	Not Funded
Library Collections – One Time Funds			
3	Library Collections	\$2.3M	Partially Funded (\$1M) with One-Time Funds Note: FY2024 budget included \$1.7M in One-Time Funds
N/A	University City Opening Day Collections	\$215k	Funded with one-time funds as part of the Capital Project

Next Steps/Key Dates

- 5/23/24 - Budget Public Hearing #2
- 5/30/24 - Straw Vote
- 6/4/24 - BOCC Budget Adoption
- 6/12/24 Distribution & Posting of Consolidated Library Budget
- 6/24/24 Board of Trustees - Adoption of Library Recommended Budget
- Additional discussion at June Board of Trustees Meeting – Library Telework Policy

CEO Report

Mr. Marcellus Turner provided the following updates:

- MT informed the Trustees that they would receive an email this week regarding a few updates due to meeting time constraints.
- MT introduced Ms. Tasha Bell, the new Chief Equity & Inclusion Officer, to the Trustees. Her first day was May 13th. Ms. Bell is a Wisconsin native and new to the Charlotte area. She is visiting branches, meeting, staff, and was able to participate in the recent Access Services Retreat. Ms. Bell also expressed her excitement to join the Library and get to know the Trustees.
- MT informed the Trustees that Ms. Caitlin Moen, Library Director, was unable to attend the board meeting because she is participating in the hiring process for the County's Intergovernmental Affairs position.
- MT reminded the Trustees that Summer Break begins June 1st and runs through July 30th. This initiative is a fun program that promotes reading and encourages children to continue to strengthen the literacy skills they might generally lose during the summer. This program is open to adults as well.

After some Board discussion, Charles Thomas adjourned the board meeting at 6:00pm.

Respectfully submitted,

Marcellus Turner

CEO

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