



**Library Board of Trustees Meeting
Hickory Grove Library
Monday, September 16, 2024, 4:00pm – 6:00pm**

Trustees Present

Peggy Brookhouse
Dr. Stacey Brown
Jon Buchan
Joe Helweg
Dr. Kimmerly Martin
Tracy Montross
Dr. Amy Hawn Nelson
Preethi Srinivasan
Charles Thomas, Chair
Dr. Ricky Woods

Trustees Present

Ailen Arreaza

Staff Present

Karen Beach
Tasha Bell
Rachel Bradley
David Dillard
Michael Engelbrecht
Jenni Gaisbauer
Krystel Green
Eric Hartman
John O'Connor
Caitlin Moen
Angie Myers
Emery Ortiz
Marcellus Turner
Viviette White

Others Present

Mark Kutny
Helen Hope Kimbrough

Mr. Charles Thomas welcomed everyone to the Board meeting at 4:00pm and introduced Ms. Viviette White, Branch Manager of Hickory Grove Library.

Welcome from Branch Manager Viviette White

Ms. White welcomed the Trustees and staff to Hickory Grove Library. Hickory Grove Library has been open for 14 years. The branch has a partnership with Novant Health, so a healthcare cruiser comes by every week and offers free immunizations to children up to 12th grade. They also offer biometric screenings, COVID tests, and blood pressure tests. Project Outpour also comes to the branch to provide free showers to the community. Hickory Grove has a Student Success Center that helps students with materials, worksheets, and assistance in math and reading. Ms. White informed the Trustees about the events she plans for her staff that help facilitate camaraderie and cohesion within the branch.

Absence with Cause

Mr. Thomas requested a motion to approve absence with cause for Ms. Ailen Arreaza and Ms. Tracy Montross. On a motion by Mr. Jon Buchan and seconded by Mr. Joe Helweg, the Trustees unanimously approved the absence with cause. Ms. Montross did join the meeting later.

Approval of Minutes

Mr. Thomas requested a motion to approve the June 24th meeting minutes. On a motion by Dr. Ricky Woods and seconded by Mr. Helweg, the Trustees unanimously approved the minutes.

Mr. Thomas requested a motion to approve the August 2nd meeting minutes. On a motion by Mr. Helweg and seconded by Mr. Buchan, 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 that he would be sending out a few emails regarding board meeting requirements after meeting with the Board attorney, Mr. Mark Kutny.

Committee Reports

Finance Committee

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

- **FY 2024 Budget Adjustments & Transfers**

- Ms. Myers informed the Trustees that the \$100,000 adjustment is for the Fifth Third Bank MoLi Sponsorship. These funds are meant to help with rewrapping MoLi, refreshing collections materials, and programming and will be spent over the next two to two and a half years. The \$9,125 adjustment are gift funds provided to branches. \$3,000 of the funds are going directly to the 6 branches that were not able to move forward with the Around the World project. Each branch will receive \$500 to use for programming or something else that will benefit the whole branch and staff.

Multi-Year Budget Adjustments					
Budget Adjustment Number	FY2025 or Multi-Year	Short Description	Budget Category	Revenue Budget Adjustment Amount	Expenditure Budget Adjustment Amount
092401	Multi-Year	Fifth Third Bank MoLi Sponsorship	Revenue: Foundation Contribution	100,000	
092401	Multi-Year	Fifth Third Bank MoLi Sponsorship	Expenditure: Programming		100,000
092402	Multi-Year	Misc Branch Gift Fund Contributions	Revenue: Foundation Contribution	9,125	
092402	Multi-Year	Misc Branch Gift Fund Contributions	Expenditure: Misc. General Operating		9,125
Total Multi-Year Budget Adjustments				109,125	109,125
Grand Total Budget Adjustments				109,125	109,125

After some discussion, and on a motion from the Finance Committee, the board unanimously approved the Multi-Year Budget Adjustments.

Integrated Library System Update

- ILS system Process
 - Early FY2024: Project Team Selected (12 Library; 5 County)
 - February-April 2024 - RFP window
 - Top 3 vendors invited to present
 - Voting members scored presentations & Submissions (6 Library, 1 County)
 - Polaris by Integrated Interfaces was the unanimous top choice
- Why Polaris?
 - Modern/Efficient Design – “Less Clicks”
 - Browser based/Usable on all devices
 - Single Sign On
 - Reporting & Statistics Gains for Staff
 - Excellent Recommendation from 2 Trusted Peer Libraries
 - Consistent Customer Experience with catalog, mobile app, & event calendar
- The Future
 - Costs
 - Implementation & Year 1 (Meck Co)
 - Year 2-5 (Library)
 - Contract Execution

- Request to authorize MT to sign contract (9/16/24)
- After 9/16/24: Other vendors notified as well as Library staff
- Timeline
 - 7 Months – Lead/Planning Time including extensive staff training and change management
 - Late April 2025 – Tentative “Go Live”

After some discussion, and on a motion from the Finance Committee, the board unanimously approved to Authorize the CEO to execute Multi-Year Integrated Library System Contract.

Real Estate Committee:

Mr. David Dillard provided the following updates:

2030 Rolling Capital Improvement Plan (CIP) Update

- The Library has had tremendous success with the County on its Capital Improvement Program.
- The Library engaged with the team of consultants for the Facilities Master Plan to help legitimize the requests that CML has made and will make to the County.
- The County’s previous CIP model utilized 5-year increments. During the FY24 - FY28 CIP, the Library was able to obtain funding approval for:
 - New Main (additional funding)
 - ImaginOn (infrastructure renovation) Sugar Creek community library (relocation and expansion)
 - West Blvd community library (relocation and expansion)
 - Nations Ford community library (new)
 - Land acquisition for future community libraries in the Prosperity Village, Thomasboro/Hoskins & Eastland communities.
- The County utilized funding from various Capital Improvement Ordinances to fund:
 - Acquisition of the completed University City Regional library property pursuant to the Public Private Partnership agreement with the developer
- The County changed its model to a rolling 5-year CIP. In the FY25-29 CIP, the Library received funding approval for:
 - Prosperity Village (new community library design & construction)
 - Independence (renovation)
- The Library is submitting the following three items to the County for the FY26-30 Rolling CIP:
 - Allegra Westbrooks renovation Thomasboro/Hoskins – new community library design & construction
 - Steele Creek expansion/renovation (not envisioned in the FMP)
- CML anticipates submitting these projects for funding in the FY27-31 Rolling CIP:
 - Eastland-new community library design & construction
 - Mint Hill (renovation)
 - Cornelius (renovation)

North Branch Library Update

- The Library has been working to transfer the title of the North Branch Library located on Lasalle Street to the County. The County is bringing the transfer to the County Commission on October 1st for approval. The tenant has vacated the building, and the County has an internal use for the building. Once the County Commission approves, the Library will draft the deed and officially transfer the property to the County.

Program of Service Committee

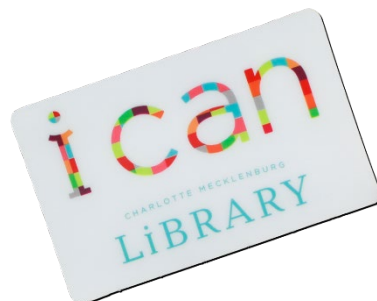
Dr. Stacey Brown and Ms. Caitlin Moen provided the following updates:

- The committee met on September 5th at Independence Regional Library. The meeting was to review the scope of responsibilities, discuss plans for FY24-25, and ensure that the committee is meeting the needs of the Library.
- The committee will strive to have their meetings at different branches so that staff can get to know the members.
- The committee has begun to plan for two Lunch & Learn sessions so that they can be more informed and refresh their knowledge of the different aspects of the Library.
- The committee discussed ways that the Board of Trustees can engage more with the Library and its staff.

CML Rebranding RFP

Ms. Krystal Green provided an update on the rebranding project for the Library.

- The RFP will be made public in the next few days.
- Request for Proposals to provide a new brand identity for the Library
- Asking for:
 - Current Brand Audit
 - New Brand Identity Package – logos, taglines, color palate, etc.
 - Brand Strategy
- Publish RFP mid-September 2024
- Award contract to vendor in November 2024
- Brand concept work completed April 2025
- Implement new brand FY2026



Library Card Sign-Up Month

Ms. Krystal Green reminded the Trustees that September is Library Card Sign-Up month.

- Two Campaigns are running during this month
 - A campaign marketing to parents and younger children – Find: Imagination!



- A Campaign marketing to the Latino community – Comunidad



- Marketing put out a request and Spanish speaking staff members came forward to express what the library and community means to them. These comments have been turned into posters and ads. This

campaign is to show the Latino community that they can see these staff members in branches and talk with them. The ads and poster also includes information that branches have digital translation tabs that help staff communicate with the public.

- Translation of ad - “For me, community means ‘family.’ Community is a place where you have a sense of belonging and don't feel judged for who you are or the things you have done in the past. It is an opportunity to grow and reach your full potential.” – Andrew Meyer

Foundation Update

Ms. Jenni Gaisbauer provided the following updates:

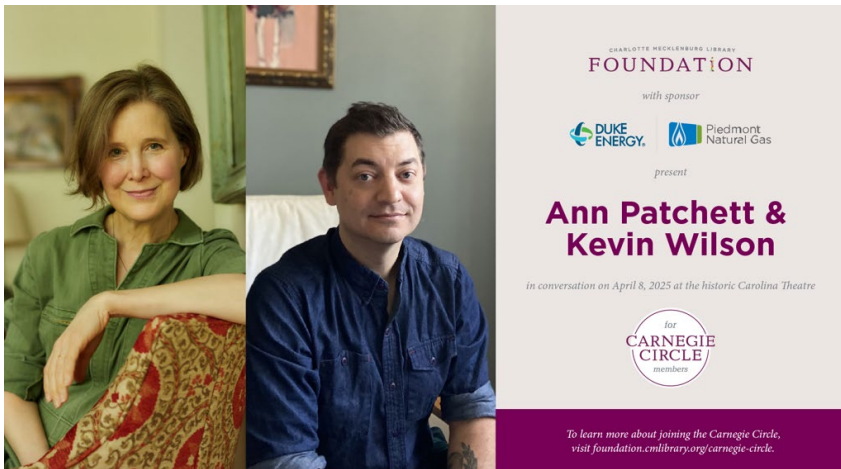
- Verse & Vino will be held on November 7th at the Charlotte Convention Center
 - Author Lineup:
 - Essie Chambers – *Swift River*
 - Emiko Jean – *The Return of Ellie Black*
 - Edward lee – *Bourbon Land*
 - Jessica Shattuck – *Last House*
 - Approximately 33 tables left to sell



- The final Around the World in 21 Branches will be on September 28th at Pineville Library.
 - The featured author is Megan Miranda, who was the featured author at the first Around the World event.
 - Miranda’s newest release is *Daughter of Mine*
 - Ms. Gaisbauer thanked the Trustees for their support of the decision to end the Around the World in 21 Branches tour. With the main sponsor, Lowe’s, pulling out and Karen Beach retiring, stopping the tour was the appropriate decision for the Foundation.



- On April 8th, 2025, Ann Patchett and Kevin Wilson will be in conversation at the historic Carolina Theatre for the Foundation's Carnegie Circle event. This event is sponsored by Duke Energy and Piedmont Natural Gas.



CEO Report

Mr. Marcellus Turner provided the following updates:

- MT informed the Trustees that an architect was chosen for the new Sugar Creek Library and thanked Mr. Buchan and Ms. Peggy Brookhouse for their assistance during the selection process.
- The Senior Leadership Team is working on the four focus areas and objectives for the Strategic Direction. The goal is to narrow down the objectives to about 3 for each area of focus. The team is meeting for a retreat on Wednesday, September 18th to continue this work on the Strategic Direction.
- Staff Day is October 14th at ImaginOn. This is the one time each year that the Library closes so all staff can come together, hear the State of the Library and the great work staff are doing as well as have a chance to visit and talk with friends and fellow staff members. Trustees are invited to stop in and talk with staff during Staff Day if their schedules allow.

Library Director Report

FY2024 Year End Statistics

- 11.3% increase in Active Cardholders, reaching 331,802 users
- 36% increase in Total Circulation, with 8,675,973 items circulated
 - 42.7% increase in Digital Circulation
 - 30.8% increase in Print Circulation

- 27.7% increase in Literacy Program Attendance, reaching 373,358
- 5.8% increase in WiFi Usage
- 98.4% rating in Customer Satisfaction

Library Schedule

- Since Labor Day has past, libraries are back on normal schedules.
- Regional branches and ImaginOn are now open on Sundays from 1:00pm – 5:00pm

Staffing Study Update

- Approaches being considered”
 - Data Models
 - PT/FT Balance
 - Pods/Regional Infrastructure
 - Floating and Substitutes
 - Individual Org Charts
 - Job Descriptions and Expectations
 - Schedule Structure
- At a future board meeting, Ms. Moen will present the approach the Library is taking and will incorporate several strategies as well as a proposed staffing ask of the County and a rebalancing of part time and full-time positions.
- Ms. Moen’s team has begun to dive into the approaches and will be working to pull in some branch managers and some of the staffing study work group to help inform the discussion on what will work well and assist in creating a potential budget.

Welcoming Week

- Celebrated throughout September
- Welcoming Week is a national celebration
- The Library held events the previous week
 - Author event – Sandra A. Gutierrez, a home chef and food writer, she has served on multiple James Beard selection panels. Gutierrez hosted a program all about Latin American food and her studies on how fusion has happened over centuries, through cultures and food and has become diverse.
 - The Library’s second naturalization ceremony took place at Allegra Westbrooks on Saturday, September 14th. The Library’s Chief Equity and Inclusion Officer, Tasha Bell, spoke at the event and staff welcomed in the new American citizens.



Freedom to Read Week

- Ms. Moen reminded the Trustees that Freedom to Read Week will be September 22nd through the 28th. She invited the Trustees to engage with the social media posts, book displays, and events and share the important message of intellectual freedom.

After some Board discussion, Mr. Thomas adjourned the board meeting at 5:42pm.

Respectfully submitted,

Marcellus Turner

CEO