



## News Release

FOR IMMEDIATE RELEASE

### **CHARLOTTE MECKLENBURG LIBRARY WELCOMES CUSTOMERS TO SIT AND STAY AWHILE BEGINNING JUNE 1, 2021**

Library expands services to include seating, access to self-serve copiers/faxes and re-opens the Robinson-Spangler Carolina Room

**Charlotte, NC – June 1, 2021** – Charlotte Mecklenburg Library announces its expansion to Level 3 services starting Tuesday, June 1, 2021 at 9 a.m. The move to Level 3 adds services including opening seating to customers at all branch locations along with re-opening the Robinson-Spangler Carolina Room for appointment-only visits.

With access to seating, customers may enjoy extended time in branch locations. Customers can also take advantage of self-serve copier/scanner services, access timed, socially-distanced computers for adults and children (by in-person appointment at designated branches) and teen customers can return to the Teen Loft at ImaginOn located at 300 E 7<sup>th</sup> Street, Charlotte, NC 28202.

“We are pleased to expand services as an integral resource in the fair and equitable accessing of information for all in our community,” said Caitlin Moen, Charlotte Mecklenburg Library chief customer officer/library director. “We appreciate our customers understanding that we cater to all members of the community, even the most vulnerable, and we are committed to providing a safe environment and experience for all.”

Masks and face coverings remain required for staff and customers per directives from Mecklenburg County and the Mecklenburg Board of County Commissioners (BOCC) which currently requires face coverings while on County property.

The Carolina Room, located in Main Library, houses historical and current information on Charlotte, Mecklenburg County and North Carolina. It also contains genealogical resources from all 50 states in print and online. A popular and critical community resource, the Carolina Room is the largest collection of family history materials in a North Carolina public library.

Customers are permitted to book a maximum two, sixty-minute appointments per day in the Carolina Room. To make an appointment, customers can visit <https://www.cmlibrary.org/services/genealogy-history-services> and click “Schedule Appointment” on the page. Customers will be prompted to read safety rules, policies and directions for accessing the Carolina Room on the same page. The Carolina Room will also continue to provide virtual reference services, including limited copying of books and other materials (magazines, microfilm, maps, etc.), Monday-Friday from 9 a.m.-5 p.m. For virtual assistance, customers can email [ncrstaff@cmlibrary.org](mailto:ncrstaff@cmlibrary.org) or call (704) 416-0150 during normal operating hours.

“We are pleased to open up our Robinson-Spangler Carolina Room for appointment-based service,” said Tony Tallent, Charlotte Mecklenburg Library branch channel leader. “The Carolina Room has a strong following of users who will be delighted to regain access to both the materials in the room as well as the insight and support from expertise of the Carolina Room Team.

The Library continues to offer programming, events and services for children, teens, adults, Outreach and the Job Help Center in online and virtual formats. Branch hours of operation remain Monday–Thursday from 9 a.m.-8 p.m., and Friday and Saturday from 9 a.m.-5 p.m. More information can be found at <https://www.cmlibrary.org/level-3-re-opening>.

Customers can find information about exciting programs and events on the Library calendar at [cmlibrary.org/calendar](http://cmlibrary.org/calendar). The Library’s online chat is available at [cmlibrary.org](http://cmlibrary.org) - click on the “Ask a Librarian” button; telephone reference is also available during normal operating hours at (704) 416-0101; or customers can contact a branch location directly. Visit [cmlibrary.org/branches](http://cmlibrary.org/branches) for more information.

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**Photo caption:** Charlotte Mecklenburg Library re-opens seating and the Robinson-Spangler Carolina Room to better serve customers June 1, 2021.

**SERVICE UPDATE:** Enjoy expanded services beginning June 1, 2021.



- Enjoy seating and browse materials.
- Use computers where available.
- Request interlibrary loans.

CHARLOTTE MECKLENBURG  
**LIBRARY**



More at [cmlibrary.org](http://cmlibrary.org)

### **About Charlotte Mecklenburg Library:**

Charlotte Mecklenburg Library is one of America’s leading urban public libraries, serving a community of more than one million citizens in Mecklenburg County, North Carolina. Through 20 locations, targeted outreach and online resources, the Library delivers exceptional services and programs, with a mission to improve lives and build a stronger community. For more, visit [cmlibrary.org](http://cmlibrary.org).

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### **Media resources:**

Charlotte Mecklenburg Library newsroom: [cmlibrary.org/library-news](http://cmlibrary.org/library-news)

### **Social sharing:**

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