



**Library Board of Trustees Meeting**  
**Tuesday, October 21, 2025**  
**Hickory Grove Library**  
**4:00pm – 6:00pm**

**Trustees Present In-person**

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

**Trustees Present Virtually**

Dr. Kimmerly Martin

**Trustees Absent**

Ailen Arreaza

**Staff Present**

Michael Boger  
Rachel Bradley  
David Dillard  
Jenni Gaisbauer  
Krystal Green  
Eric Hartman  
Christine Keitt  
John O'Connor  
Emery McTindal  
Caitlin Moen  
Angie Myers

**Others Present**

Helen Hope Kimbrough (CMLF Chair)  
Mark Kutny  
Starla Tanner (Consultant)

**Call to Order**

Dr. Amy Hawn Nelson called the meeting to order and welcomed everyone to the Hickory Grove Library.

**Absence with Cause**

**Dr. Hawn Nelson requested a motion to approve absence with cause for Ms. Ailen Arreaza and Ms. Peggy Brookhouse. On a motion by Ms. Preethi Srinivasan and seconded by Mr. Jon Buchan, the Trustees unanimously approved the absence with cause.**

Eight Trustees voted in-person, and one voted virtually. Two Trustees were absent.

Ms. Peggy Brookhouse arrived at 4:18pm

**Approval of Minutes**

**Dr. Hawn Nelson requested a motion to approve the meeting minutes from September 9<sup>th</sup>, On a motion by Ms. Preethi Srinivasan and Mr. Charles Thomas, the Trustees unanimously approved the minutes.**

Eight Trustees voted in-person, and one voted virtually. Two Trustees were absent.

**Public Comment**

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

## Chair Update

- Dr. Hawn Nelson informed the Trustees that Board committees for FY26 are meeting regularly and working hard.
- Dr. Hawn Nelson informed the Trustees that the CEO Search process has been moving rapidly. The Committee will meet on November 11<sup>th</sup> in-person at the Coleman Lew Canny Bowen offices in SouthPark to begin reviewing applicants as the listening tour comes to a close.

## Committee Reports

### **Finance Committee Update**

Ms. Preethi Srinivasan and Mr. Michael Boger provided the following updates:

#### **Q1 FY2026 Financial Update**

- Projection data is based on 3 months (25% of the year) of activity.
- Internal revenue generation from Library sources continues to exceed budgeted projections:
  - Bank Interest: projected to collect \$462k of \$450k budget
  - Print Management: projected to collect \$264k of \$216k budget
  - Book Fees: projected to collect \$255k of \$150k budget
  - Book Sales: projected to collect \$113k of \$90k budget
  - Non-Resident Fees: projected to collect \$70k of \$50k budget
  - Meeting Rooms: projected to collect \$32k of \$22k budget
  - Proctoring: projected to collect \$4k of \$4k budget
- FY2025 audit report will be shared at the November Board meeting.

|   | FY 2026 - YTD               |                                      |                         | % Variance:             |                          |
|---|-----------------------------|--------------------------------------|-------------------------|-------------------------|--------------------------|
|   | FY 2026 - Current<br>Budget | Actual Results @<br>9/30/2025 (Pd 3) | % Collected<br>or Spent | FY 2026 -<br>Projection | Projection vs.<br>Budget |
| <b>Revenues</b>                         |                             |                                      |                         |                         |                          |
| Mecklenburg County                      | \$ 51,233,810               | \$ 12,974,491                        | 25%                     | \$ 51,233,810           | 100%                     |
| State of North Carolina                 | 725,295                     | 197,781                              | 27%                     | 725,295                 | 100%                     |
| ABC Board                               | 907,121                     | 0                                    | 0%                      | 907,121                 | 100%                     |
| Federal                                 | 101,963                     | 0                                    | 0%                      | 101,963                 | 100%                     |
| City of Charlotte                       | 2,500                       | 0                                    | 0%                      | 2,500                   | 100%                     |
| <b>Total Intergovernmental Revenues</b> | <b>\$ 52,970,689</b>        | <b>\$ 13,172,272</b>                 | <b>25%</b>              | <b>\$ 52,970,689</b>    | <b>100%</b>              |
|   |                             |                                      |                         |                         |                          |
| Library Fees                            | \$ 545,000                  | \$ 233,512                           | 43%                     | \$ 611,565              | 112%                     |
| Foundation Contributions                | 1,379,051                   | 0                                    | 0%                      | 1,379,051               | 100%                     |
| Other                                   | 760,846                     | 122,449                              | 16%                     | 773,222                 | 102%                     |
| Fund Balance & Reserves Appropriation   | 10,000                      | 0                                    | 0%                      | 10,000                  | 100%                     |
| <b>Total Revenues</b>                   | <b>\$ 55,665,586</b>        | <b>\$ 13,528,234</b>                 | <b>24%</b>              | <b>\$ 55,744,528</b>    | <b>100%</b>              |
| <b>Expenditures</b>                     |                             |                                      |                         |                         |                          |
| Salaries & Benefits                     | \$ 40,513,837               | \$ 9,027,235                         | 22%                     | \$ 40,121,046           | 99%                      |
| Library Collections                     | 6,207,733                   | 1,742,184                            | 28%                     | 6,207,733               | 100%                     |
| Facility Related                        | 3,846,895                   | 1,470,851                            | 38%                     | 3,832,903               | 100%                     |
| Programming                             | 596,732                     | 111,235                              | 19%                     | 596,732                 | 100%                     |
| Technology & Equipment                  | 1,484,018                   | 738,632                              | 50%                     | 1,484,018               | 100%                     |
| Professional Services                   | 587,500                     | 175,201                              | 30%                     | 516,600                 | 88%                      |
| Personnel Related Expenses              | 413,000                     | 131,520                              | 32%                     | 413,000                 | 100%                     |
| Misc. General Operating Expenses        | 2,015,871                   | 209,105                              | 10%                     | 1,577,266               | 78%                      |
| <b>Total Expenses</b>                   | <b>\$ 55,665,586</b>        | <b>\$ 13,605,964</b>                 | <b>24%</b>              | <b>\$ 54,749,298</b>    | <b>98%</b>               |
| <b>Total</b>                            |                             |                                      |                         |                         |                          |
| <b>(Revenue-Expenditures)</b>           | <b>\$ -</b>                 | <b>\$ (77,730)</b>                   |                         | <b>\$ 995,230</b>       |                          |

## Budget Adjustments

### Multi-Year Budget Adjustments

- \$20,000 – Funds provided by PwC to support the Mobile Internet Lab (MiLa).

| Multi-Year Budget Adjustments       |                      |                                   |                                  |                                  |                                      |
|-------------------------------------|----------------------|-----------------------------------|----------------------------------|----------------------------------|--------------------------------------|
| Budget Adjustment Number            | FY2026 or Multi-Year | Short Description                 | Budget Category                  | Revenue Budget Adjustment Amount | Expenditure Budget Adjustment Amount |
| 261001                              | Multi-Year           | Mobile Internet Lab - PwC Support | Revenue: Foundation Contribution | 20,000                           |                                      |
| 261001                              | Multi-Year           | Mobile Internet Lab - PwC Support | Expenditure: Programming         |                                  | 20,000                               |
| Total Multi-Year Budget Adjustments |                      |                                   |                                  | 20,000                           | 20,000                               |
| Grand Total Budget Adjustments      |                      |                                   |                                  | 20,000                           | 20,000                               |

**Dr. Hawn Nelson requested a motion to approve the FY25 Budget Adjustments for the month of October 2025. On a motion from Ms. Tracy Montross and Dr. Ricky Woods, the Trustees unanimously approved the Budget Adjustments.**

Nine Trustees voted in-person, and one voted virtually. One Trustee was absent.

### Sole Source Contract: Employee Fanatix

- Background/Rationale: A sole source situation occurs when procuring goods or services either with informal or formal bidding and:
  - Performance or price competition for a product or service is not available;
  - A needed product or service is available from only one source of supply; or
  - Standardization of compatibility is the overriding consideration.
- The Library intends to contract with Employee Fanatix to assess the organization's work culture and provide insights and recommendations to leadership. The scope of work includes staff surveys, listening sessions, internal communications advisement, and presentations to leadership. Employee Fanatix is the vendor engaged by Mecklenburg County to conduct its organization-wide culture assessment. To ensure consistency in methodology, data collection, and analysis between the Library and the County—our primary funding partner—standardization and compatibility of vendor services are required. Using a different vendor would prevent meaningful comparison and integration of findings.

**Dr. Hawn Nelson requested a motion to approve a contract for \$77,000 with Employee Fanatix as authorized by the sole source exemption G.S. 143-129(e)(6). On a motion from Mr. Charles Thomas and Ms. Preethi Srinivasan, the Trustees unanimously approved the Sole Source contract for Employee Fanatix.**

Nine Trustees voted in-person, and one voted virtually. One Trustee was absent.

**\*See included overview of the Library's data collection efforts at the end of document**

### Real Estate Committee

Ms. Peggy Brookhouse and Mr. David Dillard provided the following updates:

- The new Sugar Creek Library project is deep into design development with the architect, Perkins&Will and the Construction Manager @Risk, J.E. Dunn. An update to the community is currently being scheduled for the near future as part of the commitment to community engagement for the project.
- Vines has been selected as the architect and the Construction Manager @Risk will be McFarland-Blum for the new West Boulevard Library location project. The team will begin working on scheduling community engagement sessions soon to get feedback from the community about the new building.
- Little has been selected as the architect for the ImaginOn structural renovation project. The Construction Manager @Risk for the project is J.E. Dunn. There is a significant amount of investigation, pricing, sequence scheduling, code review and permitting that's going to be required before construction. The renovations include, roof replacement, mechanical systems replacement, lighting replacement, and upgrades to fire alarm and security systems. The Library

does not want Main Library and ImaginOn to be closed at the same time, so the plan is to close ImaginOn for the structural renovations once the new Main Library is open.

- A feasibility study has been approved and funded to assist in determining how the Library can expand the Steele Creek Library branch. There is heavy growth in that community so the Library is investigating how the current building can be expanded to accommodate the growth. This study will help inform the next CIP submission to the County in the fall of next year.
- SouthPark Regional Library's will be modifying their drive-up materials return slot. The unit is being replaced so that it is more compatible with the automated equipment located inside of the building.
- Mountain Island Library will be closed from November 1<sup>st</sup> until January 11<sup>th</sup> for roof, mechanical system, and lighting replacements.
- The RFQ for the Main Library Café Operator has been advertised. The deadline for responses is October 27<sup>th</sup> and then the committee will review all submissions and select candidates to be interviewed.

### **Advocacy Committee**

Dr. Amy Hawn Nelson and Ms. Starla Tanner provided the following updates:

- The Advocacy Committee met on October 20<sup>th</sup> to discuss the memo from Interim Chief Executive Officer of the Charlotte Area Transit System, Mr. Brent Cagle. The memo is in relation to the transportation referendum on the November 4<sup>th</sup> ballot where voters will assert their support or opposition to a one-cent sales tax for transit, rail, bus, and road improvements. The Library reached out to CATS to better understand the impact of the referendum on accessibility to branches. CATS responded with the following information in a memo:
  - On May 28, 2025, the Metropolitan Transit Commission (MTC) adopted a 30 year fiscally constrained Transit System Plan funded by a proposed one cent sales tax for mobility. The proposed tax includes 40% for road improvements and 60% for transit expansion. Preceding the adoption by MTC, CATS fully engaged with residents and stakeholders throughout Mecklenburg County. The plan includes not only an expansion of our rail program but also a significant expansion of bus service and bus stop amenities, called the Better Bus Plan. CATS recognizes that our bus network is the backbone of our transit system, today and tomorrow. With that understanding CATS has committed to expand our bus route and CATS micro services by 50% in 5 years and improve 2,000 bus stops in 10 years. The service improvements include 15 bus routes at 15 minute or better frequency, 19 CATS Micro zones, and all routes at 30 minutes or better frequency.
  - As CATS advances the implementation strategy of our Better Bus Plan, I want to share the exciting and meaningful service improvements that will significantly expand mobility around most Charlotte Mecklenburg Library branches.
  - Today, 81% of Charlotte Mecklenburg Libraries branches already benefit from CATS's service. However, currently only three have access to 15-minute bus service and only three branches in North Mecklenburg are served by the CATS Micro service. Together, this only accounts for 29% out of 21 libraries. With the Better Bus Plan, these options will grow dramatically delivering more frequent, reliable, and accessible service across Mecklenburg County. By 2031, 81% of CML branches will have access to either a 15-minute bus route within a 10-minute walk or to CATS micro service. With the 30-minute the access increases to 95%.
- The committee reviewed and discussed the memo. It was decided that the full Board would not take action in terms of soliciting support or endorsing the resolution but would bring this forward at the board meeting so the document can be acknowledged and entered into the Library Board of Trustees' public record.
- Dr. Hawn Nelson reminded the Trustees that she will be presenting the Library's Annual Report to the Board of County Commissioners at the November 5<sup>th</sup> Board meeting. Dr. Hawn Nelson encouraged the Trustees to attend and show support if they are available.

| Charlotte Mecklenburg Library | Existing  |            |           | Better Bus |            |           |
|-------------------------------|-----------|------------|-----------|------------|------------|-----------|
|                               | 15 Minute | CATS Micro | 30 Minute | 15 Minute  | CATS Micro | 30 Minute |
| Davidson                      |           | X          | X         |            | X          | X         |
| Independence Regional         |           |            | X         | X          |            | X         |
| Matthews                      |           |            | X         | X          | X          | X         |
| West Boulevard                |           |            | X         | X          | X          | X         |
| Myers Park                    |           |            | X         |            |            | X         |
| North County Regional         |           | X          | X         |            | X          | X         |
| Mint Hill                     |           |            |           |            | X          |           |
| Hickory Grove                 |           |            | X         | X          | X          | X         |
| ImaginOn                      | X         |            | X         | X          |            | X         |
| Allegra Westbrooks            |           |            | X         | X          | X          | X         |
| University City Regional      |           |            | X         |            | X          | X         |
| Steele Creek                  |           |            | X         |            | X          | X         |
| SouthPark Regional            |           |            | X         | X          |            | X         |
| South County Regional         |           |            | X         |            |            | X         |
| Plaza Midwood                 | X         |            | X         | X          |            | X         |
| Mountain Island               |           |            |           |            |            |           |
| Main Library                  | X         |            | X         | X          |            | X         |
| South Boulevard               |           |            |           |            |            | X         |
| Cornelius                     |           | X          | X         |            | X          | X         |
| Sugar Creek                   |           |            | X         | X          |            | X         |
| Pineville                     |           |            |           |            | X          |           |

\*Source: Mecklenburg County Open Data Portal

## Program of Service Committee

Dr. Kimmery Martin and Ms. Caitlin Moen provided the following updates:

- The committee met on September 15<sup>th</sup> at Plaza Midwood Library and Teen Services provided a deep dive into how the team plans and delivers teen programming throughout the system. This is one of the operating priorities for the year to update services to teens.
- The committee also discussed how to get the Board engaged and keep them updated regarding Main Library planning and decided that there would be Main Library Spotlight presentations at the virtual Board meetings for substantive updates and smaller, more low-level updates would be communicated through the Friday email that Ms. Krystal Green sends out to the Board.
- The next committee meeting will be held on November 17<sup>th</sup> at Allegra Westbrooks Regional Library.

## ImaginOn Management Committee

Dr. Kimmery Martin and Ms. Caitlin Moen provided the following updates:

- The committee is currently working through the timeline for the ImaginOn structural renovation project now that an architect and Construction Manager @Risk has been selected.
- The Committee is also revising the operating agreements between ImaginOn and the Children's Theater of Charlotte. These govern the different components of sharing space together. Once revisions have been finalized the group of documents will be presented to the Board for approval at the next in-person Board meeting.

## Foundation Update

Ms. Jenni Gaisbauer provided the following updates from the Foundation:

- The Library Foundation Board had their first retreat on September 25<sup>th</sup>. Ms. Gaisbauer recognized Ms. Helen Hope Kimbrough, Foundation Board Chair, and thanked her for leading the retreat. She recognized Dr. Stacey Brown, Library Board Vice-Chair, for representing the Library Board of Trustees at the meeting. Ms. Gaisbauer also thanked



the Library's Senior Leadership Team for attending and participating in the retreat. The main goal of the day was to answer one question. What does the Foundation look like and how can they be the most impactful to the Library once the Main Library campaign is done? The Foundation has been focused on the campaign for the new Main Library since the organization was started nearly 13 years ago. The Foundation's Board of Directors discussed raising double what is currently being raised in unrestricted funds so that there is more flexibility in how it can be utilized by the Library. They also talked about the need for more Foundation staff, focusing more on planned giving, reviewing and updating policies and procedures, and working on succession planning. Meghan McNally from Dyonne Strategies in Seattle, Washington facilitated the retreat and presented data that helped contextualize where the Charlotte Mecklenburg Library Foundation stands in relation to other library foundations across the country.



- Ms. Gaisbauer reminded the Trustees that Verse & Vino is on November 6<sup>th</sup>. The Foundation added 10 additional tables to be able to accommodate people who were on the waiting list hoping to purchase tickets to the event. There will be 1,400 attendees this year



- Ms. Gaisbauer informed the Trustees that she will be traveling to the National Humanities Center in Kansas City along with Mr. Charles Thomas, and a few staff members from the Library Foundation and the Foundation for the Carolinas to attend the In Conversation: How to Disagree Agreeably event. This is preparation for the conversation series she has been working to create with two major donors which will begin next September.

## **CEO & Library Director Update**

### **CEO Update**

Ms. Angie Myers provided the following updates:

- Ms. Myers thanked the Trustees and Ms. Starla Tanner for attending the October 14<sup>th</sup> Staff Day event. She also recognized Commissioner Arthur Griffin and County Human Resources Director, Joannette Freeman, for speaking at the opening ceremony. It was a productive and fun day for staff, and they appreciated seeing Trustees attend.
- The Library was able to participate in the County's staff appreciation day again and so some Library Staff enjoyed a day out at Carowinds on Thursday, October 16<sup>th</sup>.
- Ms. Myers informed the Trustees that she will be attending the 2025 Urban Libraries Council Annual Leadership Forum in Cincinnati, Ohio from October 22-24<sup>th</sup> along with Ms. Moen, Ms. Green, and Vice-Chair Dr. Brown.
- The save the date for next year's State of the Library event will be sent out to Trustees soon. The date of the event will be January 12<sup>th</sup> and it will be held at ImaginOn in the small theater. Exact time and details will be finalized once Ms. Starla Tanner and the Senior Leadership Team meet to discuss logistics and programming.

### Library Director Update

- Ms. Moen reminded the Trustees that EpicFest is on Saturday, November 8<sup>th</sup> at ImaginOn from 10:00am – 3:00pm. The EpicFest authors visit various Charlotte Mecklenburg Schools and speak to students on Friday, November 7<sup>th</sup> before participating in the festival on Saturday.
- Ms. Moen informed the Trustees about the closing of Baker & Taylor, a local Charlotte company that is a large book supplier to the Library as well as other libraries across the country. This closure has caused a huge disruption in the library industry. It is a disruption to the Library, causing service lags. However, the Library has been searching for additional suppliers and solutions to help mitigate any issues that have come up. The Library anticipates some delays in shipments as well as a potential for costs to increase. Leadership will share more information as things progress. Baker & Taylor will officially close as of December 22<sup>nd</sup>.
- The Trustees were given this year's Community Read signature title, *The House in the Cerulean Sea* by TJ Klune.

### Main Library Spotlight

Ms. Emery McTindal provided the Trustees with an update on the new Main Library Innovative Technology subteam, their current milestones, and a brief overview of the featured technology and innovations in the new building.

### Main Library Subteams

| Subteam                             | Subteam Leader                  | Sub-Subteam(s)                     |
|-------------------------------------|---------------------------------|------------------------------------|
| Art                                 | Tony Tallent                    |                                    |
| Collections                         | Harold Escalante                |                                    |
| Fundraising                         | Jenni Gaisbauer                 |                                    |
| Marketing & Communication           | Krystal Green                   |                                    |
| Opening Events & Partner Engagement | Jenni Gaisbauer & Krystal Green |                                    |
|                                     |                                 | ImaginOn                           |
|                                     |                                 | Donor-focused Events               |
| Operations                          | Caitlin Moen                    |                                    |
|                                     |                                 | Events, Programs and Space Rentals |
|                                     |                                 | Day to Day Operations              |
|                                     |                                 | Carolina Room                      |
|                                     |                                 | Contractual Services               |
| Programming                         | Emery McTindal                  |                                    |
|                                     |                                 | Core Programming                   |
|                                     |                                 | Signature Programming              |
| Services for the Unhoused           | Kevin Bittle & Dave Sniffin     |                                    |
| Staffing & Training                 | Caitlin Moen                    |                                    |
| Innovative Technology               | Emery McTindal                  |                                    |
| Digital Wayfinding                  | Christine Keitt                 |                                    |

## Current Milestones for Innovative Technology

| Milestone  | Start Date | End Date  | Dependencies                       |
|--|------------|-----------|------------------------------------|
| Hunt/triangle area visits Document lessons learned from Hunt   |            | Dec. 31   |                                    |
| Hire technology consultant w/ Knight Foundation grant  | Jan. 2025  | Mar. 2025 | None                               |
| Innovation Lab Operational Plan <ul style="list-style-type: none"> <li>Draft in Feb '25 to Foundation</li> <li>Plan in Aug '25 (contingent on staffing)</li> </ul> | Feb 2025   | Dec 2025  | Staffing Model                     |
| Create UX plan w/ Technology consultant <ul style="list-style-type: none"> <li>Determine procurement pathway for content creation</li> </ul>                       | May 2025   | Sept 2025 |                                    |
| Request additional funding from Foundation (software/content - amount and what it is for)  | Aug 2025   | Sept 2025 | Tech consultant final deliverables |
| Custom software engineering  | Oct 2025   | TBD       |                                    |
| Software and content prototyping ready for staff feedback  | Jan 2026   | Oct 2026  |                                    |
| All content delivered and installed  |            | Oct 2026  |                                    |
| Create process manuals for DigiViz and Innovation Lab  | Nov 2026   | Jan 2027  |                                    |
|  |            |           |                                    |
| UNCC partnerships for content creation? <ul style="list-style-type: none"> <li>Initial conversation</li> </ul>   | Oct 2025   | TBD       | Capacity, communication            |

## Recommendations from Deep Background, the Technology Consultant for Main Library

- 1,700 customers provided feedback regarding what would attract them to the Main Library if they were not already library users. The feedback was gathered through a survey and in-person conversations in Uptown.
- The main theme of the feedback was that customers wanted more art and culture at Main Library.

### Deep Background - Recommendations

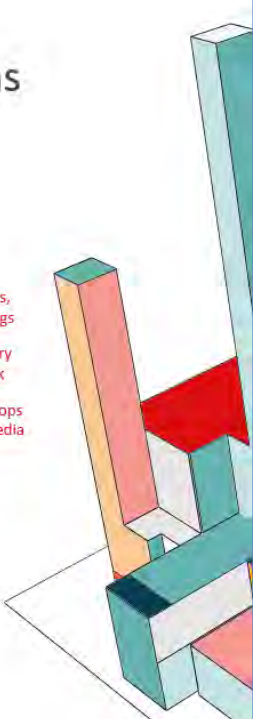
"Meet me at the Canvas!"

| Immersive Theater         | DigiViz                  |
|---------------------------|--------------------------|
| Digital Public Art        | Meditative/Sensory Space |
| Programming Support       | Digital Public Art       |
| Library-led Content       | Presentations            |
| Community-focused content | Programming Support      |

- Short film series, movie screenings
- Digital art gallery of student work
- Custom backdrops and sensory media

- Step into the heart of Main and discover a digital town square where Charlotte comes alive with vibrant art, calming visuals, and special programs.
- A place to pause, gather, and be inspired—a digital gateway to art and culture that draws visitors further into the library.

- Wander through a curved entryway into a hidden world of wraparound light and sound that immerses you in art, story, and imagination.
- A one-of-a-kind sensory room designed for deep relaxation, intimate programs, and unforgettable experiences you can't find anywhere else.





- Ms. McTindal showed the Trustees two AI videos illustrating the vision for how both the Immersive Theater and DigiViz can be utilized for programs, meetings, and overall engagement with customers.
- Deep Background provided a visitor traffic map that can be useful in coordinating programming and technology in both the Immersive Theater and DigiViz.

|             | Monday       | Tuesday      | Wednesday    | Thursday     | Friday       | Saturday     | Sunday         |
|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 9:00:00 AM  | 0.1782033039 | 0.178104285  | 0.1760065704 | 0.1952716012 | 0.2149467356 | 0.2073380511 | 0.004146521001 |
| 10:00:00 AM | 1.652472638  | 1.732208103  | 1.91300192   | 1.635289444  | 1.600670653  | 1.649016091  | 0.008352211529 |
| 10:59:00 AM | 1.805685604  | 1.994862846  | 1.942199799  | 1.799512449  | 1.557359655  | 2.130140042  | 0.01850575543  |
| 12:00:00 PM | 1.520640365  | 1.710125264  | 1.704543194  | 1.622911062  | 1.517386974  | 1.902293584  | 0.01892360774  |
| 1:00:00 PM  | 1.448426573  | 1.577279107  | 1.531067773  | 1.441506318  | 1.401773198  | 1.78630525   | 0.07516949512  |
| 1:59:00 PM  | 1.574919155  | 1.742013881  | 1.696601347  | 1.612029527  | 1.509054911  | 1.855215771  | 0.7604795883   |
| 3:00:00 PM  | 1.662707032  | 1.814443005  | 1.739883644  | 1.703824786  | 1.60064026   | 1.849901996  | 0.5016424093   |
| 4:00:00 PM  | 1.729674263  | 1.884619382  | 1.780165153  | 1.677843858  | 1.532467361  | 1.494650939  | 0.4573504423   |
| 4:59:00 PM  | 1.695509769  | 1.926552193  | 1.787977734  | 1.739167317  | 1.320971155  | 1.148185409  | 0.283771926    |
| 6:00:00 PM  | 1.411301806  | 1.499510248  | 1.43327722   | 1.341878564  | 0.2497671531 | 0.1799188677 | 0.03445607568  |
| 7:00:00 PM  | 0.9797590731 | 1.07896435   | 1.058545273  | 0.9976365468 | 0.2188757859 | 0.1324170766 | 0.02042433842  |
| 7:59:00 PM  | 0.5490681101 | 0.6029396811 | 0.6075197368 | 0.5348249394 | 0.174066068  | 0.1016452016 | 0.01053508274  |

- Next Steps



**NEXT STEPS**

- Select a digital design partner via RFP, ensuring they can handle software (CMS, show control, playback), content design, and AV/IT integration.
- Finalize technical specifications (LED tiles, resolution, specialty PCs, interactive/monitoring cameras, iPad controls, HDMI inputs) with the chosen partner and construction team.
- Develop graphics guidelines and content templates that establish a consistent visual identity and enable staff to easily program events, meditative visuals, and parasocial content.
- Commission or co-design launch content (1-2 meditative pieces, initial public art, program augmentation templates, short library "voice" moments).
- Commission or co-design launch content (1-2 meditative pieces, initial public art, program augmentation templates, short library "voice" moments).
- Establish workflows, operational norms, and content refresh cycles for future planning and operations...

Taken together, CML should expect the full budget for the software, design, installation, and support of the recommended suite of content for Day 1 to total **\$400,000 to \$700,000.**

*Recommended annual costs for maintenance, support, licensing, subscriptions, and content is ~\$100k (not including any staff salaries)*

- With the recommendations from Deep Background there is an increased need for funding to follow through and complete them ahead of opening day for Main Library. Consultant, Ms. Karen Beach, is currently working on a grant for additional funding for these technology needs and recommendations.
- Robinson-Spangler Carolina Room - Digital Map Table
  - 86" touchscreen that allow customers to:
    - Pull up maps from our collection (over 600)
    - Mark up, save, and/or print maps
    - View aerial photographs of Charlotte
    - Integrate with Mecklenburg County GIS and their Time Machine
  - Why we are excited about it:
    - Marquee experience for a flagship destination
    - Increased accessibility to our archives
    - Increased collection through partnership with Mecklenburg County and others

**Closed Session**

**Dr. Hawn Nelson requested a motion to enter closed session to discuss a personnel matter (G.S. 143-318.11(a)(6)). On a motion from Mr. Charles Thomas and Ms. Tracy Montross, the Trustees unanimously approved the motion.**

Nine Trustees voted in-person, and one voted virtually. One Trustee was absent.

After closed session, Dr. Hawn Nelson adjourned the board meeting at 6:35pm.

Respectfully submitted,

Angie Myers

Interim CEO

## Overview of Charlotte Mecklenburg Library Data Collection Efforts, 2025-2026

| Name of Survey   | Timing  | Privacy  | Led by   | Funded by  | Specific to library                 | Dissemination   | Disaggregation                               |
|--|---|--|--|--|-------------------------------------|---|--|
| <b>Employee Climate Survey</b>   | Annually in Spring<br><br>Data are available longitudinally | Survey is anonymous  | County   | County   | No, all County departments included | Findings released in Fall through a county dashboard. Report and initial analysis sent to all staff via email on 9/25/25. | Available by branch                          |
| The Library is included every year in this Mecklenburg County survey to assess elements of the climate including but not limited to human resources, IT, motivation and satisfaction, and security services.   |   |  |  |  |                                     |   |  |
| <b>CEO Search Listening Tour</b>   | One-time, distributed 10/13/25                              | Survey is anonymous  | Coleman Lew Canny Bowen, CEO Search Firm               | CML (through CEO Search)   | Yes                                 | Findings will inform CEO Search process but will not be used beyond that purpose  | No demographic data is collected             |
| This survey is designed to inform the CEO search process led by the Board of Trustees and the search firm.   |   |  |  |  |                                     |   |  |
| <b>Welcoming Culture Assessment</b>  | Launching soon (November 2025) Annually in Fall.            | Survey is anonymous  | CML, with support from Consultant, <i>Civic Canvas</i> | CML  | Yes                                 | Data are available longitudinally, 2021, 2022, and 2023 (no data collected in 2024).                                      | Data can be disaggregated by race and gender |
| This survey helps us understand how fairness, inclusion, and belonging show up in our daily work—not just in our policies, but in our relationships and culture. First launched in 2021 through the Racial Equity Taskforce, it continues to guide our learning and growth. It’s the only survey that takes a closer look at racial and ethnic experiences, helping us see what’s working well and where we can grow together as one team and organization. The survey findings will be shared with everyone at the January town hall (1/6/26).                          |   |  |  |  |                                     |   |  |
| <b>County Culture Survey</b>   | One Time, November/ December 2025                           | Survey will be anonymous and focus group data will be aggregated | Consultant, <i>Employee Fanatix</i>                    | Full data collection funded by County, CML funded CML-specific data collection | No, all County departments included | Findings will be released in 2026   | More information to come                     |
| This summer, Mecklenburg County launched a new Culture Initiative under County Manager Mike Bryant. As the Library continues its own period of significant change, we were invited to participate and customize the survey to reflect our organization’s unique culture and needs. This Culture Assessment takes a deeper look than the Employee Climate Survey and will be paired with employee listening sessions led by Heather Younger, Founder of <i>Employee Fanatix</i> . These sessions will offer additional opportunities to share your experiences and ideas. |   |  |  |  |                                     |   |  |