

News Release

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CHARLOTTE MECKLENBURG LIBRARY ANNOUNCES CAITLIN MOEN AS CHIEF CUSTOMER OFFICER/LIBRARY DIRECTOR

Library fills critical role as it prepares for growth and change

Charlotte, NC – May 18, 2020 – Charlotte Mecklenburg Library announces Caitlin Moen has been appointed Chief Customer Officer/Library Director and will start her new role June 1, 2020. She will have strategic responsibility for growing Library users, usage and impact, delivering an excellent customer experience, and preparing the library workforce to serve the needs of 21st century Library users. She will oversee a team of leaders who direct the Library's branch, outreach, mobile library and digital delivery channels, its education and programming activities, and supporting functions. Moen first joined the Library in July 2018 as the circulation and access leader. Previously, she was the records and information manager at Charlotte Douglas International Airport.

"Charlotte Mecklenburg Library is pleased to welcome Caitlin into her new role to lead our Library system. Caitlin has shown the ability to work effectively across the organization to develop operating solutions and she has a great ability to lead and also enable the people working with her to feel successful and valued," said Lee Keesler, CEO for Charlotte Mecklenburg Library. "She is passionate about strategy, innovation, data and the digital world, and is willing to challenge conventional thinking. During our COVID-19 closure, she played a critical role on the leadership team, including leading the Library's re-opening planning. She has shown an openness to look within and outside public libraries for answers and inspiration and is a gifted and credentialed process and project manager."

"I am honored to be chosen to serve Charlotte Mecklenburg Library as its Chief Customer Officer/Library Director and I look forward to working alongside the talented group of individuals within the Library and on its Board of Trustees," said Moen. "This period of uncertainty has truly revealed how committed the Library staff is to supporting our community and staying connected with our customers. I am excited to lead this amazing team as we are faced with new challenges and with new opportunities to expand the ways we improve lives and build a stronger community in Charlotte and Mecklenburg County."

Moen holds an MLS from Louisiana State University, and a BA from University of Wisconsin-Superior. She is a member of the American Library Association, a Six Sigma certified Green Belt and holds a public library certification in North Carolina. Originally from Minnesota, Moen lives in Huntersville with her husband and two children.

Moen comes into this position during an exciting time for Charlotte Mecklenburg Library. In November 2019, the Library announced design plans for its new Main Library located in Uptown Charlotte, with demolition to begin in 2021. South County Regional Library is currently under renovation and is expected to re-open in early 2021. In addition, the Library has begun work on a facilities master plan to address long-term branch development that will eliminate Library deserts – areas within Mecklenburg County that are in need of services.

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Photo caption: Caitlin Moen is appointed Chief Customer Office/Library Director for Charlotte Mecklenburg Library.



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.

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