



**Library Board of Trustees**  
**Library Board of Trustees Meeting**  
**Zoom Meeting**  
**Monday, May 18<sup>th</sup>, 2020, Noon – 1:30pm**

**Trustees Present**

Jennifer Appleby  
Ailen Arreaza  
Rob Harrington, Chair  
Joe Helweg  
Gloria Kelley  
Kimmery Martin  
Brandon Neal  
Charles Thomas  
Dr. Ricky Woods

**Staff Present**

Kevin Bittle  
Shelley Book  
David Dillard  
Michael Engelbrecht  
Seth Ervin  
Dana Eure  
Jenni Gaisbauer  
Peter Jareo  
Lee Keesler  
Julia Lanham  
Pamela McCarter  
Caitlin Moen  
Angie Myers  
Elesha Roupp  
Ann Stawski

**Others Present**

Mark Kutny  
Susan Patterson  
Leslie Johnson

**Trustees Absent (with cause)**

Ed Williams (joined the meeting at 12:58pm)

Rob Harrington welcomed everyone to the first Board of Trustees meeting held via Zoom and thanked everyone for their time.

**Absence with Cause**

Mr. Harrington requested a motion to approve Ed Williams' absence with cause. On a motion by Jennifer Appleby, seconded by Charles Thomas, the Trustees unanimously approved absence with cause for Ed Williams.

**Minutes**

Mr. Harrington requested a motion to approve the minutes from the Board of Trustees meeting held on April 20, 2020. On a motion by Joe Helweg and seconded by Charles Thomas, the Trustees unanimously approved the April 20, 2020 meeting minutes.

## **Chair Report**

Mr. Harrington thanked the Library staff for doing an amazing job during the COVID-19 crisis. The Library was able to pivot into a virtual library with relative ease and take care of the staff. Library leadership has clearly worked hard to continue the mission of the Library even during trying circumstances. Mr. Harrington particularly noted the County Manager for her commitment to keeping the County going and County employees working, and for including Library staff.

Since the last Board of Trustees meeting, the renaming of the Beatties Ford Road Regional Library to the Allegra Westbrooks, Beatties Ford Road Regional Library was implemented and has gotten some good local coverage. The new signage is up and we look forward to having a celebration at another time when it is safer and more appropriate.

## **Committee Reports**

### **Finance Committee**

#### Finance Report

Brandon Neal reported there has been underspending mostly in staff training and travel to align with lower than expected revenue. Impact to customer service is minimal, mostly related to programming expenses.

Projection data is based on 9 months (75% of the year) of activity. All major revenue collections and related expenditures are projected to end the year slightly under target (94-95%); primarily due to COVID-19 impact. Lapsed Salaries are projected to be approximately \$1M for FY 2020.

#### Budget Adjustments

- \$50,000 from ABC Board to Miscellaneous General Operating
- \$4,500 from Foundation Contribution to Personnel Related

On a motion from the Finance Committee, seconded by Ailen Arreaza, the Board of Trustees unanimously approved the Budget Adjustments.

#### FY 2021 Budget

Angie Myers reported the following highlights:

- Good news during tough times in the County Manager's recommended budget
- The County Manager's recommended budget continued funding for the Library in excess of \$38M with no reductions to operating expenses
- As a result of excellent fiscal management by the County, the Library is not facing any budget reductions in the County-funded portion of the budget
- Wins for the Library budget this year include funding for:
  - Outside Professional Services assistance for a new facilities master plan
  - Increased lease expense for the South Boulevard location
  - 3% merit increase for Library employees (thought to be across-the-board)

Charles Thomas asked if the Library requested funds to move to a "Fine Free" model? Ms. Myers reported that we did ask and did not receive funding from the County for FY 2021 to be able to do that this coming year, but the Library is basically fine-free now due to COVID-19 – but funded internally by the Library.

Mr. Thomas asked if the idea has been brought up with County Commissioners and Lee Keesler responded that it was mostly discussed with County staff but that due to timing issues this year was not the year to do it. Dr. Ricky Woods reported that he had spoken to one Commissioner regarding moving to fine free and there was little interest in it. However, this particular Commissioner did show interest in increasing internet accessibility in the community.

Ed Williams joined the meeting at 12:58pm.

### **Nominating Committee**

Jennifer Appleby reported that at the last Board meeting trustees voted to recommend Amy Hawn Nelson for appointment to our Board. The BOCC voted to move 2 candidates forward -- our recommended candidate, and Karen Linyard, who is a Project Manager with Atrium Health. We also learned the ad hoc committee responsible for interviewing and appointing the next Trustee will be made up of Elaine Powell as Chair, Trevor Fuller, Mark Jerrell and Susan Harden. Amy has worked with 3 of these Commissioners before and feels they have confidence in her. Ms. Appleby said that she would work with CEO Lee Keesler to help prepare her for the interview. As a side note, a total of 9 candidates applied and it was suggested that the board leverage that interest. Joe Helweg thought we might consider adding these other candidates to our board committees as a possible on-ramp to broader involvement with the Library and Library Board of Trustees.

Rob Harrington stated that Amy Hawn Nelson was from Mark Jerrell's district and he has worked with her before. Both candidates are very strong.

Ed Williams asked if we knew which district Karen Linyard was from and Rob Harrington reported that she was from Commissioner Leake's district, District 2.

### **Real Estate Committee**

Joe Helweg explained the Real Estate Committee is asking the Board to authorize CEO Lee Keesler to direct the staff to negotiate a sale agreement and execute legal documentation to sell the available by unusable Library land on Shopton Road. The sale process will include a ten-day upset bid period (to occur as many times as necessary until any subsequent ten-day upset bid period expires without an offer higher than the mandatory formulaic increase).

### **Action Item:**

On a motion by the Real Estate Committee and seconded by Jennifer Appleby, the Trustees unanimously authorized CEO Lee Keesler to direct the staff to negotiate a sale agreement and execute legal documentation to sell the Library's land on Shopton Road.

### **CEO Report**

Lee Keesler asked Caitlin Moen to provide the Board with an update on the Library's activities related to COVID-19 and the gradual re-opening of the Library. Mrs. Moen presented the following highlights:

- Created a steering committee made up of Caitlin Moen, Seth Ervin, Kevin Bittle, Dana Eure and Michael Engelbrecht
- Guiding principles are:
  - Safety
    - Person to Person transmission
      - Masks and PPE

- Occupancy
  - Social distancing
  - Program limits
- Surface to Person Transmission
  - Cleaning standards
  - Access to spaces
- Object to Person Transmission
  - Quarantine
  - PPE usage
  - Access to spaces
- Deliberate in re-opening
- Define minimum services
  - Returns
  - Holds
  - Browsing
- Learn from others
- Phased Reopening
  - Start small
  - Stay adaptable
  - Grounded in safety
  - Equity across the system
  - Look outside the Library
- Phase 1, ABC Store Model (3-4 weeks)
  - Contact free service
  - Limited building access
  - One customer at a time
  - Programming continues online
- Phase 2, Grocery/Retail Store Model (8-12 weeks)
  - Expanded building access
  - Managed number of customers
  - Social distancing models
  - No seating
  - Programming continues online
- Phase 3, Dine-In Restaurant Model (8-12 weeks)
  - Managed number of customers
  - Social distancing markers
  - Seating available
  - Computers available
  - Limited programming in locations
- Phase 4, Public School Model (12-16 weeks)
  - Full service in locations
  - New parameters for capacity
  - Furniture placement for social distancing
- Post COVID World

- Normal and expanded Library
- Communications Plan
  - Paid
    - Posters
    - Ads
    - Billboards
  - Earned
    - Press release
    - Blogs
  - Social
    - Videos
    - Images
    - Social media posts
  - Owned
    - Signage in branches
    - Emails & website
    - Bookmarks in holds materials
  - Employee
    - Emails & FOREWORDnet posts
    - Videos & Zoom meetings
    - Internal safety signage
- Phase 0 (Ramp up to Phase 1)
  - Service Plan and facility changes necessary
  - Technology needs such as self-service stations
  - PPE and supplies
  - Staffing plan
  - Developing new policies and procedures

Kimmery Martin asked if the Library would require the use of face masks. Ms. Moen answered that the Library is requiring staff to wear faces masks, but we are awaiting further information from Mecklenburg County regarding what its policies will be re potentially requiring customers to wear masks.

Charles Thomas asked what happens if customers refuse to follow safety measures. Ms. Moen replied that using a phased approach will help train customers and we are also doing customer service training with staff to equip them to handle these types of situations.

#### Closed Session Summary

Mr. Harrington shared that at the Board's closed session held earlier today, we are taking up Lee Keesler's appointment of Caitlin Moen to the position of Chief Customer Officer and Library Director.

Mr. Keesler stated that since the fall of 2018 the Library has operated without a permanent Chief Customer Officer/Library Director. Since then, Dana Eure has served and served well as Acting Library Director in addition to her Branch Channel Leader duties. With re-opening ready to launch, now is the time to solidify leadership in the customer-

facing organization. Mr. Keesler then recommended that the Board of Trustees appoint Caitlin Moen as the Library's new Chief Customer Officer/Library Director.

On a motion by Dr. Ricky Woods, seconded by Jennifer Appleby, the Board unanimously approved the appointment of Caitlin Moen as Chief Customer Officer/Library Director and authorized the CEO to negotiate the terms and conditions of employment consistent with Mecklenburg County's policies and pay scales.

Mr. Keesler then thanked Dana Eure for serving as the interim Library Director since the Fall of 2018.

Mr. Harrington adjourned the meeting at 1:39pm.

Respectfully submitted,

Lenoir C. Keesler, Jr.  
CEO