



**Library Board of Trustees**

**Library Board of Trustees Meeting  
Francis Auditorium  
Monday, March 19, 2018, 12:00pm – 1:30pm**

**Trustees Present**

Jennifer Appleby, Chair  
Ailen Arreaza  
Molly Griffin  
Rob Harrington  
Dr. Ellen McIntyre  
Brandon Neal  
Charles Thomas  
Ed Williams  
Hyong Yi

**Staff Present**

Cordelia Anderson  
Karen Beach  
Shelley Book  
Frank Blair  
Seth Ervin  
Dana Eure  
Sean Hogue  
Jenni Gaisbauer  
Deanna Griffin  
Peter Jareo  
Leonora Kaufmann  
Lee Keesler  
Meryle Leonard  
Angie Myers  
David Singleton

**Others Present**

Chad Harris, Mecklenburg County  
Leslie Johnson, Mecklenburg County  
Mark Kutny  
Susan Patterson

**Trustees Absent (with cause)**

Joe Helweg  
Gloria Kelley

**MINUTES**

Jennifer Appleby called the Board of Trustees meeting to order at 12:00 PM and welcomed guests, Assistant Mecklenburg County Manager, Leslie Johnson, and Mecklenburg County Security Director, Chad Harris.

Ms. Appleby requested a motion to approve absence with cause for Gloria Kelley and Joe Helweg. On a motion by Molly Griffin and seconded by Charles Thomas, the Trustees unanimously approved the absence with cause.

Ms. Appleby requested a motion to approve the minutes from the Board of Trustees meeting held on January 22, 2018. On a motion by Charles Thomas and seconded by Hyong Yi, the Trustees unanimously approved the January 22, 2018 meeting minutes.

## **Chair Report**

### **Joint New Main Library Committee (JNMLC) Update**

The JNMLC met on March 7 with the following highlights:

- Space program planning is almost complete and will be shared along with the conceptual design at the May and June Board of Trustee meetings.
- A potential partnership with Levine Museum of the New South was discussed and it was decided that this idea should be shared at the next Board of Trustees meeting to invite feedback from the full board.
- Ms. Appleby presented the campaign brand she and her team at Wray Ward designed for the Library Foundation's Capital Campaign. Feedback on the name and mark was very positive.

### **Conflict of Interest**

Trustees were asked to read and sign the attached Conflict of Interest forms provided in their board packet. If you have any questions, please reach out to Mark Kutny.

### **Attendance Policy**

The Mecklenburg County Board of County Commissioners has instituted an attendance policy for their advisory board appointees that requires board members attend 75% of their board meetings. Although the Library is not covered under this policy we may want to consider a similar policy in the future.

### **Naming and Recognition Strategy**

Rob Harrington reminded the Board that at its June 26, 2017 meeting the Library Board of Trustees adopted a Naming Policy to provide guidance for the naming of various organizational assets after deserving supporters, advocates and leaders who have made financial gifts and other meaningful contributions toward the Library's success.

As set out in the Naming Policy, the Library Board of Trustees maintains final authority for approving naming of organizational assets for both financial and non-financial contributions to the organization.

Subsequent to the June 2017 policy adoption, a small study group of trustees (Rob Harrington, Molly Griffin, Ailen Arreaza and Ed Williams) and staff (Lee Keesler, Jenni Gaisbauer) was convened November 13, 2017 to discuss how to operationalize the new policy. The group discussed historical naming activity at the Library and possible approaches for utilizing the policy going forward. Also discussed was a potential naming opportunity for Ms. Allegra Westbrooks. The group agreed to survey naming practices at other major public libraries, and to compile an inventory of naming activity at the Library.

The study group met again on March 2, 2018. In attendance were trustees Rob Harrington and Ailen Arreaza, and Lee Keesler, Jenni Gaisbauer, Karen Beach and Shelley Book from the staff. Highlights of this discussion include:

- An inventory of current naming activity at the Library was reviewed.
- Industry practices were shared. Naming of branches is an accepted practice across the public library field.
- Alternative strategic options for application of the policy were discussed:
  - The group agreed to recommend a Library practice of "being prepared to react to naming opportunities with principles in place to guide the Library's response."
  - The group also agreed to a dual naming practice of (1) naming branches and spaces across the community, and also (2) creating a central recognition feature at the new *public commons*. The Robinson-Spangler Carolina Room was discussed as a possible host area for the central recognition feature to honor leaders who have impacted the overall system. Recognition of individuals at branches

would honor leaders who have been stalwarts in their particular communities or neighborhoods. Recognition in both places would likely be very rare.

- Procedural questions (e.g., oversight committee; recognition standards; communication) were discussed.
  - An oversight committee should be established to discuss non-donor naming activity and make recommendations to the Library Board of Trustees.
  - Library Foundation staff will work with Marketing & Communications to design a standard naming feature (e.g. plaque) to be used consistently across the system, and to create a common and consistent communication plan for naming activity.
- Revisions to the policy were discussed. Current policy language stipulates that the Library CEO and Library Foundation Executive Director would make recommendations for naming donor-related recognitions directly to the Library Board of Trustees, and the Library CEO would make non-donor naming recommendations directly to the Library Board of Trustees. Upon the formation of the Naming and Recognition Committee, considerations for non-donor naming activity would first be discussed by the Committee, and then the Committee would make recommendation(s) to the Library Board of Trustees. In the case of donor-related naming activity, recommendations to the Library and Library Foundation boards would be made jointly by the Library CEO and Library Foundation Executive Director, as currently set out in the Naming Policy.
- Ms. Allegra Westbrooks was confirmed as a deserving recognition candidate. Biographical information is attached.

Ed Williams shared his preference to continue the practice of naming library branches by location as opposed to naming them after people. His concern is that naming branches after people could be a slippery slope to which Leslie Johnson and several other board members agreed.

After some discussion it was decided that the pros to naming the Beatties Ford Road Library after Ms. Westbrooks outweighed the cons and it was brought to a vote.

On a motion by Rob Harrington and seconded by Hyong Yi, the Board unanimously approved the formation of a standing Naming and Recognition Committee to oversee ongoing organizational application of the Board-approved Naming Policy and approved a revision of the Naming Policy to incorporate the recent discussion and decisions of the Naming Policy study group outlined above.

On a separate motion by Rob Harrington and seconded by Hyong Yi, the Board unanimously approved the naming of the Beatties Ford Regional Library for library pioneer and former Charlotte Mecklenburg Library leader, Ms. Allegra Westbrooks.

## **Committee Activity**

### **Finance Committee Report**

#### **FY 201 Financial Update**

Angie Myers provided the following Finance updates:

- A purchasing card RFP was conducted from December 2017 to February 2018 and 4 banks responded. The top 2 were invited to present to the selection team and PNC was selected.
- The Library will begin using armored car service to collect and transport cash. Thanks to Mecklenburg County for providing the funds necessary to make this happen.
- Revenues are projected to finish the fiscal year around 97% of budget.
- Lapsed salary projections are higher than initially estimated due to turnover and recruiting delays caused by Mecklenburg County's ransomware attack.

### **Budget Adjustments**

Ms. Myers reported the following budget adjustments:

- \$300 from Revenue Other to Misc. General Operating
- \$89,000 from Foundation Contribution to Professional Services

On a motion from the Finance Committee and seconded by Hyong Yi, the Board unanimously approved the budget adjustments listed above.

Ellen McIntyre reported the Finance Committee is recommending re-hiring the firm Cherry Bekaert LLP to complete the FY 2018 financial audit. As a reminder, Cherry Bekaert LLP also conducts Mecklenburg County’s financial audit.

On a motion from the Finance Committee and seconded by Molly Griffin, the Board unanimously approved using the firm of Cherry Bekaert to complete the FY 2018 financial audit.

**Real Estate Committee Report**

Rob Harrington brought the following actions items from the Real Estate Committee to the Board for approval.

**Action Item 1:**

- Myers Park Branch
  - Authorize Lee Keesler, working with Mecklenburg County staff, as required, to negotiate a temporary construction Access Easement with Opus Myers Park, LLC.

After some discussion and on a motion by the Real Estate Committee, the Board unanimously approved action item 1.

**Action Item 2:**

- Scaleybark Branch
  - Authorize Lee Keesler, working with Mecklenburg County staff as required, to negotiate a new lease for a location on the South Boulevard corridor that would serve as a replacement for the existing Scaleybark Library.
  - Authorize Lee Keesler, working with Mecklenburg County staff, to give notice terminating the lease for the existing Scaleybark Library on such schedule and terms as reflect the interest of the Library.

After some discussion and on a motion by the Real Estate Committee, the Board unanimously approved action item 2.

**Action Item 3:**

- Arequipa Park adjoining Main Library
  - Authorize Lee Keesler to work with Mecklenburg County staff to extend an existing lease with the City of Charlotte, allowing the City to continue to maintain Arequipa Park.

After some discussion and on a motion by the Real Estate Committee, the Board unanimously approved action item 3.

**Action Item 4:**

- Matthews Branch
  - Authorize Lee Keesler, working with Mecklenburg County staff, as required, to negotiate an agreement with the Town of Matthews that allows for the sharing of certain capital repairs not covered in the lease.

After some discussion and on a motion by the Real Estate Committee, the Board unanimously approved action item 4.

## **CEO Report-Lee Keesler**

### **Library Foundation Update**

Jenni Gaisbauer provided the following updates:

- Verse & Vino planning is well under way and PNC, Bank of America and The Charlotte Observer have all agreed to come back as sponsors of the event. We have also landed our first author, Paula McClain.
- University City Partners is holding its annual Wine Fest event at the lake at University Place on April 14 and volunteers are needed. Proceeds go to support the University City and Sugar Creek libraries.
- The Foundation will be holding a “thank you” lunch for long time donors this summer.
- The campaign is currently in a waiting pattern and we do not yet have a final dollar figure on what needs to be raised. However, we can move forward with assembling the campaign cabinet and will be doing so in May and June with the first meeting scheduled for September.

### **Story of Impact**

David Singleton introduced us to the story of El. El came to Main Library for help in starting his small business. El received assistance from the Idea Box staff in using 2D CAD software to custom-design a cart he could use to display his goods at festivals and events. He was also assisted by Information Staff in gathering statistics and by Job Help center staff who helped him apply for a business license. El met many staff at the library who now serve as informal mentors.

### **Main Library Update**

Mr. Singleton provided the following updates on the progress of new Main Library:

- The space program planning phase is moving along nicely. There was a Programming Advisory Committee meeting in March followed by a community feedback session and meetings with the architects.
- The space plan and adjacencies work is complete.
- Planning activities with Mecklenburg County on the Support Services Center continue.
- The conceptual design work for Main Library should be completed in June with construction still scheduled to begin mid-2020.

### **Support Services Center**

Due to time constraints the Support Services Center update was postponed to the May meeting.

### **Safety and Security Update**

Peter Jareo provided the following information regarding the safety and security of libraries:

- Although rare, violent incidents have taken place in libraries across the country.
- At Charlotte Mecklenburg Library, violent incidents or incidents involving weapons are a small percentage of overall security events. Disorderly conduct accounts for most of our security incidents.
- The Library is open to all people, so we make every attempt to prepare for any possible security incident. The security platform is comprised of the tools we use to keep our employees and our customers safe at the Library. One of the most obvious ways we attempt to create a safe and secure environment is by clearly stating our expectations regarding use of the library.
- As part of the Interlocal agreement between the Library and Mecklenburg County, Library security is provided through contracts managed by Mecklenburg County. Chad Harris, Security Director for Mecklenburg County, manages these contracts. The Library security contractor is G4S and the Library contract manager maintains an office at Main Library.

- Guards are posted at Main and IMG during all operating hours; posted at SC, PM, HG, WBL, BFR, UC, SUG, WBL from 1:00 – 8:00 pm Monday -Thursday, 11:00 am – 5:00 pm Friday and Saturday. All library locations have 24/7 access to the G4S Mobile Patrol.
- Security guards use a combination of visible presence and surveillance to proactively protect people and property.
- All staff areas and entrances, as well as non-common areas of the library are secured with lock and key or card swipe access control. All library facilities are equipped with CCTV cameras for monitoring interiors and exteriors.
- Each location has a Safety and Security Representative, who attends a quarterly Safety and Security meeting, where current concerns are discussed. The Safety and Security handbook is updated annually.
- Active Shooter Training is available to all Library staff through Mecklenburg County (offered quarterly).
- In 2016, a Security consultant visited each Library, created an Emergency Action Plan or EAP, and trained staff on proper evacuation procedures. Evacuation Drills are conducted annually.

#### **Potential Public Commons Partner Update**

Mr. Keesler updated the Board on recent conversations he held with the Levine Museum of the New South (LMNS) regarding the possibility of a partnership between the LMNS and the Main Library. Topics covered in these discussions included co-location possibilities, programming synergies, readiness of LMNS to move quickly in facility decision making, fund-raising etc.

After several board members voiced concerns about pursuing a physical partnership with LMNS due to timelines and fund-raising complexity, it was decided that Mr. Keesler would meet with Catherine Hill, CEO at LMNS, and share those concerns.

Respectfully submitted,

Lenoir C. Keesler, Jr.  
CEO