

Charlotte Mecklenburg Library

# Strategic Direction

Fiscal Year 2026 - 2028

## Areas of Focus

- Access & Welcome
- Learn & Engage
- Prepare & Excel
- Main Library





# Charlotte Mecklenburg Library is a cornerstone of learning, connection, and opportunity for our community.

As we look to the future, we recognize that a strong, forward-thinking strategic direction is essential to our growth and evolution alongside the people we serve. A strategic plan is more than a roadmap. It is a commitment to our shared values and a vision for how we will meet the needs of our community in the years to come. Through this new plan we have outlined four priorities, or Areas of Focus, each with specific objectives designed to drive meaningful impact and ensure that our library remains an innovative and inclusive resource for all.

This plan is the result of a comprehensive, year-long engagement process that included input from thousands of community members and library staff, as well as our Board of Trustees. Through surveys, focus groups, and conversations, we listened to the aspirations, challenges, and ideas of those who rely on our Library every day. A staff steering committee worked diligently to ensure that our internal processes captured both the passion and interests of our staff. The result is a strategic direction that is rooted in data, responsive to community needs, and designed to position our Library for long-term success.

As we implement this plan, we will embrace new opportunities for learning, strengthen partnerships, expand access to resources, and ensure equity and inclusion remain at the heart of everything we do. We will also work to ensure that our staff are prepared to support and assist you in your personal growth and journey.

Together, we will build a library system that not only meets the needs of today, but also anticipates the possibilities of tomorrow.

Marcellus Turner  
CEO & Chief Librarian





# Areas of Focus

## Access & Welcome

*Ensure the Library provides a welcoming environment and access to all it has to offer for every member of the community.*

- 1 Deliver safe and welcoming experiences for both staff and customers.
- 2 Remove barriers and increase access to Library programs, collections, and services.
- 3 Deliver an improved and expanded physical footprint of Library locations throughout Mecklenburg County.

## Learn & Engage

*Create opportunities for engagement and growth, learning new skills and pursuing passions to build a stronger and more connected community.*

- 1 Protect and promote intellectual freedom.
- 2 Foster a culture of connection that strengthens the community's social fabric and promotes a democratic society.
- 3 Support individual growth and learning through Library collections, programs and resources.

## Prepare & Excel

*Strengthen internal resources and capacity to support planned growth and ensure the sustainable impact of Charlotte Mecklenburg Library.*

- 1 Invest in staff growth and development, providing efficient and effective technology, and fostering a supportive and dynamic culture that empowers employees.
- 2 Optimize resource management, funding sources, organizational capacity and operational efficiency through technology and process improvements.
- 3 Recruit and attract a diverse Board of Trustees and volunteer base who bring a variety of talents and perspectives to broaden community impact.

## Main Library

*Deliver Charlotte Mecklenburg Library's flagship location in Uptown Charlotte as a destination for local, regional, and national engagement.*

- 1 Actualize the public commons strategy to cement Main Library's role as a destination for all.
- 2 Successfully create an open and welcoming environment, bridging the demands of the unique Uptown location.



To find out more about our full strategic direction plan, scan here or visit [cmlibrary.org/strategic](http://cmlibrary.org/strategic)



CHARLOTTE MECKLENBURG

# LIBRARY

## Mission

Improve lives and build a stronger community

## Vision

The essential connector of a thriving  
community of readers, leaders and learners

To learn more about Charlotte Mecklenburg Library visit [cmlibrary.org](http://cmlibrary.org)

