



**Lewisville Library Board
Minutes
December 17, 2014**

Lewisville Library Board Present:

Kathaleen Rodriguez, Chairman
James Tucker
Jennifer Linde
Jean Ferguson
Rosario Klier

City Staff Present

Ann Wiegand, Library Services Director

- A. Call to Order and Announce a Quorum is Present: With a quorum of the Library Board members present, Chairman Kathaleen Rodriguez called the regular session of the Lewisville Library Board to order at 7:01 p.m. on Wednesday, December 17, 2014, in the Lewisville Public Library Crawford Meeting Room, 1197 West Main Street, Lewisville, Texas.
- B. Approval of Library Board Minutes of the November, 19, 2014, Regular Meeting: James Tucker moved to approve the minutes of the November 19, 2014, meeting. Rosario Klier seconded the motion. All voted aye. The motion carried.
- C. Visitors/Citizens Forum: No visitors were present.
- D. Consideration of Long-Range Strategic Plan: Various Library Board members discussed the library's history with previous strategic planning processes. James Tucker moved to begin the process to create a new long-range strategic plan for the library. Jean Ferguson seconded the motion. All voted aye. The motion carried.
- E. Customer Satisfaction Survey / Needs Assessment Survey: Ann Wiegand electronically provided sample library customer satisfaction and needs assessment surveys to the Library Board members prior to the December meeting. Library Board members discussed the differences between customer satisfaction survey questions and needs assessment survey questions. James Tucker moved that the Library Board prepare and conduct a customer satisfaction / needs assessment survey. Rosario Klier seconded the motion. All voted aye. The motion carried.

Jean Ferguson volunteered to work with the Library Director to prepare a draft set of survey questions for use in the survey.

Library Board members suggested the following organizations be contacted to participate in the survey.

- Lewisville Independent School District
- Home school organizations and parents
- Lewisville Area Chamber of Commerce
- Communities in Schools organization
- Christian Community Action
- Salvation Army
- Chin population

Rosario Klier recommended that the library increase its social media presence (Instagram, Twitter) and marketing activities to reach a larger number of community residents.

James Tucker complimented the City on the well-written and timely articles included in the City Horizon newsletter. James Tucker moved that the Library be a regular feature in the City Horizon newsletter. Jennifer Linde seconded the motion. All voted aye. The motion carried.

Reports:

1. Ann Wiegand distributed the current Library Happenings newsletter to Library Board members.
2. October and November 2014 Library Statistical Reports were distributed and discussed.

James Tucker moved to adjourn the meeting. Rosario Klier seconded the motion. All voted aye. Chairman Kathaleen Rodriguez declared the meeting adjourned at 8:27 p.m.

Respectfully submitted,

Approved by,

Ann Wiegand
Library Manager

Kathaleen Rodriguez
Chairman