



**Lewisville Library Board
Minutes
January 21, 2015**

Lewisville Library Board Present:

Kathaleen Rodriguez, Chairman
Jennifer Linde
Toby Faber
Rosario Klier
Carolyn Richard

City Staff Present

Ann Wiegand, Library Services Director
Gay Yarnell, Library Accounts Supervisor

- 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, January 21, 2015, in the Lewisville Public Library Crawford Meeting Room, 1197 West Main Street, Lewisville, Texas.
- B. Approval of Library Board Minutes of the December 17, 2014, Regular Meeting: Toby Faber pointed out that he was absent from the meeting. Jennifer Linde moved to approve the corrected minutes of the December 17, 2014, meeting. Rosario Klier seconded the motion. All voted aye. The motion carried.
- C. Visitors/Citizens Forum: Gay Yarnell, Library Accounts Supervisor, introduced herself.
- D. Consideration of Library Code of Conduct: Carolyn Richard moved to table the item until the February 18, 2015, meeting. Toby Faber seconded the motion. All voted aye. The motion carried.
- E. Consideration of Library Room Use Rules: Rosario Klier moved to table the item until the February 18, 2015, meeting. Jennifer Linde seconded the motion. All voted aye. The motion carried.
- F. Consideration of Customer Satisfaction/Needs Assessment Survey questions. Library Board members reviewed draft questions, made general suggestions, and made specific changes. Carolyn Richard moved to recommend the final questions for use in an online community survey. Jennifer Linde seconded the motion. All voted aye. The motion

carried. Toby Faber volunteered to enter the recommended questions into the survey document currently in use by the University of North Texas.

Reports:

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

Carolyn Richard moved to adjourn the meeting. Toby Faber seconded the motion. All voted aye. Chairman Kathaleen Rodriguez declared the meeting adjourned at 8:19 p.m.

Respectfully submitted,

Approved by,

Ann Wiegand
Library Services Director

Kathaleen Rodriguez
Chairman

DRAFT - Revised 1-21-2015
Library Customer Service / Needs Assessment Survey Questions
January 21, 2015

Please help Lewisville provide “21st Century Library” services by completing this short survey. This information will be incorporated into a Library Strategic Plan for 2016-2020.

If you currently use the Lewisville Public Library, how would you **rate** each of the following library services?

	Excellent	Good	Fair	Poor	Don't know / Not applicable
Customer Service					
Collection - Books, audiobooks, movies, music					
Collection - E-books					
Collection – Newspapers & magazines					
Collection – Online research tools / databases					
Research assistance/reading recommendations from librarians					
Online catalog					
Website					
Social media presence – Facebook/Twitter					
Photocopier					

Computers for public use					
Printers					
Internet access via library computer					
Wireless Internet access via personal device					
Help using computers/printers					
Reserve/renew items via website/phone/email					
Classes/events for adults					
Classes/events for children					
Classes/events for teens					
Loan from other libraries (interlibrary loan)					
Proctoring of exams					
Study room/quiet area					
Conference/meeting room					
Hours of operation					
Overall facility					
Overall, how would you rate the library?					

Overall, how would you rate the library?

Excellent	Good	Fair	Poor	Don't Know / Not Applicable
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How **important** is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know / Not Applicable
Customer Service					
Collection - Books, audiobooks, movies, music					
Collection - E-books					
Collection - Newspapers & magazines					
Collection – Online research tools/databases					

Research assistance/reading recommendations from librarians					
Online catalog					
Website					
Social media presence – Facebook/Twitter					
Photocopier					
Computers for public use					
Printers					
Internet access via library computer					
Wireless Internet access via personal device					
Help using computers, printers, etc.					
Reserve/renew items via website/phone/email					
Classes/events for adults					
Classes/events for children					
Classes/events for teens					
Loan from other libraries (interlibrary loan)					
Proctoring of exams					
Study room / quiet area					
Conference/meeting room					
Hours of operation					

Overall, how important is the library to you and your family?

Very important	Important	Somewhat important	Not important	Don't Know / Not Applicable
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How do you typically find out about library classes, events, programs, services, and news? Check all that apply.

Library page on City website
Social Media – Facebook/Twitter
Newspaper

City of Lewisville Wonderful Opportunities Waiting (WOW) brochure
Library newsletter / calendar
Library posters / flyers
Library staff
Word of mouth
Other: _____

Top priorities for the library should be (check all that apply) **OR SET A LIMIT TO #**:

- Book
- Audiobooks
- Movies
- Music
- E-books
- Online research tools/databases
- Newspapers & magazines
- Friendly staff
- Research assistance and instruction
- Educational classes
- Programs and events
- Free Wi-Fi
- Computers for public use
- Internet access
- Innovative technologies
- Meeting space
- Quiet space
- A place to get work done
- A place to study
- A place for social interaction

Check all opportunities you think the Lewisville Public should **continue providing**:
(Check all that apply)

- Materials for loan
- Digital offerings
- School readiness classes (K-12)
- Computer skills classes
- Cultural events
- Self-directed education opportunities
- Equal opportunity education for everyone in the community
- Research assistance and instruction
- Instructive and enlightening experiences
- Educational experiences for all ages and families
- Science, Technology, Engineering, Arts, and Math (STEAM) classes

What **new** services would you like to see added? (check all that apply)

- Fax machine
- Scanner
- Wireless printing
- 3D printing
- Audio/video production
- Graphic design
- Electronics and robotics
- Soft crafts

What would you like to see improved or changed at the library?

How does the library benefit you or the community?

OR -- If the Library were to close tomorrow what would you and/or the community lose?

How do you currently like to read? (Select all that apply)

- Cell phone
- Tablet (iPad, Nexus, etc.)
- Computer
- E-reader device (Kindle, Noon)
- Paper books
- Other

Will Libraries be needed in the future?

No longer exist

Still be needed

Do not know

If you think Libraries will still be needed in the future, why?

ARE YOU WILLING to pay more taxes for improved library services?

Select one:

- Yes
- No
- Depends
- Do not know

How much more in taxes are you willing to pay?

- \$50 per year
- \$40 per year

- \$30 per year
- \$20 per year
- Other _____ fill in blank
- Do not know

Age of respondents

Age 0-18

19-24

25-39

40-54

55-69

70+

Educational attainment level of respondents

High school graduate

BA or BS degree

Master's degree or higher

Technocal/Vocational program

Not a high school graduate

Now enrolled in school

Other (Associate's degree, some college, schooling outside USA)

Do not know

Own or rent current residence?

Own

Rent

Live rent free

Ethnicity of respondents?

White, Non-Hispanic

Black or African-American

Hispanic

Asian or Asian-American

Native American

Do not know