



**Lewisville Library Board  
Minutes  
March 18, 2015**

Lewisville Library Board Present:

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

City Staff Present

Ann Wiegand, Library Services Director  
Gay Yarnell, Account Services 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 7:07 p.m. on Wednesday, March 18, 2015, in the Lewisville Public Library Crawford Meeting Room, 1197 West Main Street, Lewisville, Texas.
- B. Approval of Library Board Minutes of the February 18, 2015, Regular Meeting. Rosario Klier moved to approve the corrected minutes of the February 18, 2015, meeting. Toby Faber 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: Jennifer Linde moved to table the item until the April 15, 2015, meeting. Jean Ferguson seconded the motion. All voted aye. The motion carried.
- E. Consideration of Library Room Use Rules: Jennifer Linde moved to table the item until the April 15, 2015, meeting. Jean Ferguson seconded the motion. All voted aye. The motion carried.
- F. Consideration of Library Vision statement: Ann Wiegand presented the Lewisville Public Library Strategic Design Library Mission statement approved on March 20, 2013 and the 2015 Strategic Planning – Background Information document that had been emailed to Board Members prior to the meeting. Jean Ferguson moved that the Board approve the following, Library Vision: Strive to be a vibrant education and cultural center for our community. Jennifer Linde seconded the motion. All voted aye. The motion carried.

- G. Consideration of Library Mission: Ann Wiegand presented the Lewisville Public Library Strategic Design Library Mission statement approved on March 20, 2013, and the 2015 Strategic Planning – Background Information document that had been emailed to Board Members prior to the meeting. Jean Ferguson moved that the Board approve the following, Library Mission: Lewisville Public Library delivers equal access to high quality education, cultural experiences, and technology to all ages. Jennifer Linde seconded the motion. All voted aye. The motion carried.
- H. Presentation of Library 2015 Customer Satisfaction/Needs Assessment Survey results. Toby Faber reviewed the survey results with the Library. Carolyn Richard suggested the Library Board consider a group letter addressed to the City Council regarding the survey results and library activities that tie into the Lewisville Vision 2025.
- I. Reports:
1. Ann Wiegand distributed the current Library Happenings newsletter to Library Board members.
  2. February 2015 Library Statistical Report was distributed and discussed.
  3. Friends of the Library will hold their next used book sale April 10, 11, and 12.

Carolyn Richard moved to adjourn the meeting. Rosario Klier seconded the motion. All voted aye. Chairman Kathaleen Rodriguez declared the meeting adjourned at 8:23 p.m.

Respectfully submitted,

Ann Wiegand  
Library Services Director

Approved by,

Kathaleen Rodriguez  
Chairman

Lewisville Public Library Board  
2015 Strategic Planning -- Background Information  
3-13-2015

**"A library outranks any other one thing a community can do to benefit its people. It is a never failing spring in the desert."**

**Andrew Carnegie**

**"The only thing that you absolutely have to know is the location of the library."**

**Albert Einstein**

### **The Public Library in the Digital Age**

Today we live in a new world of knowledge. While the public library has been a part of the information world for centuries, changes in society have brought new opportunities for public libraries to serve the needs of their communities.

"Expanding access to education, learning opportunities and social connections for all is one of the great challenges of our time. It is a challenge made more urgent by the rapid transition from old industrial and service-based economic models to a new economy in which knowledge and creativity are the drivers of productivity and economic growth, and information, technology and learning are central to economic performance and prosperity."

Amy Garmer, "Rising to the Challenge: Re-Envisioning Public Libraries," *Aspen Institute Dialogue on Public Libraries*, October 2014, <http://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf>.

"The Aspen Institute Dialogue on Public Libraries' perspective on the 21st-century library builds on the public library's proven track record in strengthening communities and calls for libraries to be centers of learning, creativity and innovation in the digital age. No longer a 'nice-to-have' amenity, the public library is a key partner in sustaining the educational, economic and civic health of the community during a time of dramatic change. Public libraries inspire learning and empower people of all ages. They promote a better trained and educated workforce. They ensure equitable access and provide important civic space for advancing democracy and the common good. Public libraries are engines of development within their communities."

Amy Garmer, "Rising to the Challenge: Re-Envisioning Public Libraries," *Aspen Institute Dialogue on Public Libraries*, October 2014, <http://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf>.

"Public libraries are poised to play a leading role in helping individuals and communities adapt to this changing world. Many libraries are already linking individuals to information and learning opportunities, driving development and innovation, and serving as community connectors."

Amy Garmer, "Rising to the Challenge: Re-Envisioning Public Libraries," *Aspen Institute Dialogue on Public Libraries*, October 2014, <http://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf>.

The future value of the public library is "built around three key assets --- people, place and platform.

- **PEOPLE.** The public library is a hub of civic engagement, fostering new relationships and strengthening the human capital of the community. Librarians are actively engaged in the community. They connect individuals to a vast array of local and national resources and serve as neutral conveners to foster civic health. They facilitate learning and creation for children and adults alike.
- **PLACE.** The public library is a welcoming space for a wide range of purposes -- reading, communicating, learning, playing, meeting and getting business done. Its design recognizes that people are not merely consumers of content but creators and citizens as well. Its physical presence provides an anchor for economic development and neighborhood revitalization, and helps to strengthen social bonds and community identity. The library is also a virtual space where individuals can gain access to information, resources and all the rich experiences the library offers. In the creative design of its physical and virtual spaces the public library defines what makes a great public space.
- **PLATFORM.** The public library is user-centered. It provides opportunities for individuals and the community to gain access to a variety of tools and resources with which to discover and create new knowledge. The platform enables the curation and sharing of the community's knowledge and innovation. A great library platform is a "third place" --an interactive entity that can facilitate many people operating individually and in groups --and supports the learning and civic needs of the community."

Amy Garmer, "Rising to the Challenge: Re-Envisioning Public Libraries," *Aspen Institute Dialogue on Public Libraries*, October 2014, <http://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf>.

The recent report of the Aspen Institute Dialogue on Public Libraries "concludes that the long-term health of libraries is essential to the long-term health of the communities they serve and identified four strategic opportunities for action to guide the continuing transformation:

- Aligning Library Services in Support of Community Goals
- Providing Access to Content in All Formats
- Ensuring the Long-term Sustainability of Public Libraries
- Cultivating Leadership

Amy Garmer, "Rising to the Challenge: Re-Envisioning Public Libraries," *Aspen Institute Dialogue on Public Libraries*, October 2014, <http://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf>

A public library's role has long been to meet the needs of its local community residents and that will continue to be a part of the 21st century public library's role. Charles Firestone, executive director of the Aspen Institute Communications and Society Program and moderator of a panel discussion about public libraries on October 14, 2014, "described libraries as a 'place of blended knowledge' and said that the 21st-century library will be a

center of learning, innovation, and creativity.” At the same event Karl Dean, mayor of Nashville, TN, said that “the ways in which a library responds to community needs is key to a vibrant community.”

The Lewisville Public Library currently provides access to multiple forms of information, education, training, and assistance. The library also provides study and meeting space, as well as enrichment, entertainment and collaboration opportunities

Modern technology has changed many aspects of today’s public library and made serving the library customer’s needs much easier in many ways. Public libraries have historically served as a cultural community center for people. Now, because of technology, the roles of public libraries have expanded exponentially.

The role of librarians is being re-branded to reflect their expertise as content curators and trusted navigators in an ever-expanding ocean of information — in whatever format it may exist.

### **Lewisville 2025**

The Lewisville 2025 strategic plan was designed to guide the development of the City over the next 10-15 years. Over 1,400 Big Ideas were generated by Lewisville residents via online surveys, flipchart comments, website comments and Post-It-Notes. These priorities reflect the areas of focus, as defined by the community, for the City to consider during its long-term planning through 2025.

The Library is already engaged in addressing several of the consolidated ideas that set the foundation for each committee:

- Diversity Committee Group
  - Facilities and activities for children, young adults, seniors
  - Opportunities for life-long learning
  - A strong focus on arts and culture
- Growth Committee Group
  - Job skills and connections
- Connection Committee Group
  - Organizations and communications to connect people and business
- Resource Management Group
  - Places to work, play and study surrounded by nature and within walking distance of trails

### **Role of the Lewisville Public Library in the Community**

**“Lewisville Public Library delivers equal access  
to high quality education and technology to all ages”**

was approved as the library’s mission on January 16, 2013, as part of the Library’s Strategic Design. At the same time the Library Board identified three strategies in achieving the library’s mission:

- Self-directed education
  - Fiction & non-fiction titles in all formats
    - Collection will focus on subjects that are of key importance to the education of the community: literature & language; career & business; health; finance; psychology & self-help; science, technology, engineering, arts, & math (STEAM); & history
    - 3M Cloud E-books (1,920+)
    - EBSCO E-books (27,000+ titles)
    - Sesame Street E-books
    - TumbleBooks
  - Specialized online research tools
    - Job & Career Accelerator
    - LearningExpress Library
    - MedlinePlus
    - Novelist
    - Small Engine Repair Reference Center
    - TexShare Databases: general business, health, education & research resources; national & international newspapers; homework help, biographies, books & literature, & more
    - Universal Class: 500+ online continuing education courses: accounting, arts & photography, business, career training, homeschooling, office skills, parenting & family, performing arts, personal care, computers & technology, cooking, entrepreneurship, financial management, general education (algebra & math, basic writing, historical studies, teacher curriculum), health & medicine, history, language arts, mathematics, medical billing/coding/administration, real estate, science, self-help, test preparation, web development, & more
    - World History: Ancient, Medieval, & Modern
  - Internet access
- Research assistance & instruction
  - Personalized research assistance
  - Classes, seminars & workshops
    - Infant - Age 5: Teach pre-reading skills: listening comprehension, foundations of reading through letter & number recognition, vocabulary building via children's literature, social skills, & creative expression
    - Children Age 6-12: Teach core concepts including literacy, math, science & technology skills; develop creative expression as well as cognitive, social & communication skills through children's literature
    - Teen - Adult: Teach a multitude of subjects for personal education: arts & literature appreciation; career & workforce development; health awareness; financial & consumer literacy; cultural understanding, & quality of life
  - Learning environment
- Instructive & enlightening experiences
  - Author visits
  - Book clubs

- Reading initiatives
- Music, art, & cultural events
- Partnerships with community organizations

The Library Board expectations of purpose in the 2013 Strategic Design included:

- Inspire reading
  - To educate
  - To delight
  - To understand
- Cultivate learning
  - Through resources
  - Through experiences
  - Through ideas
- Connect people
  - To ideas
  - To our local community
  - To the global community
- Partner for success
  - In school
  - In work
  - In life

### **Changes in libraries over the past 10 years:**

- Expanded technology - automated catalog, self-check, RFID, e-books, web page, social media
- Increase in variety of library materials formats
- Expanded access points to information & library
- Increased emphasis on education & training
- Increased emphasis on early literacy research & practices for young children & their caregivers
- Inclusion of STEM/STEAM classes & manipulatives
- Content creation/maker movement

### **Current Library Trends:**

#### **Browsing/Bookstore Arrangement**

Over the last few years, several libraries across the nation have reinvented the way that they organize their library collections in an effort to make their collections more accessible and “user friendly.” Many library customers expect a “bookstore” setup when they come to the library--expecting to find a History section or Cookbook section. Thus, the longstanding use of the Dewey Decimal System in public libraries has begun to be reevaluated. Individual public libraries have begun to reimagine the way that their collections are organized. Some have done away with the Dewey Decimal System completely and created their own classification system for their library collections. Others have kept the Dewey system and

made modifications to meet their needs. The idea behind organizing library collections more like a bookstore is that the collection becomes easier for customers to locate the materials they want. The collection becomes easier to browse and discover additional information materials. Over the last 4 years, the Lewisville Public Library has reorganized its Adult Fiction, DVD, and Nonfiction print collections in an effort to make the library's materials more accessible to the community.

### **Classes & Events for Adults**

Adult programming entails offering classes that aide in adult literacy and adult lifelong learning. Adult literacy includes basic literacy, GED and ESL classes. Lifelong learning is much more varied and includes book clubs, cultural performances, employment and career guidance, financial planning and investment, parenting, health/wellness, and computer instruction. Current trends for adult programming include age-specific programming such as classes geared toward new adults or seniors and programming that meets inside or outside the library. One example is having a book club meet at a local restaurant.

Currently, the Lewisville Public Library offers lifelong learning opportunities such as basic computer instruction, multiple book clubs, diabetes education, vision screenings, home buying, coupon swaps, and Irish Gaelic language instruction. Periodically, we offer financial classes, tax assistance, cultural performances and other topics of community interest.

### **Classes & Events for Children**

**Early Literacy:** Early literacy is what a child knows about reading and writing before he/she actually reads and writes. Children beginning kindergarten with a strong foundation of six early literacy skills are more likely to be successful in learning to read and write. These skills include:

- Vocabulary development
- Narrative skills
- Letter knowledge
- Print awareness
- Print motivation
- Phonological awareness

Libraries promote these six pre-reading skills through five practices, designated by the Association for Library Service to Children's Every Child Ready to Read (2nd Edition) program:

- Talking
- Singing
- Playing
- Reading
- Writing

Additional new and trending programs to promote early literacy include:

- Interactive early learning spaces in libraries

- Sensory play dates
- 1,000 Books before Kindergarten
- Music programs (dancing, movement, yoga)
- STEM based storytimes (science based stories, rhymes, and language)
- Incorporating technology in programs (apps).

These programs, along with early literacy classes and summer reading initiatives provide opportunities for emergent learners to succeed once in school.

Programming for school-age children is also important to create a love of lifelong learning. STEM for elementary, middle and high school students, reading therapy (e.g. read to a pet programs), after-school tutoring, loaning book club kits for book groups, teen anime/manga clubs, themed celebrations (Star Wars Reads Day).

“Every Child Ready to Read,” 2<sup>nd</sup> Edition, <http://www.everychildreadytoread.org/>

“Talk, Sing, Read, Write, Play: How Libraries Reach Kids Before They Can Read” [Morning Edition], <http://www.npr.org/2014/12/30/373783189/talk-sing-read-write-play-how-libraries-reach-kids-before-they-can-read>

“1000 Books before Kindergarten,” <http://1000booksbeforekindergarten.org/>

“Babies in the Library: Creating a Truly Baby-Friendly Early Literacy Play Space,” <http://publiclibrariesonline.org/2014/05/babies-in-the-library-creating-a-truly-baby-friendly-early-literacy-play-space/>

“Why Your Library Needs Music” <http://www.slj.com/2014/07/standards/early-learning/why-music-matters-library-music-programs-are-fun-and-support-early-learning/>

“Libraries ‘App Up’ Storytime,” (*School Library Journal*, January 2013)

## **Content Creation**

Digital Media Lab

Makerspaces

3-D Printing

Youth: Legos, Technic Legos, Contraptions, C’nex, Robotics kits, Minecraft, Scratch game creation, Video editing using portable devices, mobile storytelling, animation

## **Embedded Librarians**

An initiative to take library expertise to the front lines of community service by providing assistance at the point of need. Librarians partner with community organizations to assist by serving on boards, providing research, and communicating information between interested parties. Typical organizations include:

- Business community: Chamber of Commerce, Black Chamber, Hispanic Chamber, Chamber Education Committee
- Workforce Solutions groups
- American Association of University Women
- Content creation / maker community groups
- Genealogical groups

- Historical groups
- International Baccalaureate (IB) high school program schools
- League of Women Voters
- Local foundations
- League of United Latin American Citizens (LULAC)
- Retired Seniors Volunteers Program (RSVP)
- Social services organizations
- Military veterans groups
- Educational groups

## **Mobile Access**

As a platform for learning and collaboration in today's digital, 'on-demand' world, the library's ability to provide instant access to vast amounts of information through a variety of resources in all formats is vital. With advancements in technology and the rise in smartphone and tablet use, people expect easy, seamless access to information wherever they are, whenever they need it. Mobile technologies provide always-on connectivity to information and enable users to enjoy more highly personalized and immediate experiences with information, media, education, and commerce:

- Mobile website
- Mobile OPAC (online catalog)
- Library app
- Mobile collections--eBooks, eAudiobook, streaming music & films, language learning
- Mobile databases & e-resources
- Mobile online instruction
- Mobile devices--tablets, laptops
- Highspeed WiFi
- Mobile library account access
- Library SMS notifications (notifications via text message)
- SMS Reference service ("text a librarian")

## **Outreach**

*Outreach* is a broadly encompassing term and generally refers to delivering library services outside a library's physical space, often to traditionally underserved populations. Outreach is more than marketing – it aims to promote the library as well as to develop community partnerships and deliver services. Public libraries have a long tradition of outreach, with the range of outreach services evolving over time. The library building remains a vital community hub, yet when members of a community are unable to come to the library, the library will often meet them where they are.

Library outreach trends and service examples include:

- Public library/school partnerships (children and teens)
- Delivering services at:
  - Childcare centers, community centers, etc.
  - Homeless & domestic violence shelters
- Bookmobiles & "techmobiles" equipped with computers & internet access (or vehicles combining books & tech)

- Outreach to underserved/marginalized populations such as:
  - Pregnant & parenting teens
  - New parents (via hospitals, doctor's offices, etc.)
  - ESL speakers, English language learners, & non-English speakers (including but not limited to new immigrants)
  - Incarcerated persons & their families
  - The poor
  - Persons with disabilities
- Leveraging digital media to create new & expanded outreach opportunities in online spaces

## **Social Media**

The content posted and shared via social media is a discovery tool utilized to connect a community to the library and its resources. Highly responsive libraries implement multiple online platforms to extend the library's presence beyond the physical building in order to connect with and serve the community. Social media platforms are free of charge; thus providing an affordable means of connecting to the community, sharing information, and marketing the library. Librarians are professionals trained to utilize and implement a variety of tools and technologies--social media being one of those. At present, the Lewisville Public Library is only on Facebook with the limitations of a profile account under the Lewisville Staff profile.

## **STEM**

STEM (science, technology, engineering, & math) classes in public libraries enhance the library's role in education and strengthens its role as a community partner in education by supporting local school systems. By promoting STEM programming, libraries are viewed as a place for leisure entertainment as well as an opportunity for the expansion of a child's education.

Offering free STEM programs in the library affords children the opportunity to learn, explore, and experiment in an informal setting that may otherwise be unavailable to them. Current trends and new program ideas being offered in public libraries to promote STEM topics include:

- Makerspaces
- STEM based storytime kits
- STEM based displays/exhibits
- Maintaining up-to-date non-fiction selections in the library
- Coding classes & clubs for children
- Robotics classes
- Science themed summer reading program (Fizz, Boom, Read!)

*The Stem Education Movement in Public Libraries*

[http://www.nc4il.org/images/papers/ILR%20STEM%20Library\\_FINAL.pdf](http://www.nc4il.org/images/papers/ILR%20STEM%20Library_FINAL.pdf)

*Young Adult Library Services Association STEM Resources*

[http://wikis.ala.org/yalsa/index.php/STEM\\_Resources](http://wikis.ala.org/yalsa/index.php/STEM_Resources)

Simply S.T.E.M.

<http://simplystem.wikispaces.com/Welcome+to+Simply+S.T.E.M.>

STEM Curiosity Academy

<http://www.fcpl.org/programs/programs-events/winter-programs-fcpl/stem-curiosity-academy>

## Teens

Teens (ages 12 - 18) are an important part of our community and the library has a responsibility to address their specific unique needs. They are our future - voters, taxpayers, business owners, workforce, parents, and library users. Teens need to be connected to information that can help them become more educated and that meets their developmental needs. The library helps bridge the digital divide by offering access to technology and by helping teens learn how to use technological tools and build critical digital literacy skills. *And, even though teens get most of their information through digital means, they still prefer to read a print book over ebooks.*

Libraries have a strong reputation for providing a variety of key services for teens that meet their needs. These include: workforce development, digital literacy, traditional literacy, and year-round learning.

Future of Library Services for and with Teens: a Call to Action

[http://www.ala.org/yaforum/sites/ala.org.yaforum/files/content/YALSA\\_nationalforum\\_ExecutiveSummary\\_Final\\_web.pdf](http://www.ala.org/yaforum/sites/ala.org.yaforum/files/content/YALSA_nationalforum_ExecutiveSummary_Final_web.pdf)

Don't Judge a Book by Its Cover: Tech-savvy Remain Fans of Print Books

<http://www.nielsen.com/us/en/insights/news/2014/dont-judge-a-book-by-its-cover-tech-savvy-teens-remain-fans-of-print-books.html>

The Public Library Data Service 2012 Statistical Report: Characteristics and Trends

<http://publiclibrariesonline.org/2012/12/the-public-library-data-service-2012-statistical-report-characteristics-and-trends/>

Teens Need Access to Library Services

[http://www.ala.org/yalsa/sites/ala.org.yalsa/files/content/professionalttools/Handouts/districtd\\_ays\\_web.pdf](http://www.ala.org/yalsa/sites/ala.org.yalsa/files/content/professionalttools/Handouts/districtd_ays_web.pdf)

## Virtual Library

One aspect of mobile technologies is the virtual library, also known as downloadable library collections. Virtual libraries include downloadable eBook and eAudiobook collections, as well as streaming music and film collections. While library users still request and expect print books and physical materials in the library, they also want mobile access to virtual collections. Studies show that while ebooks are popular, **print books are still as popular as ever**. Virtual collections are not a replacement for physical materials, but simply an alternative format for accessing content. Lewisville Public Library customers continue to request that our eBook collection (and print collections) be expanded to include newer titles

and more copies. Library customers also request additional virtual library platforms in order to accommodate access for all types of mobile devices.

## Websites

Library website trends match general website design trends. Libraries are creating websites that focus on the most frequently used services, including access to the library catalog, access to e-books, and the events calendar. Libraries have websites that are responsive, and can be viewed on desktops and mobile devices (without needing a separate mobile site). Libraries are going with Wordpress or Drupal sites that allow for a lot of customization. Libraries are adding personal touches to contact pages, like names and photos for staff.

API, Image-heavy, federated searching/single search box for site and catalog, less “pushing” information, move - libraries using analytics to gauge popularity of webpages, get demographic and geographical information of site users, clean design

- The Website Design and Usability of US Academic and Public Libraries (*Reference & User Services Quarterly*, March 2014)
- Responsive Web Design, Discoverability, and Mobile Challenge (*Library Technology Reports*, August 2013)
- Give Them What They Want (*Library Journal*, April 2014)
- Taking Control of Your Website (*Library Journal*, October 2014)
- Pew: More Patrons Access Library Sites Via Mobile (*Library Journal*, February 2013)

## Lewisville Residents’ Library Needs & Expectations in 2015

(Per library staff prior to 2015 Customer Satisfaction/Needs Assessment Survey results compiled)

What are Lewisville residents requesting from the Library?

- More materials - books, e-books, DVDs, & CDs
- More copies of popular titles - so that the wait time for a book on hold is shorter
- Faster & better working computers
- Public-Use Scanner
- Public-Use Fax Machine
- Text message notifications for “Hold” pickups
- Additional software such as complete Microsoft Suite or Adobe Photoshop
- Additional computer instruction classes
- Tablets/laptops for checkout in the library
- Additional study rooms
- Ability to reserve Study Rooms in advance

What do Lewisville residents want from the library that is unavailable?

Collection

- More materials -- additional copies of popular authors, ebooks, larger selection, newer materials
- Spanish-language information/promotional library materials - flyers for in-house and outreach to schools, etc.

- More Spanish-language & Spanish/English bilingual materials (including ESL resources for Spanish-speakers) available for checkout

#### Technology

- Better computers
- Wireless printing capabilities
- Faster, stronger Wi-Fi connection that reaches all corners of the library
- Ability to pay for printing and other charges with a debit or credit card
- Ability to pay fees/fines online at home
- Scanner
- Fax machine
- Expanded computer classes
- Better technology--computers, wifi, wireless printing
- Variety in access points -- online, mobile

#### Other

- Expanded hours - open earlier, open later on Fri, Sat, Sun
- Additional space for study and collaboration
- More classes/programs/events, more topics, more for Teens & Seniors

### **The Lewisville Public Library's Future**

#### **What does the library need to be doing in the future?**

- Strengthen library collection in all formats
- Expand social media presence: Facebook, Twitter, Pinterest, Instagram, etc.
- Expand marketing of library and its resources
- Obtain full-functioning website
- Expand computer training
- Expand Teen classes, services, events
- Increase Reader's Advisory service
- Form & strengthen local partnerships: Chamber of Commerce, LISD, Home School groups, persons with disabilities, Hispanics, Teens, Seniors, Chin, local organizations
- Provide Library information in Spanish
- Strengthen staff training

#### **What is the library's goal in 10 years?**

Regularly obtain feedback to serve and respond to the information, education, research, recreation, culture, and workforce development needs of the residents of the community.

Regularly identify needed community outcomes; design measurement tools; report progress to community.

Strengthen and Increase classes for early literacy, school readiness K-12, computer skills, job search, health/wellness literacy, financial literacy, ESL

### **EDGE Initiative strategic plan update**

The Lewisville Public Library was one of the first libraries in the nation to participate in the Edge Initiative. This initiative was developed by a national coalition of leading library and local government organizations, funded by the Bill and Melinda Gates Foundation, and led by the Urban Libraries Council. Edge was created with the vision that all people should have opportunities to enrich and improve their lives through open access to information, communication, and technology services provided by public libraries. Edge was designed to help public libraries create a path for the continuous growth and development of their public technology services by aiding them in assessing their technology services, supporting strategic decisions, and identifying areas for improvement. After completing the Edge Assessment, which rates a library's public technology services against national benchmarks, libraries are given an Edge Action Plan identifying areas for improvement. The Lewisville Public Library has already implemented several of the items from its Edge Action Plan including providing additional computer classes, making headphones available to customers, and surveying library customers on their technology use. The Library is in the process of implementing other items from the Action Plan such as providing a computer terminal with assistive equipment and software for customers with visual, hearing, and mobility impairments. The Lewisville Library continues to work toward implementing additional items from the Edge Action Plan in order to improve our public technology services and provide the highest quality service to our community.