

Bedford Public Library Business Plan 2007-2012

The screenshot shows the Bedford Public Library website homepage. At the top left is the Bedford Public Library logo. The URL www.bedfordlibrary.org and the date Thursday, January 4, 2007 3:42 pm are displayed. A navigation bar includes links for infozone, reader's corner, kids place, teenspace, seniors, and events. Below this is a secondary navigation bar with Home, Catalog, My Account, Hours, Location/Map, Library Cards, and Contact Us. The main content area is divided into several sections: a search box for books, movies, and music; a 'My Account' section with links to Access My Account, Renew Materials, and Place Holds; a 'Using the Library' section with links to Borrowing Materials, Hours, Location/Map, Library Cards, and Services; a 'Get Involved' section with links to Friends of the Library and Volunteers; a 'What's New' section with announcements about wireless access and increased library hours; a 'Quick Links' search box; a 'Find Information' section with links to eBooks, Internet Search, Library of Texas, ReferenceUSA, TexShare Databases, and Web Links; a 'Reader's Corner' section with links to Bestsellers, Books & Beyond, New Titles, Novelist, Novelist for Kids, Online Book Club, Read-A-Likes, and Titles on Order; and an 'Events' section.

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1.0 Introduction

This business plan will guide planning, budgeting and projects for the Bedford Public Library for Fiscal Years 2007 – 2012.

The Bedford Public Library serves a population base of 48,600 citizens in the City of Bedford. The customer base consists of 36,498 registered borrowers. The library's current holdings number approximately 136,000 items in a variety of formats including electronic books, DVDs, and compact discs.

This plan was developed in support of the City of Bedford's overall strategic and budgeting plans. This document includes the following major sections:

- Section 2 summarizes this plan.
- Section 3 provides relevant environmental outlooks for the City, the Metroplex and the Library.
- Section 4 describes the Library in detail.
- Section 5 provides an assessment of the Library's strengths, weaknesses, opportunities and threats.
- Section 6 details the Library's goals and objectives.
- Section 7 provides performance management data.
- Section 8 contains relevant appendices.

2.0 Executive Summary

The Bedford Public Library provides access to information, materials and services that support and enrich personal lives, careers and businesses in the community. During fiscal year 2005/2006, 178,319 patrons visited the library, 3,205 new cards were issued to patrons and 344,529 items were loaned. The critical issue facing the library is how to continue providing excellent customer service and access to information in a highly technological and resource-constrained environment. The Bedford Public Library is addressing these issues by cross training staff, updating the automation system, re-establishing operational hours and services, evaluating the collection, marketing the Library to the community and concentrating our efforts to support core services.

Despite a 25% reduction in force, library staff has streamlined operations while increasing hours and services. With combined total of 66 years of professional experience, the library manager and supervisors are able to incorporate best practices in the library field at the Bedford Public Library.

As the 2005 tax rollback demonstrated, the Bedford Public Library must continue to identify ways to increase efficiencies, expand funding sources and employ innovative methods.

This business plan outlines Bedford Public Library's goals and the approaches to realize them:

- **Strategic Focus**
Using the City's Vision, Mission Statement and Critical Focus Areas as a guide, the Library will align planning and operational processes to support the City Council.
- **Description**
A qualified staff that prides themselves on flexibility, creativity, innovation and dedication supports the background and organization of the library. The Library mission statement is a guiding principle to present and future planning.
- **Situation Assessment**
Using a SWOT analysis (strengths, weaknesses, opportunities and threats), the Bedford Public Library will plan for the future in order to accomplish the goals and objectives outlined in this plan

- **Goals and Objectives**

The goals and objectives for the next five years incorporate the City's mission:

- ✓ Be responsive to the needs of the community
- ✓ Demonstrate excellent customer service
- ✓ Foster economic growth
- ✓ Provide a safe community
- ✓ Provide a family environment
- ✓ Protect the vitality of neighborhoods
- ✓ Encourage citizen involvement
- ✓ Provide appropriate service levels in an efficient manner

Top Three Critical Focus Areas

- ✓ Employee Retention
- ✓ Economic Development
- ✓ Primary Infrastructure

- **Performance Management**

The Library will track workload, efficiency, effectiveness and financial indicators to measure performance. We will benchmark against other cities to ensure that we are performing at a high level. Where possible we will adopt best practices from our profession.

2.1 FORMAL MANDATES

- Confidentiality of Customer Information: Texas Public Information Act
- Texas Library Systems Act: Criteria for membership in Texas State Library Systems organizations
- Voter Registration assistance
- Financial Accountability with State and local accounting practices
- Occupational Safety and Health Administration (OSHA)
- Equal Employee Opportunity Commission (EEOC)
- Risk/Safety policies and requirements

3. Environmental Scan

3.1 Economic Trends and Outlook

In recent years the City of Bedford, located in the heart of the Dallas-Fort Worth Metroplex (DFW), has experienced a significant slowdown in population growth. The 1990 census records a population of 43,762; the 2006 estimated population is 48,600, a 10% increase over this 15 years period. The City continues to experience moderate growth in its property tax base. Taxable values grew \$6,336,028 or 2.30% in 2005.

Several manufacturing firms are located in Bedford, as well as a variety of commercial establishments, restaurants, health care facilities, retail stores, shops and food stores. Many of the retail shopping centers in the city are undergoing renovation and expansion. Undeveloped property accounts for approximately 3% of the total area in the City. The City is not financially dependent upon any one industry or type of industry. The City recognizes the value of commercial development to its economic base and continues to encourage commercial growth that will be beneficial to the community.

Fiscal year 2004/2005 marked the first year since 2000/2001 that Bedford experienced an increase in sales tax revenue over the prior year. In 2005/06, sales tax revenue increased by 8.74% or \$719,872 over the prior year.

3.2 Industry/Professional Trends and Outlook

The library profession faces several significant challenges:

- **Attrition of Professional Librarians**

The Bureau of Labor Statistics projects that by 2008 there will be 39,000 job openings for librarians due to retirements. Peggy Rudd, Texas State Librarian, predicts "With the number of students graduating from U.S. library and information science programs flat or increasing only slightly, there will not be enough library professionals to fill job openings that will be created at a faster rate in coming years as the number of retirees increases and as the private sector attracts more U.S. graduates." The impact of this trend will increase the cost of recruitment and retention of degreed MLS librarians.

- **Point-of-Need Information Services**

As technology evolves, the Library will need to continue to adapt and update patron access to information. The market penetration of home computers, laptops and wireless handheld devices has increased the demand for the virtual library allowing patrons 24/7 access to web services, the catalog and digital resources. The rapid change of information and sophistication of information seekers requires staying abreast technologically and securing funding for reference databases that

were formally available through print resources. The demand for downloadable music, audio books, movies and podcasting has been spurred by the popularity of IPODS and MP3 devices. Information consumption has shifted away from books and magazines towards format independence in the form of electronic books and journals.

- **Micropayments**

Internet-based technologies are increasing user expectations for delivery at the item, document or even fact level. Online retailers such as Amazon and NetFlix have accustomed consumers to the convenience of online payment of fees, delivery of items to their door and e-mail notification of services and products. A potential market exists for delivery of information through the computer and portable devices as well as payment for the convenience of mailing items to customers.

- **Marketing the Library**

The library has a long tradition of bringing the community together. However, this role has been undermined by ambience and coziness of retail bookstores and coffee shops. Bookstores have created reading nooks with intimate lighting and comfortable seating. Customers can curl up with a good book, latte and a cookie. Libraries have the opportunity to adopt retail strategies to market the library. Display shelving and genres allow patrons to quickly select books. Inviting reading nooks, play areas and refreshments create a sense of community and offer revenue opportunities. These amenities encourage patrons to come and spend time.

- **Millennials Generation**

This generation is made up of people born between 1982 and 2002. Currently at 81 million, Millennials form the largest group since the Boomers at 87 million. The Millennials have grown up with computers, the web, instant messaging and hand-held devices. Libraries must adapt in order to provide information to this primary group of users. Accustomed to Google searches, librarians will need to be able to provide users with faceted searches that break the information into formats for them. Librarians will need to be able to reach this generation on their device of choice and ensure that the licensed content will be able to appear on a variety of devices. Identifying communication technologies that deliver good quality, interactive, remote information services will be imperative for libraries to remain viable in the future.

3.3 Legal/Regulatory Trends and Outlook

- **Property Tax Reduction (State)**
The Governor's plan for School Finance Reform proposes: (1) limiting property appraisal increases to homesteads to 3% per year; and (2) limiting the amount of revenue local entities can raise from property taxes to the amount raised the previous year plus an inflation and population growth factor.
- **USA PATRIOT ACT (Federal)**
The library will continue to monitor changes in this Federal law. Staff will continue training and awareness on record-keeping requirements and keep policies and procedures updated to be able to comply if a search warrant is ever served under this law.
- **183 Expansion (TXDot)**
The economic impact on our community as a result of the S.H.183 Expansion has not been fully determined. There may be opportunities that are gained through redevelopment of existing properties that may attract new businesses.
- **50,000 Population Threshold (State)**
Bedford's population is 48,417 according to the North Texas Council of Governments. Should we cross the 50,000-population threshold, new regulatory standards will take effect for public safety, the library and other city departments. These standards will affect allocation of resources. It behooves the library to begin implementing the standards at a gradual rate to avoid loss of accreditation.
- **TexShare (State)**
Funding for this program remains under threat from budgetary pressures at the state level. With the exception of Reference USA and Novelist, TexShare provides the bulk of the library's electronic resources valued at 2 million. Shortfalls in funding will have a significant negative effect on the library's ability to deliver authoritative reference information and provide patrons with remote access to online databases.

3.4 Socio-Cultural Trends and Outlook

The demographic make-up of the DFW Metropolitan Statistical Area is expected to remain relatively stable. Through 2010, the overall population of the DFW Metropolitan Statistical Area is projected to increase by 8.53% to about 6,197,165.

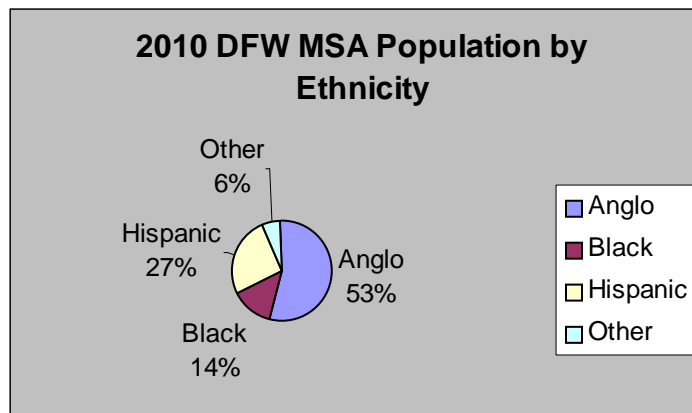
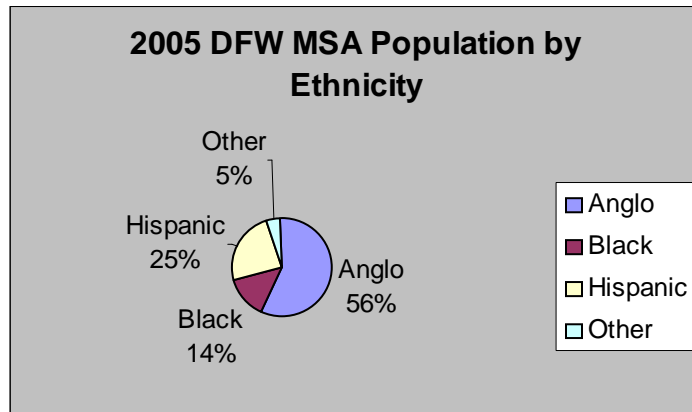
Significantly, 58.6% of this projected increase is expected to be in the Hispanic population. Of the anticipated 529,199 new residents of the DFW Metropolitan Statistical Area, nearly 310,370 will be Hispanic. This sizeable increase in the Hispanic population will require increased attention to new citizen education, English as a Second Language Materials, Spanish Materials and bilingual access to the collection.

DFW MSA Population Projections by Ethnicity at .05 Migration *

Year	Total	Anglo	Black	Hispanic	Other
2005	5,667,966	3,202,037	788,854	1,392,716	284,359
2010	6,197,165	3,302,271	853,565	1,703,086	338,243
Increase	529,199	100,234	64,711	310,370	53,884
Percent Increase	8.53%	3.03%	7.58%	18.20%	16%

Source: Texas Data Center

*Assumes rates of net migration one-half of those of the 1990s and is recommended for long term planning by Texas State Data Center.



3.5 Organizational Trends and Outlook

The library has adjusted well to the 25% reduction in force undertaken during FY 2004-2005. Staffing levels have remained stable with low overall turnover. The library's success in retaining staff is indicative of the high level of commitment and tenure present in the library staff. Since October 2005, the library has hired seven new positions including a Library Manager and Information Resources Supervisor.

The staffing outlook for the next 5 years is dependent on several factors: outsourcing of library management, City of Bedford Retirement and Leave Benefits, and overall staff morale throughout the City. The library currently has four librarians with a Master of Library Sciences. The long tenure of three supervisors provides stability in the event of an unforeseen vacancy at the supervisor management level.

4.0 Bedford Public Library – Description

4.1 Location

Bedford, Texas, is located in the heart of the Dallas-Fort Worth metroplex, just 10 miles west of the Dallas-Fort Worth International Airport. The City is approximately 10 square miles in area and is limited in future physical growth by the surrounding cities of Hurst, Euless and Colleyville. The 2006 population of 48,600 is projected to remain fairly constant in the near future. Bedford is largely a bedroom community, with many residents working at various industries and businesses in Tarrant and Dallas counties. The community is highly educated with over 35.2% having a bachelor degree and 10.4% having a graduate degree. The largest percentage of the population, at 17.1%, is aged 35-44 years. The population is 83.4% white, 4.2% Hispanic, 3.7% African American, 3.6% Asian, 0.5% American Indian or Alaska Native, 0.3% Native American/Other Pacific Islander and 4.3% other. The median family income is \$71,017.

4.2 History

Bedford Public Library is centrally located in the community and directly across the street from City Hall. The first library, located in a rented house on Bedford Road, opened on June 30, 1964. In 1968, the Library moved to a larger house on Forest Ridge Drive. In 1972 a new City Hall was constructed nearby and the library moved the collection of 19,800 items to the first floor of the new facility. Construction of the present 17,000 square foot building on L. Don Dodson Drive was completed in 1987. Due to population growth and increased usage, the library facility no longer has adequate space for the library collection, seating, technology, and program/meeting rooms. In 2001, the city passed an \$8.85 million bond package to build a new library facility. Land for the new facility has been purchased directly east of the current building. Unfortunately, economic downturns have put planning of a new library on hold.

In FY2004 the Library had a materials collection of 139,006 items, annual circulation of 393,156 and 239,342 library visits. The library maintained reciprocal service agreements with eight neighboring communities and the total number of registered borrowers was 32,500. The library held 702 programs with an attendance of 11,020. Volunteers worked a total of 2,090 hours.

In October 2004, the library was open 55 hours per week, including three evenings until 9:00 p.m. The library staff included 5 full-time professional librarians, 3 part-time professional librarians and 21 paraprofessional and clerical personnel totaling 21.5 FTE. A host of program opportunities, including toddler and preschool story times, Mother Goose story time, Library Buddies teen tutoring, Bookworms book club and various adult programs were offered.

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Fiscal Year 2004/2005 was the most challenging year in recent memory for the library. In March 2005, a successful property tax rollback election resulted in decreased funding for city services. As a result Bedford Public Library was closed on March 30, 2005 and the majority of the staff was laid off. Two staff members were slated to remain for approximately eight weeks to finalize the closure by recovering checked out inventory, returning leased materials, and ending contract agreements.

Due to the closure of the library, the Texas State Library and Archives Commission placed Bedford Public Library on probation. This probationary status resulted in loss of funding from North Texas Regional Library System (NTRLS), a demand to return the Loan Star libraries grant, and the disqualification to participate in the TexShare card program. Additionally, some neighboring libraries rescinded their reciprocal service agreements. To return to accreditation, the library would need to be open a minimum of 40 hours per week, meet the maintenance of effort funding level and hire a library director.

On April 15, 2005, an anonymous donation of \$300,000 was given to the City, with \$125,000 earmarked for the library. Three 40-hr/wk staff were retained at a reduced 32-hr/wk status. The Library Manager and the Information Resources Supervisor positions were both vacated leaving only two MLS librarians (1.6 MLS FTE). Four former full-time staff members were recalled to work 20 hours a week without benefits. Several part-time staff also returned at much reduced hours.

On May 3, 2005, the library re-opened for a reduced schedule of 21 hours a week. Services were limited to check out of materials and Internet access. Services which were eliminated included patron holds, monthly newsletter, interlibrary loan, test proctoring, meeting room reservations, toddler and preschool story times, Mother Goose story time, Library Buddies teen tutoring, Bookworms book club, adult and teen programs and purchase of new materials. Martin United Methodist Church hosted the Summer Reading Club program, absorbing all costs.

On July 5, 2005, the library increased its operating hours to 32 hours per week. Former full-time staff members that had been decreased to part-time status were reinstated to 32-hour full-time status. Several additional part-time staff were recalled to assist with the additional operating hours.

During the library closure and reduced operating schedule, the Friends of the Bedford Public Library held multiple fundraising events that collected in excess of \$21,000. Beginning on August 17, 2005, using the funds raised by the Friends, the library increased its operating hours to 37 hours per week.

The FY2006 proposed budget for the library included funding for 40 hours and allowed the library to regain full accreditation. A new Library Manager was hired in January 2006. The library staff united under the new leadership to continue restoring library services for the community. A new Information Resources

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Supervisor was hired in April 2006 leading to an increase in hours to 48 hours per week. The library was restored to full accreditation in September of 2006. In November 2006 the library increased hours to its current operating schedule of 52 hours per week.

4.3 Today

Despite a 25% reduction in force, library staff has streamlined work processes and expanded cross-training efforts in order to maintain excellent customer service levels. Circulation increased 17.66% for FY 2005-2006 compared to FY 2004-2005. Library Card registrations increased by 10% FY 2005-2006. Five hundred and four patrons traded in their wallet size cards for key tags during National Library Card Sign Up Month. November heralded an increase in hours to a 52-hour week that resulted in a 46.6% increase in Circulation and a 36% increase in Reference transactions.

Bedford Public Library uses Millennium from Innovative Interfaces, Inc., as its integrated library system. Modules include Acquisitions, Cataloging, Serials, Circulation, Telephone Notification, library catalog (OPAC), patron API, and Reports.

Bedford Public Library provides a variety of materials in all formats and for all ages. Database options include TexShare, Novelist, Novelist for Kids, Reference USA and Online Book Club. The library participates in the Library of Texas shared database. NetLibrary e-books are accessible through the library catalog. The library provides 17 public Internet/word processing computer stations, a black and white printer and a color printer. Envisionware's PC Reservation software and LPT One Print Management software are used to manage the public Internet stations. Public Web Browser manages the OPAC stations. The library also has one electric typewriter.

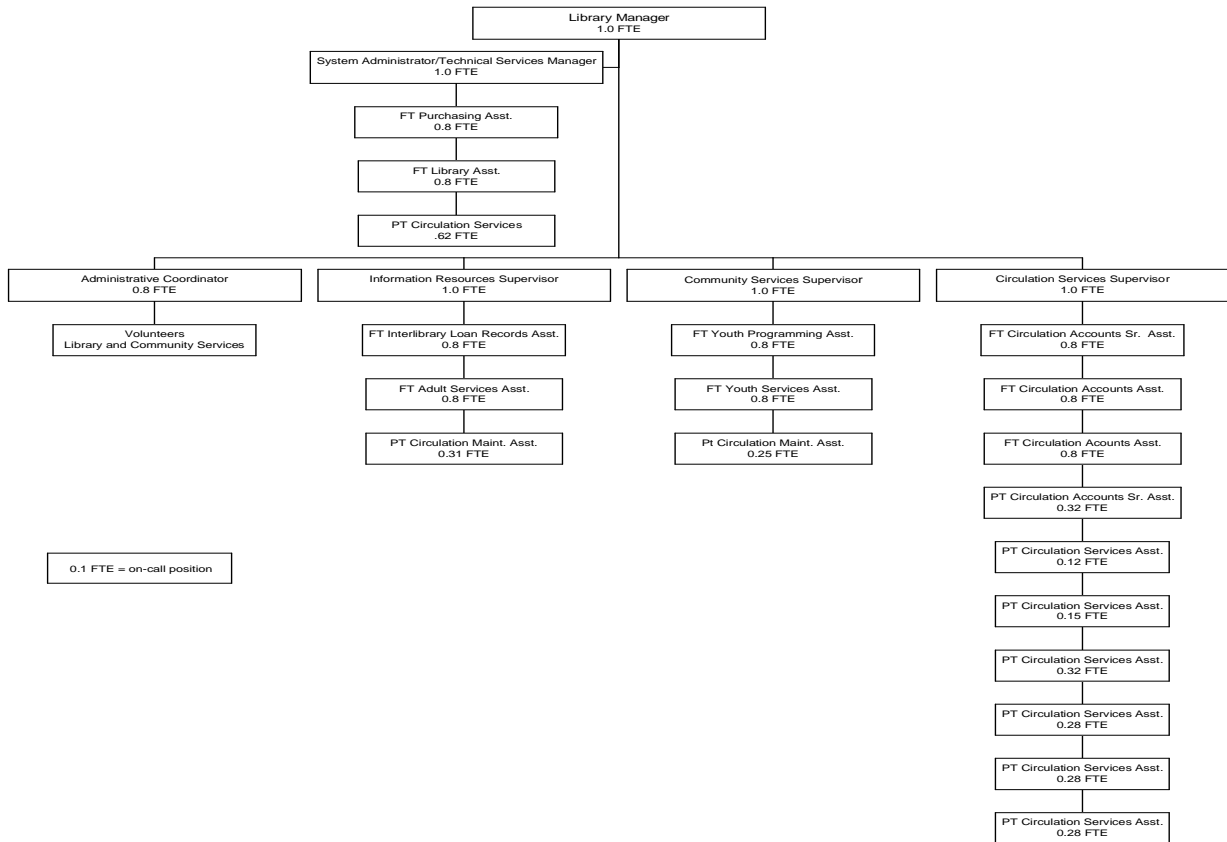
4.3 Today

- 1,107 people attended twenty-five adult programs. The Friends of the Library sponsored two author events featuring Mark Gimenez and Britta Coleman. Overall program attendance increased 12% from the previous fiscal year despite the fact that programming did not resume until January 2006.
- Website was re-imaged to market the library, online databases and events.
- An Image audit was conducted to improve the library facility. This resulted in overhead signage, additional reading and study areas were created by moving the Information Services office and the consolidation of computers to one area.
- User-friendly enhancements to online catalog. Book Jackets and reviews now display on the multiple title search screen. A floor plan displays when a patron clicks on the location button.
- New Romance and Books in Spanish Collections created.
- Large Print books were separated in the new book section per patron request.
- Improved browsing area for New Books utilizing a \$21,000 donation of furniture and shelving from Barnes and Noble.
- Over 17,000 outdated and damaged items were withdrawn from collection.
- Free Wireless Access started in August. Wireless Brochure and updated the Internet and Public Computer Access Policy to address wireless issues.
- Full accreditation awarded in September of 2006 by Texas State Library and Archives Commission.
- In September 2006, Technical Services cataloged 1,838 items, the largest quantity of physical items ever completed in a month. The total number of items added to the collection this year was 11,631 resulting in a 33% increase. The number of items ordered for the year was up 49%.
- Almost 1,000 people completed the Library Satisfaction Survey and expressed their approval of library services. Seventy-four percent of respondents rated the library staff friendliness as excellent. Sixty-two percent of respondents gave the Library an "A" and twenty-nine percent gave the Library a "B".
- Job Kiosk installed in the lobby of the library giving job seekers a tool to search for jobs by industry, location and salary.

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4.5 Organizational Chart

Bedford Public Library
Organizational Chart
July 2007



4.6 Mission Statement

The mission of the Bedford Public Library is to provide access to information, materials and services that support and enrich the personal lives, careers and businesses in the community.

4.7 Vision Statement

Bedford Public Library will be integral to the City's intellectual and cultural life, deeply rooted in and responsive to our community. The library will provide free and equal access to information, knowledge and ideas; promote personal enrichment and life-long learning; encourage a love of reading in all age groups; and foster cultural, business, and educational programs and partnerships. The library will ensure quality service through positive human connections and an inviting environment.

4.8 Collection Development

As a constantly evolving entity the Library strives to provide for the informational, educational, recreational and cultural needs of the supporting community by selecting, acquiring, organizing and making freely and easily available relevant materials and resources in a variety of formats.

The Library provides guidance in the use of the materials collection and ensures access to other collections and information resources throughout the nation and the world; serves the public with professional and caring assistance; and strives to reach out to all members of the community.

While recognizing the impossibility of collecting materials to fill all needs, the Library dedicates itself toward developing a representative collection, which seeks to address the current and future needs of the community. Through its collection, services and programs the Library serves to link people with ideas, broaden horizons, stimulate thinking and discussion, enhance decision-making and cultivate the imagination. The ultimate library goal is to create lifelong learners who possess self-knowledge, understanding and wisdom, and who lead productive, fulfilled lives.

Dedicated to upholding the democratic principles of our American heritage, the Library supports and acts upon a commitment to promote the broad dissemination of ideas necessary for a democracy to thrive. This commitment of library service is given equally to all members of the community regardless of race, color, gender, age, religion, occupation, physical condition or social or financial position.

4.9 Primary Service Responses

The foundation of any public library is a broad and varied collection of information resources including books, media, and electronic resources that meet the educational, informational, recreational, and cultural needs of the community it serves. The Information Resources Selection and Access Policy is intended to provide a basis for the development of library information resources that will serve all persons in the community. In order to fill the widest range for recreational and informational needs in the most economical fashion, the Library's collection is governed by a collection development policy that is reviewed annually. This document defines where the collection stands and where we want it to go in the future as the Library strives to fulfill its mandate to meet the needs of the community.

Primary service responses are based on a philosophy that libraries need to focus on providing a few services well rather than providing a lot of services poorly. The acceleration in changing technologies has resulted in the primary service responses to evolve in order for libraries to be relevant to their communities. The library has chosen to focus on three primary service responses as identified in the American Library Association's *Primary Service Responses: 2007* (June Garcia and Sandra Nelson for the Public Library Association, American Library Association, 2007). The Bedford Public Library and Library Advisory Board have selected three new primary service responses based on an analysis of the Library Report Card 2006 and the Community Focus Group held in June 2007.

Stimulate Imagination Reading, Viewing, and Listening For Pleasure

The Bedford Public Library will provide materials and programs that excite the imagination and provide pleasurable reading, viewing and listening experience. The library staff will provide readers' advisory services to assist users to located materials of interest. Attractive displays of new materials will be prominently located including books, DVDs, CD Audiobooks and music CDs. .

The maintenance of the Library's collection is a vitally important aspect of the Library's services. Without considerable attention to this component, the Library would be little more than an unorganized warehouse. Proper cataloging, classification, arrangement and maintenance are absolutely necessary if the collection is to be accessible and useable. Creating an Amazon-like feel, the library catalog features patron ratings, Reading History, other editions, similar items and tag searching to assist patrons in locating items. By dividing the fiction collection into genres of Fiction, Mystery, Romance, Science Fiction/Fantasy and Westerns, patrons are able to located items of interest. The Library also has further divided the fiction collection by audiobooks and Large Print.

Satisfy Curiosity

Lifelong Learning

The library supports individuals of all ages engaged in the pursuit of learning. Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives. The Information Services staff assists patrons with research and online test preparation guides. Computer classes are offered on a weekly basis to help bridge the digital divide. The library provides programs on a variety of topics to various age groups in the community at the library and through outreach events.

The library actively provides timely, accurate and useful information from the collection and through access or referral to resources outside the library. Patrons have access to other library collections through TexShare Library Cards, Reciprocal Library agreements and Interlibrary loan. Sources such as business and investment information, materials for homework assignments, newspapers, magazines, online databases, Census data, and Electronic Information Services, including Internet are all available. Information assistance from a trained qualified staff is available in the library and by telephone.

In addition, the Library hosts the award winning Library Buddies Tutor Program that matches children 4 – 13 years of age with an honors high school student. During the summer the library offers a reading club for all ages. This program encourages children to maintain or increase their reading levels over the summer. Young adults are given the opportunity to read for recreation. Adults in the program demonstrate that reading is a lifelong activity for children.

Create Young Readers

Early Literacy

Current research has proven the critical role of parents and caregivers in developing language and early literacy skills in children beginning at birth. The National Commission on Reading found that “The single most important activity for building the knowledge required for eventual success in reading is reading aloud to children.” The Community Services Unit has created developmentally appropriate story times to instill a love of reading in children and role model read aloud techniques for parents including an infant story time.

The Summer Reading Club includes a Read-to-Me component to encourage parents to read to their preschool age children. The library provides an Every Child Ready to Read Program that teaches parents the six essential skills children need to become readers. The library has two early literacy computers that are loaded with educational software that are appropriate for preschool age children.

5.0 Situation Assessment

5.1 Key Stakeholders – Internal/External

Internal

1. City Council
2. City Manager
3. Finance
4. Information Services
5. Economic Development
6. Parks and Recreation
7. Library Advisory Board
8. Senior Citizen Center
9. Other City Departments

External

1. Customers/Community
2. Grant Partners and Sponsors
3. HEB ISD
4. Friends of the Library
5. North Texas Regional Library System
6. Texas State Library & Archives Commission
7. Local Businesses
8. Tarrant County
9. Area Libraries

5.2 Internal Strengths

Current Topics and Titles

- Integrated Library Software System on new server
- Sufficient materials budget for current community needs
- McNaughton Lease Plan extends material budget
- Over 1/3 of the collection has a publication date of 2000 or newer
- 3.25 Collection turnover rate
- Outsourcing of materials processing
- Well-designed and maintained web site
- Online links to bestsellers, new titles and reading lists
- Well-trained and skilled staff recognized for providing excellent customer service.

5.2 Internal Strengths (Continued)

- Cross training of staff
- Access to interlibrary loan system to augment collection
- Reciprocal borrowing agreements with area libraries
- TexShare cards allow Bedford users access to nine local university libraries and other university and public libraries state-wide
- Bookstore model display shelving and genre collections increase ease of use for patrons browsing collection
- New Spanish and Romance Collections
- Amazon Wishlist (Currently being revised)

General Information

- Integrated Library Software System on new server
- (17) Public Access Computers
- Access to high speed and wireless Internet
- Locally purchased online databases: Novelist and Reference USA
- Access to TexShare databases
- Well-trained, skilled and qualified staff
- Responsiveness to patron information needs
- Trained reference assistance for city staff
- 24/7 access to catalog and online databases
- Comprehensive magazine and newspaper section

Lifelong Learning

- Award winning Library Buddies Tutoring Program
- Developmentally age appropriate Story Times

5.2 Internal Strengths (Continued)

- Recognized Infant Story Time
- Online Test Preparation Study Guides
- Senior Computer Classes
- Summer Reading Club for Youth and Adults
- Community Service opportunities for Teens
- Research Assistance

Commons

- Variety of free Adult Programs offered throughout the year
- Library Bookworms Discussion Group
- Two meeting rooms for public use
- Evening with the Author co-sponsored by the Friends of the Public Library
- Disaster Preparedness Program co-sponsored by Fire and Animal Control

Business and Career Information

- Job Kiosk
- Career Information and Reference Materials
- (17) Public Access Computers
- Access to High Speed and Wireless Internet
- Reference USA online database
- TexShare Business Databases
- Investment and Business Journals
- Business Collection

5.3 Internal Weaknesses

Current Topics and Titles

- Collections are sensitive to budget constraints: materials do not stay in print for long periods of time. If they are not acquired within a year of publication, they are often not available
- Square Footage of library building (17,000 sq. ft.) limits collection to approximately 115,000 physical items or 2.3 per capita if our population stops at 50,000
- Limited amount of display shelving is insufficient to accommodate new books
- Spanish Language Collection is small compared to future need
- World Language Collection is non-existent
- Ability to inventory collection is constrained by lack of staff and cost of additional technology to make inventory a viable annual task

General Information

- Staff training is sensitive to budget and staffing constraints
- Information services to patrons are limited to library hours
- Reference resources are converting to online database at an increased cost from print resources
- Demand for public access computers outstrips current availability
- No effective means exists for offering computer classes during library hours without closing computers to general public
- Budget constraints have prohibited 24/7 access to virtual reference

Lifelong Learning

- Staff training is sensitive to budget and staffing constraints
- Outreach to organizations is limited by staffing constraints
- Lack of meeting room space limits ability to offer weekly educational classes by Fort Worth Independent School District

5.3 Internal Weaknesses (Continued)

Commons

- Staffing constraints limit amount of programming that can be offered due time spent on promotions, publicity and press releases
- Difficulty in anticipating program attendance
- Size of program space

Business and Career Information

- Online business databases are increasing in price each year
- Demand for public access computers outstrips resources

5.4 External Opportunities

Current Topics and Titles

- Reallocate resources to expand digital collection to supplement the size of the physical collection and provide more resources available to patrons 24/7
- Leverage new technology to reduce staff-intensive nature of circulation through Self-Checkout and RFID
- Adopt and fund retail model for the library using existing technology allowing online patron registration, online payment of fines, e-mail notification and explore fee based mail delivery options based on Amazon and NetFlix
- Investigate café and coffee bar options for revenue generating possibilities

General Information

- Explore new Metasearch technology to enhance customer searches of catalog database based on current Internet search engines
- Create a consortium of Hurst Eules Bedford area for resource sharing and funding opportunities

Lifelong Learning

- Seek grant funding for laptop computers that could be used to offer computer classes to increase the number of available public access computers

5.4 External Opportunities (Continued)

- Partner with local, state and federal agencies to offer free adult programs to the community

Commons

- Create a Library Academy based on the models used by the Police and Fire Department to educate Bedford Residents about the library and potentially lead to a core volunteer group.
- Participate in Texas Forums* by having moderated discussions on local, state and national issues

***Texas Forums**, an initiative of the **LBJ Library and Museum**, engages people in dialogue about issues that affect their lives. Using the **National Issues Forums (NIF)** model for public deliberation, Texas Forums moderators help people have thoughtful conversations about important public issues - issues like health care, immigration and Americans' Role in the World.

Business and Career Information

- Promote business resources with the Chamber of Commerce and the Bedford Hotel Association
- Offer a monthly topics based business book discussion group
- Partner with the Texas Workforce Commission to do outreach and market career and employment resources at the library
- Offer fax services to job seekers

5.5 External Threats

Current Topics and Titles

- Reduction in library budget due to loss of residential or sales tax revenue
- Rising cost of materials in all formats and electronic resources
- Funding cuts to the Texas State Library and Archives Commission

5.5 External Threats (Continued)

General Information

- Loss of TexShare databases (estimated annual cost \$2 million dollars)
- Obsolete technology
- Inability to recruit qualified MLS Librarians due to increased competition among libraries and attrition of librarians

6.0 Goals and Objectives

6.1 Be responsive to community needs and increase community involvement in the library.

1. Design the new Bedford Public Library and begin construction (Fiscal Year 2009/2010)
2. Update the adult and juvenile non-fiction collections to meet the informational needs of the community (Fiscal Year 2009/2010)
 - Identify subject areas for the Marketplace in the new library
 - Order Opening Day Collection
3. Provide staff training and development to prepare for a retail-model library (Fiscal Year 2009/2010)
4. Provide staff training on self-service strategies to meet the changing expectations of customers but also provide higher levels of library service (Fiscal Year 2009/2010)
5. Conduct Annual Library Satisfaction User Surveys (ongoing)
6. Build on existing Spanish Language Collection to meet the needs of a growing Hispanic population in North Texas (Fiscal Year 2009/2010)
7. Evaluate the need for other language collections based on 2010 Census figures (Fiscal Year 2011/2012)

6.2 Leverage technology to increase staff productivity while maintaining excellent customer service.

1. Implement online payment of fines (Fiscal Year 2009/2010)
 - Obtain e-merchant account
 - Obtain SSL certificate
 - Install Online Payment Modules for self-checkout stations and online catalog
2. Implement RFID System and Automated Materials Handling System (2009/2010)
 - Tag collection with RFID tags
 - Upgrade ILS system to integrate with new RFID system
 - Develop self-checkout policies and procedures and train staff and customers in their use
 - Train staff on conveyor and automated materials handling sorter

6.3 Explore resource sharing and revenue generating opportunities to supplement existing library budget.

1. Aggressively identify and apply for grants to fund library projects (ongoing)
2. Create and enhance partnerships with other City of Bedford departments and community organizations to maximize outreach and financial resources (ongoing)
3. Research opportunities for generating fees (ongoing)

6.4 Be informed about changing technology and opportunities to improve point-of-need services.

1. Analyze use of databases and electronic materials (ongoing)
2. Review allocation of resources between traditional media and electronic resources to expand digital collection and provide more resources available to patrons 24/7 (ongoing)
3. Manage web presence and enhance web services (ongoing)
4. Evaluate new technologies and library applications (ongoing)
5. Investigate options for delivery of information for hand-held devices using electronic databases, virtual reference providers and email/chat. (Fiscal Year 2009/2010)
6. Acquire Metasearch technology (Fiscal Year 2010/2011)

6.5 Achieve the following Public Library Standard benchmarks by target dates.

BPL Level 2007	Goal	Target Date
Allocate 15% of operating budget for funding the library's collection of materials.	Maintain 15% of operating budget for funding the library's collection of materials.	Fiscal Year 2007/2008
Reference and readers advisory assistance; Reference service by telephone to all callers all	Reference service via e-mail or chat.	Fiscal Year 2010/2011

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<p>hours the library is open to the public; and Information and instruction on the use of the library and its materials and equipment. Online database searching with remote access</p>		
<p>1 computer per 2,858 population served (17 computers)</p>	<p>1 computer per 756 population served (65 computers)</p>	<p>Fiscal Year 2009/2010</p>

7.0 Performance Management

7.1 Benchmark Findings

Statistical information was gathered from the Texas State Library and Archives Commission 2005 Annual Report for 9 Metroplex cities. Fiscal Year 2005 data is the most recent available from the Texas State Library and Archives Commission. Cities chosen were based on geographic proximity and population size. Cities were compared across Workload Indicators, Efficiency Indicators, Effectiveness Indicators, Facilities, and Financial Indicators.

7.2 Key Performance Measures

Workload Indicators: Each workload indicator represents an activity related to a primary service response.

- A. Library Holdings (Current Topics and Titles & General Information): This represents the number of items in the collection.
- B. Annual Visitations (Overall): This is both a workload indicator and a public use statistic for programming and materials assessed on site.
- C. Annual Circulation (Current Topics and Titles): This is both a workload indicator and a public use statistic for physical materials used in the library and checked out to be used at home.
- D. Program Attendance (Lifelong Learning & Commons): These statistics represent workload as well as effectiveness on the part of library staff.
- E. Open Hours per Week (Overall): This is a both a workload indicator and represents the number of hours the library is available to the public.

Efficiency Indicators: All indicators below represent key library tasks and operating costs.

- A. Circulation per paid staff member
- B. Circulation per hour open
- C. Operating cost per 1000 volumes circulated
- D. Operating cost per capita
- E. FTE per 1000 population
- F. Operating cost per operating hour
- G. Total paid staff/operating hours per week

Effectiveness Indicators: Demonstrate how well the library is doing reaching the overall community.

- A. Library Holdings (Titles/Volumes): This statistic measures the effectiveness of collection management. The current facility can house a maximum collection of 115,000 due to space constraints.
- B. Circulation Turnover Rate: This is an effectiveness indicator as well as a customer satisfaction indicator. This number measures how many times the collection is used by the community in one year.
- C. Circulation per Capita
- D. Circulation per Library Visit
- E. Library visits per Capita
- F. Program Attendance per Capita

Facilities Indicator: Useful for benchmarking facility size with area libraries.

- A. Square Footage
- B. Square Footage per Capita

Financial Indicators: Comparison of operating expenses.

- A. Total local operating expenditures
- B. Total salaries & wages
- C. Salaries and wages per capita
- D. Non-local government income
- E. Percent of total operating expenses – wages/benefits
- F. Total paid staff
- G. Salaries and wages per FTE

7.3 Bedford Public Library Performance compared to Public Library Standards

Population	Basic	Enhanced	Comprehensive	Bedford Public Library Rating
All Populations	2.0 circulation per capita	4.5 circulation per capita	7.5 circulation per capita	7.09 circulation per capita
All Populations	10,000 items, or 1.5 items per capita, whichever is greater	12,500 items, or 3 items per capita, whichever is greater	15,000 items, or 4 items per capita, whichever is greater	106,086 or 2.18 per capita
Over 5,000	1.00 collection turnover rate (circulating collection only)	1.75 collection turnover rate (circulating collection only)	2.5 collection turnover rate (circulating collection only)	3.25 collection turnover rate
All Populations	10% of operating budget for materials	15% of operating budget for materials	20% of operating budget for materials	12.58% of operating budget for materials
25,000 - 49,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from Florida State received in 1992
	AND	AND	AND	AND
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.	15 years library administrative experience.
25,000 - 49,999	Staff Requirements:	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have one FTE per 5,000 population	Have one FTE per 4,200 populations	Have one FTE per 3,500 population	Have 1FTE per 3,000 population
	Have at least 1ALA Accredited MLS Accredited Librarian	Have at least 1ALA Accredited MLS Accredited Librarian	Have at least 2 ALA Accredited MLS Librarians	Have 4 ALA Accredited MLS Librarians
25,000 - 49,999	Library is open at least 45 hours per week Library has a website	Library is open at least 50 hours per week Library has a website	Library is open at least 55 hours per week Library has a website Library provides remote access to online catalog	Library is open 48 hours per week Library has a website Library provides remote access to online catalog
All Populations	1 computer per 2,500 population served	1 computer per 2,000 population served	1 computer per 1,500 population served	1 computer per 2,858 or 17 computers

Addendum A

Public Library Standards

Adopted by the Texas Library Association Council July 13, 2004 and adopted by the Texas State Library and Archives Commission August 2, 2004.

TEXAS PUBLIC LIBRARY STANDARDS 2004

Prepared by:

Texas State Library and Archives Commission
and Texas Library Association
Joint Task Force on Public Library Standards
and Accreditation

Prepared for:

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and
Texas Library Association

Adopted by the

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July 13, 2004

Accepted by the

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Foreword

by Dale Fleeger

**Chair of the Joint Task Force on
Public Library Standards and Accreditation**

As part of the ongoing effort to improve public library service, those charged with developing and offering library access to the public must periodically examine the level of service offered at their respective institutions as well as the collective level of service offered statewide. Such local and global assessment is necessary to equip each library with the means of better evaluating local service, comparing institutional activity against a statewide norms, and advancing local public library support to insure competitiveness with services and resources offered in communities throughout Texas.

In 2003, the Texas State Library and Archives Commission and the Texas Library Association established the Joint Task Force on Public Library Standards and Accreditation. The Task Force was asked to revise current public library standards. Specifically, the Task Force was given four activities:

- Review and evaluate recommendations from the Study of Public Library Development in Texas related to minimum requirements for system membership as well as to review and evaluate criteria for state assistance programs in other states;
- Evaluate the current Texas Public Library Standards and the Minimum Criteria for System Membership for their timeliness, comprehensiveness, and appropriateness;
- Recommend to the Texas State Library and Archives Commission and the Texas Library Association's Executive Board, Council, and Public Libraries Division the relationship that should exist between the standards and the Minimum Criteria for System Membership; and
- Recommend future changes, if any, to the Texas Public Library Standards and to the Minimum Criteria for System Membership.

The Task Force met over the last year and conducted numerous public hearings throughout the state and received much feedback on draft standards throughout the development of the final product. At its Annual Assembly Conference in July 2004, the Texas Library Association Council formally endorsed the standards.

The Task Force's work is an important step in the continued evolution and improvement of public libraries in our state. I wish to thank all of the Task Force members for giving so generously of their time and expertise. I would also like to thank both the Texas State Library and Archives Commission and the Texas Library Association for initiating and supporting this needed effort.

I would also like to express the Task Force's collective appreciation to all those individuals who participated in the development of the standards, attended hearings, and shared their viewpoints. Without their input and investment, the revised standards would not represent a community-wide statement of the expectations and needs of Texas public libraries.

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INTRODUCTION

In January 1998, the TLA *ad hoc* Committee on Public Library Standards was created by the TLA Executive Board and charged with the creation of qualitative and quantitative standards for public libraries in Texas. The Texas Library Association (TLA) Council approved those standards on April 24, 2002 and were accepted by the Texas State Library and Archives Commission (TSLAC) on May 14, 2002.

In 2003, the State Library and Archives Commission (Peggy D. Rudd, Director and Librarian) and the Texas Library Association (Eva Poole, President) established the Joint TSLAC/TLA Task Force on Public Library Standards and Accreditation. Its charge included evaluation of the 2002 Texas Public Library Standards for their timeliness, comprehensiveness, and appropriateness and to recommend any needed changes.

Purpose

The purpose of these standards is to promote quality library service to all Texans, to raise the expectations of library clientele, and to provide an authoritative document to which library administrators and supporters may refer when justifying requests for funds. Standards are a way to measure and growth whereas Minimum Criteria are required for System Membership.

Philosophy

The Joint TSLAC/TLA Task Force on Public Library Standards and Accreditation has affirmed the following imperatives:

- Value libraries as a sign of a civilized society.
- Value all public libraries and their importance as community resources and as a reflection of our cultural heritage.
- Value the diversity and uniqueness of libraries across the state.
- Value the needs of our communities.
- Value intellectual freedom and access to information.
- Value the skills, talents, and contributions of library staff.

Some standards may be applied across the board; however most vary by population groupings and levels of service in order to make the standards relevant and meaningful for all public libraries. These standards should be implemented at the local level.

There are no separate standards relating to branches or separate service outlets. Library systems with multiple outlets, taxing district libraries, and joint school/public libraries are encouraged to use the standards to evaluate individually each facility and its services, keeping in mind the uniqueness of the population served from that location.

Levels of Service

The Task Force elected to recognize three levels of service: basic, enhanced, and comprehensive. The enhanced level builds upon the basic and the comprehensive upon the enhanced. Libraries that achieve the enhanced or comprehensive level will be those where improvement is a proactive rather than reactive process.

To support progress and improved performance, the Task Force has recommended that Loan Star Libraries Grant allocations be directed at initiatives that will improve public library achievement in meeting standards.

Evaluation

As an aid in planning for evaluation, a checklist of standards is included, as Appendix A. The checklist will allow libraries to estimate their status at a glance and will provide a concise overview for presentation to advisory boards, city councils, and other interested parties.

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Revision

To remain effective, this document must evolve to mirror the vitality of good public library service and to continue to raise the bar for improving Texas libraries. Accordingly, the Task Force recommends that the TSLAC, Library Development Division evaluate this set of standards at two-year intervals. If revision is deemed necessary, a Joint Task Force should be appointed to conduct a review and revision process and to recommend changes to TSLAC and TLA.

Basic

To meet basic standards, each Texas public library will:

- Meet the definition of a public library as stated in the Texas Library Systems Act.
- Have a Library Board (Governing or Advisory), which meets at least quarterly and have written bylaws governing the conduct of the board and its relationship to the library and the staff or have another formal mechanism for community input.
- Have a written mission statement.
- Have a written long-range plan, including a technology plan.
- Adopt and periodically review policies and procedures responsive to the local community.
- Have written policies and procedures in place, covering:
 - ADA Compliance
 - Circulation
 - Collection Development/Materials Selection
 - Copyright Compliance
 - Emergencies and Safety
 - Gifts and Special Collections
 - Interlibrary Loan
 - Internet and other technology issues
 - Patron Complaints
 - Personnel
 - Privacy and Confidentiality
 - Public Relations
 - Public Service Hours
 - Rules of Conduct for Library Users
 - Records Retention Schedule consistent with the Local Government Records Act
- Other policies and procedures should be adopted as appropriate to the library's mission, goals, and facility. These may include Exhibits and Displays, Programming, or Use of Meeting Rooms and Equipment.
- Have a written and publicly posted copyright compliance procedure (17 USC 108) (United States Code).
- Cooperate with other non-library agencies to offer information, services, and programs to library users.
- Use a variety of indicators and outcome measures to determine the effectiveness of its service program to comply with reporting requirements of Texas State Library and Archives Commission.

Enhanced

To meet enhanced standards, each Texas public library will in addition to meeting basic standards:

- Have a written long-range plan, including a technology plan.
- Provide orientation and continuing education for Library Board.
- Have Library Board members attend system meetings at least once a year.
- Conduct community studies and makes use of other needs assessment techniques to ensure community participation in the design and delivery of library service.
- Complete a community analysis at least every five years.
- Conduct a patron survey at least every three years.
- Have Friends of the Library Group and/or Library Foundation, at least one of which is organized as a 501 (c) (3) organization for the purpose of accepting tax-exempt donations in support of library programs.
- Library director is a current member in a professional library organization e.g. Texas Library Association and American Library Association.

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Comprehensive

To meet Comprehensive standards, each Texas public library will in addition to meeting enhanced standards:

- Conduct an annual meeting for the purpose of planning and evaluating programs and services attended by Library Board and Library Director.
- Publish a report annually informing the community of the library's activities and progress in meeting the library's goals as identified in its long-range plan.
- Review all policies at least every other year.
- At least one library board member is a current member in a professional library organization e.g. Texas Library Association and American Library Association.

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COLLECTION STANDARDS

The purpose of these standards is to ensure that Texas public libraries provide collections that meet community needs. The size of the collection is a significant standard only in relation to its use by the community, reflected in circulation per capita and collection turnover rate, and in the currency of the collection, reflected in percent of collection less than 5 years old, and in the weeding schedule.

Many resources are available to support achievement in these standards. *CREW Method: Expanding Guidelines for Collection Evaluation and Weeding for Small and Medium-sized Public Libraries* is a useful guide for an ongoing weeding program, *Selecting and Using a Core Reference Collection* identifies essential titles. The Texas State Library and Archives Commission provides these two guides to all public libraries in the state. Additional resources and consulting services are available through the Texas Public Library Systems.

Local history materials are often uniquely valuable materials in a public library collection and of special interest to local communities. However, interest in these collections is not exclusively local and many of these unique and irreplaceable materials are at risk of deterioration. Digitizing local materials will ensure broad access and preservation, and for this reason is encouraged as a goal for public library excellence.

Library collections can be expanded beyond the physical boundaries of the library through access to electronic resources both from within the library and from remote sites. All libraries can enhance their collection by taking advantage of the electronic resources available through the Texas State Library and Archives Commission and the funding available through a variety of grants and other opportunities. Also, libraries can become proactive information providers by using local funds to license in-house and/or remote access to full-text databases of local interest.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
All Populations	Core reference collection 2.0 circulation per capita	Core reference collection 4.5 circulation per capita	Core reference collection 7.5 circulation per capita
	10,000 items, or 1.5 items per capita, whichever is greater	12,500 items, or 3 items per capita, whichever is greater	15,000 items, or 4 items per capita, whichever is greater
	15% of collection less than 5 years old	20% of collection less than 5 years old	25% of collection less than 5 years old
	Entire collection weeded every 5 years	Entire collection weeded every 4 years	Entire collection weeded every 3 years
		Local History materials	Local History materials
	Library extends collection by providing access to Internet and full-text databases provided by the State Library	Library extends collection by providing access to Internet and full-text databases provided by the State Library and by providing licensed full-text databases purchased locally	Library extends collection by providing access to Internet and full-text databases provided by the State Library and by providing licensed full-text databases purchased locally
			Remote access to full-text databases purchased locally
	Library offers Interlibrary Loan services	Library offers Interlibrary Loan services	Library offers Interlibrary Loan services
	Library offers materials in a variety of current nonprint formats	Library offers materials in a variety of current nonprint formats	Library offers materials in a variety of current nonprint formats
			Library offers digitized local history materials
	Library collects/reports electronic use	Library collects/reports electronic use	Library collects/reports electronic use
Less than 5,000	Collection turnover: Not applicable	Collection turnover: Not applicable	Collection turnover: Not applicable
Over 5,000	1.00 collection turnover rate (circulating collection only)	1.75 collection turnover rate (circulating collection only)	2.5 collection turnover rate (circulating collection only)

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FACILITY STANDARDS

Library facility standards are based on the library's mission statement and service goals.

Major service factors to consider in developing a facility plan are: collection size, use of technology, adult and children's programming, seating, and meeting room space.

Architectural formulas for space allocation described in Appendix B should be used to determine actual facility size and design.

In addition, the following list should be utilized in developing a future facility plan or evaluating an existing facility so that the library will:

- Comply with federal, state and local building codes, including the *Americans with Disabilities Act* (ADA) and the *Texas Architectural Barriers Act* (TABAA);
- Have emergency manual and disaster plan;
- Review existing and future facilities to provide a safe, secure environment;
- Have a plan and annual budget for the maintenance of building and grounds;
- Have convenient and adequate parking based on applicable building codes and anticipated usage;
- Have an exterior sign identifying the facility as a library that is clearly visible from the street;
- Feature well designed signs and graphics including the display of the International Symbol of Accessibility, where appropriate;
- Incorporate changes to existing and future libraries to move toward sustainable buildings by addressing environmental issues, e.g. conserving water, using recyclable materials;
- Have adequate provision for current and future electrical, data and telephone connections;
- Have controlled temperatures and humidity for the benefit of users and staff as well as the protection of library property;
- Have adequate interior and exterior lighting in all areas;
- Have an after hours book return that is fireproof in a safe, well-lit area;
- Have furnishings and equipment adequate to the needs of users and staff;
- Have adequate space to meet its service, operation and storage needs;
- Have adequate noise control;
- Have meeting space available for library programming and for use by community groups, if such is a part of the library's plan;
- Be located and designed with input from all stakeholders, including users, staff, and governing officials, and provide accessibility to the greatest number of users; and
- Review space needs assessment every five years.

Basic

In order to meet basic standards, each Texas public library will:

- Receive funds on an ongoing basis as the basic funding structure of the library. Funds may be from city, county, taxing districts, other public funding entity, or 501(c)(3) corporation.
- Develop ongoing financial resources to supplement local support, which might include grants, donations, endowments and various other funding methods.
- Submit an annual library budget that addresses the needs of the community as reflected in the long-range plan.
- Have fiscal procedures and financial management practices consistent with local government practices and state law.
- Any library that is run by a governing board and is a designated 501(c)(3) corporation shall have an independent audit conducted every three years.
- Allocate 10% of operating budget for library materials.
- Allocate funds for staff continuing education direct costs.

Enhanced

In order to meet enhanced standards, each Texas public library will, in addition to meeting basic standards.

- Allocate 15% of operating budget for funding the library's collection of materials.
- Provide the minimum salary for a starting librarian's position as reported by the Texas Library Association. The librarian shall hold a graduate degree in library and information studies from a university accredited by ALA.

Comprehensive

In order to meet comprehensive standards, each Texas public library, will in addition to meeting enhanced standards,:

- Allocate 20% of operating budget for funding the library's collection of materials.
- Provide the minimum salary for a starting librarian position as reported by the Texas Library Association. The librarian shall hold a graduate degree in library and information studies from a university accredited by ALA.

A library's marketing plan is a coordinated, continuous effort to communicate a positive image of the library.

A well-rounded marketing plan will utilize all forms of public relations to promote the availability of the library's resources, services, and programs. All marketing efforts should be an integral part of the library long-range plan.

The public relations plan should be designed to target local demographics and reflect language(s) spoken in the community and to take full advantage of the service area's promotional opportunities.

The advocacy plan should incorporate the knowledge that elected officials and governmental entities and the laws and rules emanating from these organizations impact the growth and quality of all libraries.

Texas public libraries should work toward the following target areas:

MARKETING AND PUBLIC RELATIONS

All populations

- Recognize that excellent library services and a courteous well-trained staff that meets the needs of library patrons are the heart and soul of any marketing effort.
- Design and fund public relations programs using various approaches to publicity with visually attractive print and electronic materials, signage and graphics. Libraries are encouraged to use materials provided by the Texas State Library and Archives Commission, and the Texas Library Association.
- Evaluate public image of library services, staff and programming.
- Evaluate all policies and procedures in terms of effect on the public and the library's public relations.
- Understand, target and meet the needs of special groups (i.e.; seniors, winter tourists, etc.) within the community as well as the general demographics of the community.

Use basic public relations and marketing tools, some suggestions follow:

- Attractively packaged annual reports made available to the public
- Banners
- Booklists
- Bookmarks
- Booths at fairs or trade shows
- Brochures
- Cable TV
- Commercial TV
- Conduct surveys of citizen/patron awareness on a timely basis
- Coordinate with other community service organizations and community events for publicity
- Direct mail promotions
- Displays
- Electronic bulletin boards
- End caps and shelf displays
- Exhibits and displays
- Flyers

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Basic public relations and marketing suggestions continued:

- Magazines
- News Releases
- Newsletters
- Newspaper Ads
- Online catalog
- Posters
- Press releases
(information on special programs may be found on <http://www.tsl.state.tx.us/news/presspass/index.html>)
- Promotional giveaways
- Promotional materials for community leaders, interest groups and agencies
- Public service outlets
- Radio
- Slide, tape and Power Point presentations
- Speakers for community programs and events
- Staff and Board who join local service and business organizations
- Storytimes in library
- Storytimes outside library in schools, community centers and nursing homes
- Target neighborhoods and special needs areas
- Traveling exhibits
- Utilize marketing concepts in developing advocacy plans
- Videocassettes
- WebPages
- Window displays

ADVOCACY

Texas public libraries should develop plans that include the following:

All populations

- Develop and nurture community stakeholders and educate with the goal of being advocates.
- Create and nurture relationships with elected officials on community, county, other local governances, state and federal levels. Advocacy must be non-partisan.
- Host events to which elected officials are invited to attend
- Have representation at events, hearings and programs elected officials attend
- Design a communication plan for informing interested community members and library supporters about legislation concerning libraries
- Provide letter writing kits (both print and electronic) with names of elected officials and key information about legislation affecting libraries
- Be informed of TLA and ALA legislative issues and promote those issues whenever possible
- Support TLA Legislative Day with calls, mail and representation

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PERSONNEL STANDARDS

The most important component of quality library service is a knowledgeable and experienced library staff committed to providing the highest possible level of service to their community. Staffing begins with the Library Director. The most meaningful measure of staff level incorporates both population served and total service hours resulting in hours open per full-time equivalent (FTE) staff. The formula for deriving the ratio for an individual library is total hours open divided by total FTE's both items are reported in the TSLAC Annual Report. As number of hours open or number of staff increases, this ratio will change. Other staff is added as needed and as funding allows. All staff members should:

- Project an image of competence and courtesy to the public they serve
- Have an understanding of the history and development of library services
- Know the service goals of the library and be aware of all library policies
- Be well-trained in the best practices and procedures required by their position
- Training and continuing education hours which can be fulfilled with distance learning, video conferencing workshops and seminars held in-house
- Participate in community-based organizations through membership and active participation
- Have salaries, hours, and benefits comparable with other positions of the funding entities requiring similar educational preparation and job assignments.

Planning and providing quality library services demands not only traditional bibliographic skills, but also the ability to:

- Assess needs
- Set objectives as well as evaluate and measure the effectiveness of public library programs
- Select materials and provide guidance in the use of all library resources
- Work within the political and social structures of the community
- Communicate and work effectively with board members and staff
- Make use of current and emerging technologies for information and communication
- Manage financial resources
- Manage fundraising, including grants, gifts, endowments, etc.
- Manage human resources
- Provide continuing education hours

In the interest of safety and security libraries should ensure that at least 2 staff/volunteers are in the library during open hours.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
1 - 4,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	High school (diploma or GED) plus 1 year library work experience	High school (diploma or GED) plus 3 years library work experience	Bachelor's degree and 3 years of library work experience
	OR	OR	AND
	60 semester hours of college credit from an accredited college or university;	90 semester hours of college credit from an accredited college or university;	completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science
	AND	AND	OR
	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	18 graduate library science hours and 3 years of library work experience.
	Training:	Training:	Training:
	Director: Minimum 10 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

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POPULATION	BASIC	ENHANCED	COMPREHENSIVE
5,000 - 9,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	High school (diploma or GED) plus 2 years of library work experience	High school (diploma or GED) plus 3 years library work experience	Bachelor's degree from an accredited college or university plus 3 years of library experience
	OR	OR	AND
	60 semester hours of college credit from an accredited college or university;	96 semester hours of college credit from an accredited college or university;	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science
	AND	AND	OR
	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Graduate degree in library and information studies from a program accredited by ALA
		OR	
		18 graduate library science hours.	
	Training:	Training:	Training:
	Director: Minimum 10 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
10,000 - 24,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Bachelor's degree from an accredited college or university plus 2 years of library work experience	Bachelor's degree from an accredited college or university plus 3 years of library work experience	Graduate degree in library and information studies from program accredited by ALA
	AND	AND	AND
	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	5 years library administrative experience.
		OR	
		Graduate degree in library and information studies from a program accredited by ALA	
	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have 1 FTE per 5,000 population	Have 1 FTE per 4,200 populations	Have 1FTE per 3,500 population
			Have at least 1 ALA Accredited MLS Accredited Librarian
	Training:	Training:	Training:
	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all staff per year.	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

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POPULATION	BASIC	ENHANCED	COMPREHENSIVE
25,000 - 49,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	AND	AND
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have one FTE per 5,000 population	Have one FTE per 4,200 populations	Have one FTE per 3,500 population
	Have at least 1ALA Accredited MLS Accredited Librarian	Have at least 1ALA Accredited MLS Accredited Librarian	Have at least 2 ALA Accredited MLS Librarians
	Training:	Training:	Training:
	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
50,000 - 99,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	AND	AND
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have 1FTE per 5,000 population	Have 1FTE per 4,200 populations	Have 1FTE per 3,500 population
	Have at least 2 ALA Accredited MLS Librarians	Have at least 3 ALA Accredited MLS Librarians	Have at least 4 ALA Accredited MLS Librarians
	Training:	Training:	Training:
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
100,000 -199,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	AND	AND
	5 years library administrative experience	5 years library administrative experience	5 years library administrative experience
	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have 1FTE per 4,200 population	Have 1 FTE per 3, 500 population	Have 1FTE per 3,000 population
	Have 1 MLS accredited Librarians per 12,500 population	Have 1 MLS accredited Librarians per 10,000 population	Have 1 MLS accredited Librarians per 8,000 population
	Training:	Training:	Training:
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.

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POPULATION	BASIC	ENHANCED	COMPREHENSIVE
200,000 - 499,999	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	AND	AND
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have 1FTE per 2,750 population	Have 1 FTE per 2,500 population	Have 1FTE per 2,250 population
	Have 1MLS accredited Librarians per 16,500 population	Have 1MLS accredited Librarians per 12,500 population	Have 1MLS accredited Librarians per 10,000 population
	Training:	Training:	Training:
	Director: Minimum 25 hours per year total or 6 hours of college credit per year.	Director: Minimum 25 hours per year total or 6 hours of college credit per year.	Director: Minimum 25 hours per year total or 6 hours of college credit per year.
	Staff: At least 1 training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
OVER 500,000	Education requirements for the Director:	Education requirements for the Director:	Education requirements for the Director:
	Graduate degree in library and information studies from program accredited ALA	Graduate degree in library and information studies from program accredited ALA	Graduate degree in library and information studies from program accredited ALA
	AND	AND	AND
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	Staff Requirements:	Staff Requirements:
	Have at least 10 people in the Library during open hours	Have at least 10 people in the Library during open hours	Have at least 10 people in the Library during open hours
	Have 1 MLS accredited Librarians per 16,500	Have 1MLS accredited Librarians per 12,500	Have 1MLS accredited Librarians per 10,000
	Training:	Training:	Training:
	Director: Minimum 30 hours per year total or 9 hours of college credit per year.	Director: Minimum 30 hours per year total or 9 hours of college credit per year.	Director: Minimum 30 hours per year total or 9 hours of college credit per year.
	Staff: At least 2 training programs for all other staff per year.	Staff: At least 2 training programs for all other staff per year.	Staff: At least 2 training programs for all other staff per year.

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SERVICE STANDARDS

Recognizing the diversity of the population in the community, public libraries shall provide all citizens access to information and materials in a timely manner and in useful and convenient formats. Each public library outlet shall apply service standards for hours open based on their individual, locally assigned service population. Through collaboration with TSLAC, TLA, ALA, and other educational and cultural entities, a public library shall strive to offer a variety of free programs that reflect the community needs and interests. Quality service in a public library shall include adequate access for the public and staff to the library catalog of holdings, the Internet, and other electronic resources.

Service standards include accessibility, information services, programming and output measures. Texas public libraries will work toward providing services that meet these standards.

The following accessibility standards apply to all public libraries in Texas:

- Core library services shall be available whenever the library is open to the public.
- Library services shall be accessible to individuals with special needs.
- Libraries will have a minimum of two Internet accessible computer terminals.
- Libraries will have Internet access for staff.
- Libraries will have an online catalog of holdings and an automated circulation system.
- Libraries will have a copy machine available for administrative and public use.
- Libraries will have a telephone and fax machine available for administrative use.
- Libraries will have a system for reserving circulating books.
- Libraries will have day time and either evening or weekend hours
- Libraries with website will keep them current and updated

Accessibility

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
1 - 4,999	Library is open at least 25 hours per week	Library is open at least 30 hours per week	Library is open at least 35 hours per week Library has a website
5,000 - 9,999	Library is open at least 30 hours per week	Library is open at least 35 hours per week Library has a website	Library is open at least 40 hours per week Library has a website
10,000 - 24,999	Library is open at least 40 hours per week Library has a website	Library is open at least 45 hours per week Library has a website	Library is open at least 50 hours per week Library has a website Library provides remote access to online catalog
25,000 - 49,999	Library is open at least 45 hours per week Library has a website	Library is open at least 50 hours per week Library has a website	Library is open at least 55 hours per week Library has a website Library provides remote access to online catalog
50,000 - 99,999	Library is open at least 50 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 60 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 65 hours per week Library has a website Library provides remote access to online catalog
100,000 - 199,999	Library is open at least 60 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 65 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 70 hours per week Library has a website Library provides remote access to online catalog

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POPULATION	BASIC	ENHANCED	COMPREHENSIVE
200,00 - 499,999	Library is open at least 65 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 70 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 72 hours per week Library has a website Library provides remote access to online catalog Library provides remote online reserve of circulating materials
500,000 +	Library is open at least 68 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 72 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 76 hours per week Library has a website Library provides remote access to online catalog Library provides remote online reserve of circulating materials

Information Services

Texas public libraries provide information services for all patrons.

Basic services include:

- Reference and readers advisory assistance;
- Reference service by telephone to all callers all hours the library is open to the public; and
- Information and instruction on the use of the library and its materials and equipment.

Enhanced services include the Basic services plus:

- Online database searching with remote access, and
- Reference service via e-mail or fax.

Comprehensive services include Basic and Enhanced services plus:

- Virtual reference service.

Programming

- Texas public libraries should strive to meet the needs of the citizens of each community.

Basic:

- Presenting educational, cultural, recreational and reading programs that reflect diverse community needs and interests.
- Providing children's programming to encourage reading and lifelong learning.
- Collaborating with other community organizations and educational institutions to promote library services.
- Providing library outreach services, which bring library service to the under-served and un-served.

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TECHNOLOGY STANDARDS

As our society becomes increasingly dependent on electronic resources to access information, those without access to computing resources are consequently denied the information they seek. Traditionally, the role of the public library has been to gather, organize, and preserve information, while also teaching those in their communities how to find and use it.

Public libraries must seek to always stay current with technology that will enhance services to patrons. Public libraries are tied in with formats and configurations that are standards for the cities they serve and therefore, difficult to recommend a standard.

Access to databases or online resources as well as access to email is a goal for all public libraries to work toward. Standards are suggested for numbers of computers available for patron use based on population.

Technology provides the public library an opportunity to reach out to the traditional patron as well as a whole new type of patron, one that stays digitally connected and involved.

All Populations

Basic

- 1 computer per 2,500 population served OR a minimum of 2 whichever is greater

Enhanced

- 1 computer per 2,000 population served OR a minimum of 2 whichever is greater

Comprehensive

- 1 computer per 1,500 population served OR a minimum of 2 whichever is greater

Libraries should consider the following enhancements to current services.

- Self check out equipment
- Scanning services
- Access to email
- Office applications software
- Distance learning facilities
- Satellite/video conferencing
- Digital cameras for checkout
- Audio/video editing suites
- Laptop computers for in-house use and checkout
- PDA/Handhelds for checkout
- iPods checkout
- Electronic tablets

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Appendix A: Local Implementation Checklist

Use as a check to compare how your library is doing against the public library standards. Mark each statement according to the following criteria.

- [1] Achieved
- [2] Working on
- [3] Not yet begun
- [4] Not applicable

ADMINISTRATION STANDARDS

1. The Library has:
 - a. a board that meets on a regular basis with a written set of bylaws.
OR a formal mechanism for community input. [1] [2] [3] [4]
 - b. one board or community member that is a current member in a professional library organization. [1] [2] [3] [4]
 - c. an orientation and a handbook for the board or community group. [1] [2] [3] [4]
2.
 - a. The library has a written mission statement. [1] [2] [3] [4]
 - b. The library has a written long-range plan. [1] [2] [3] [4]
 - c. The library has a technology plan. [1] [2] [3] [4]
3. The library has written policies and procedures for:
 - a. ADA compliance [1] [2] [3] [4]
 - b. Circulation [1] [2] [3] [4]
 - c. Collection Development/Materials Selection [1] [2] [3] [4]
 - d. Copyright Compliance [1] [2] [3] [4]
 - e. Emergencies and Safety [1] [2] [3] [4]
 - f. Gifts and Special Collections [1] [2] [3] [4]
 - g. Interlibrary Loan [1] [2] [3] [4]
 - h. Internet and other technology issues [1] [2] [3] [4]
 - i. Patron Complaints [1] [2] [3] [4]
 - j. Personnel [1] [2] [3] [4]
 - k. Privacy and Confidentiality [1] [2] [3] [4]
 - l. Public Relations [1] [2] [3] [4]
 - m. Public Service Hours [1] [2] [3] [4]
 - n. Rules of Conduct for Library Users [1] [2] [3] [4]
 - o. Records Retention Schedule consistent with Local Government Records Act [1] [2] [3] [4]
 - p. Other policies and procedures as appropriate to the library's mission, goals, and facility (e.g., Exhibits and Displays, Programming, Use of Meeting Rooms and Equipment). [1] [2] [3] [4]
4. The library periodically reviews policies and procedures. [1] [2] [3] [4]
5. The library has a written and publicly posted copyright compliance procedure. [1] [2] [3] [4]
6. The library reaches out in cooperation and collaboration with:
 - a. Other libraries [1] [2] [3] [4]
 - b. Library organizations and consortia [1] [2] [3] [4]
 - c. Education institutions [1] [2] [3] [4]
 - d. City/county departments [1] [2] [3] [4]
 - e. Social agencies [1] [2] [3] [4]
 - f. Government agencies [1] [2] [3] [4]
 - g. Business and industry [1] [2] [3] [4]
 - h. Community-based organizations [1] [2] [3] [4]
 - i. Volunteers and library advocates [1] [2] [3] [4]
 - j. Media sources [1] [2] [3] [4]
 - k. Electronic networks [1] [2] [3] [4]
7. The library board sends members to continuing education workshop or system meeting. [1] [2] [3] [4]

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8. The library has completed a community analysis. [1] [2] [3] [4]
9. The library has conducted a patron survey. [1] [2] [3] [4]
10. The library has a Friends and/or Foundation 501(c)(3) group. [1] [2] [3] [4]
- 11 The library director is a current member of a professional library organization. [1] [2] [3] [4]

COLLECTION STANDARDS

1. The library provides an adequate number of materials as defined by the collection standards. [1] [2] [3] [4]
 - a. The collection has _____ items.
 - b. The collection has _____ per capita.
2. The library's collection is used by the community. [1] [2] [3] [4]
 - a. The circulation per capita is _____.
 - b. The collection turnover rate is _____.
3. The library maintains a current collection. [1] [2] [3] [4]
 - a. The percentage of the collection less than 5 years old is _____%.
 - b. The entire collection is weeded every _____ years.
4. The library provides access to electronic resources
 - a. Internet [1] [2] [3] [4]
 - b. Full-text databases [1] [2] [3] [4]
 - c. Licensed full-text databases (paid locally) [1] [2] [3] [4]
 - d. Remote access to full-text database [1] [2] [3] [4]
5. The library provides a core reference collection as described in *Selecting and Using a Core Reference Collection*. [1] [2] [3] [4]
6. The library provides interlibrary loan services. [1] [2] [3] [4]
7. The library provides local history materials. [1] [2] [3] [4]
8. The library digitizes local history materials. [1] [2] [3] [4]

FACILITY STANDARDS

1. The library complies with federal, state and local building codes, including ADA and TABA. [1] [2] [3] [4]
2. The library is accessible to individuals with special needs. [1] [2] [3] [4]
3. The library has an emergency manual. [1] [2] [3] [4]
4. The library has a disaster plan. [1] [2] [3] [4]
5. The library has a plan and budget for the maintenance of the building and grounds. [1] [2] [3] [4]
6. The library has convenient and adequate parking based on applicable building codes and anticipated usage. [1] [2] [3] [4]
7. The library has an exterior sign identifying it as a library and is clearly visible from the street. [1] [2] [3] [4]
8. The library features well-designed signs and graphics including the display of International Symbol of Accessibility, where appropriate. [1] [2] [3] [4]
9. The library incorporates changes to existing and future libraries to move toward sustainable buildings. [1] [2] [3] [4]
10. The library has adequate provision for current and future electrical, data, and telephone connections. [1] [2] [3] [4]
11. The library has controlled temperature and humidity for the benefit of staff and

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- users as well as the protection of library materials. [1] [2] [3] [4]
12. The library has adequate interior lighting in all areas. [1] [2] [3] [4]
13. The library has a fireproof receptacle for return of library materials after hours in a safe, well-lit area. [1] [2] [3] [4]
14. The library provides adequate space to meet its service operation and storage needs. [1] [2] [3] [4]
15. The library has adequate noise control. [1] [2] [3] [4]
16. The library has a meeting room used for library programming and for use by community groups, if such is a part of the library's plan. [1] [2] [3] [4]
17. The Library receives input from stakeholders on location, design, and accessibility. [1] [2] [3] [4]
17. The library reviews space needs assessment every five years. [1] [2] [3] [4]

FINANCE STANDARDS

1. The library submits an annual budget. [1] [2] [3] [4]
2. Libraries that are run by a governing board have an independent audit conducted every three years. [1] [2] [3] [4]
3. The library allocates ___% of the operating budget for library materials. [1] [2] [3] [4]
4. The library allocates funds for staff continuing education. [1] [2] [3] [4]
5. The library provides the minimum salary for a starting librarian's position as reported by the Texas Library Association. [1] [2] [3] [4]

MARKETING/PUBLIC RELATIONS STANDARDS

1. The library designs and funds a public relations program using community appropriate approaches to publicity. [1] [2] [3] [4]
2. The library uses visually appealing printed and electronic materials, signage and graphics. [1] [2] [3] [4]
3. The library evaluates the public image of library services, staff and programming through surveys. [1] [2] [3] [4]
4. The library evaluates all policies and procedures in terms of the effect on the public and the library's public relations. [1] [2] [3] [4]
5. The library targets and meets needs of special groups within the community. [1] [2] [3] [4]

ADVOCACY STANDARDS

1. The library develops and educates stakeholders to become advocates. [1] [2] [3] [4]
2. Advocates create and nurture relationships with elected officials. [1] [2] [3] [4]
3. Elected officials are invited to library events. [1] [2] [3] [4]
4. The library is represented at events, hearings, and programs elected officials attend. [1] [2] [3] [4]
5. A communication plan is designed to keep community members, library supporters and advocates informed on legislation affecting libraries. [1] [2] [3] [4]

PERSONNEL STANDARDS

1. The library director fulfills the education requirements. [1] [2] [3] [4]
2. The library has an adequate number of staff. [1] [2] [3] [4]
3. The library has an adequate number of MLS staff. [1] [2] [3] [4]

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4. The library director receives the minimum amount of training annually. [1] [2] [3] [4]
5. The staff attends continuing education training annually. [1] [2] [3] [4]

SERVICE STANDARDS

1. The library provides all basic services whenever the library is open to the public. [1] [2] [3] [4]
2. The library is accessible to individuals with special needs. [1] [2] [3] [4]
3. The library has a minimum of 2 Internet-accessible computers. [1] [2] [3] [4]
4. The library has Internet access for staff. [1] [2] [3] [4]
5. The library has an online catalog of holdings. [1] [2] [3] [4]
6. The library has a copy machine for administrative and public use. [1] [2] [3] [4]
7. The library has a telephone and fax machine for administrative use. [1] [2] [3] [4]
8. The library has a system for reserving circulating books. [1] [2] [3] [4]
9. The library has day time and either evening or weekend hours. [1] [2] [3] [4]
10. The library meets the number of hours open as stated in the standards. [1] [2] [3] [4]
11. The library has a website. [1] [2] [3] [4]
12. The library provides telephone reference service to all callers for all hours the library is open. [1] [2] [3] [4]
13. The library provides information in instruction in the use of the library and its materials and equipment. [1] [2] [3] [4]
14. The library provides reference service via e-mail or fax. [1] [2] [3] [4]
15. The library presents educational, cultural, and recreational programs that reflect community needs and interests. [1] [2] [3] [4]
16. The library provides children's programming. [1] [2] [3] [4]
17. The library provides outreach services. [1] [2] [3] [4]

TECHNOLOGY STANDARDS

1. The library provides an adequate number of computers for population served. [1] [2] [3] [4]
2. The library is consistently considering technological enhancements to current services. [1] [2] [3] [4]

APPENDIX B: Space Needs Worksheet

Library _____

Person completing form _____ Date _____

Step 1 – Population

- a. Current local population (for comparison only) _____
- b. Projected local population _____
- c. Projected nonresident population _____
- d. TOTAL (b + c) _____

Step 2 – Collection Space

- a. Books: # of volumes _____ / 10 _____ sq. ft.
- b. Music CDs/recordings: # of items _____ / 10 _____ sq. ft.
- c. Audio books: # of items _____ / 10 _____ sq. ft.
- d. Videocassettes: # of items _____ / 10 _____ sq. ft.
- e. Periodical display: # of titles _____ / 1.5 _____ sq. ft.
- f. Periodical storage: # of titles _____ / 0.5 x # of years retained _____ sq. ft.
- g. TOTAL (a + b + c + d + e + f) _____ sq. ft.

Step 3 – User Seating Space

- Projected population (from Step 1.d) _____
- a. 7-10 seats/each 1,000 people _____ seats
 - b. # of seats _____ x 30 _____ sq. ft.

Step 4 – Staff Work Space

- a. # of workstations _____ x 150 _____ sq. ft.

Step 5 – Meeting Room Space

- a. General meeting: # of seats _____ x 10 _____ sq. ft.
- b. Conference room: # of seats _____ x 25 _____ sq. ft.
- c. Children's program: # of seats _____ x 10 _____ sq. ft.
- d. TOTAL (a + b + c) _____ sq. ft.

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Step 6 – Special Space

- a. Collection space (from Step 2.g) _____ sq. ft.
User seating space (from Step 3.b) _____ sq. ft.
Staff work space (from Step 4.a) _____ sq. ft.
Meeting room space (from Step 5.c) _____ sq. ft.
- b. SUBTOTAL 1 _____ sq. ft.
- c. Multiply SUBTOTAL 1 by 0.1 _____ sq. ft.

(An alternative method is to list specific types of special-use space and their representative space allocations and enters the total in Step 6.c).

Step 7 – Non-assignable Space

- a. SUBTOTAL 1 (from Step 6.b) _____ sq. ft.
- b. Special-use space (from Step 6.c) _____ sq. ft.
- c. SUBTOTAL 2 (a + b) _____ sq. ft.
- d. Multiply subtotal 2 by 0.25 _____ sq. ft.

Step 8 – Public-Access Computer Work Space

- a. # of workstations _____ x 25 _____ sq. ft.

Step 9 – Putting It All Together

- a. Collection space (from Step 2.g) _____ sq. ft.
- b. User seating space (from Step 3.b) _____ sq. ft.
- c. Staff work space (from Step 4.a) _____ sq. ft.
- d. Meeting room space (from Step 5.d) _____ sq. ft.
- e. Special-use space (from Step 6.c) _____ sq. ft.
- f. Non-assignable space (from Step 7.d) _____ sq. ft.
- g. Public-access computer work space (from Step 8.a) _____ sq. ft.
- h. GROSS AREA NEEDED (a + b + c + d + e + f + g) _____ sq. ft.

NOTES

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Appendix C: Selected Glossary of Terms and Acronyms

- ABLE: Alternative Basic Library Education. An online training program available through Texas State Library website.
- ADA: Americans with Disabilities Act.
- ADA Accessible: An unobstructed space that can be negotiated safely by a person with a disability.
- Advisory Board: External group of citizens that advises a library director and local government on the operations of the library.
- ALA: American Library Association.
- ALA-Accredited MLS: A master's degree in the field of library and information awarded by an ALA-accredited university.
- Catalog of Holdings: A system for use by staff and patrons that determines what items are in the library's collection.
- Collection: The total number of all titles and physical units in a library.
- Collection Turnover Rate: A library's total annual circulation divided by the total collection.
- Community-based Organization: Service-based organizations, examples include YWCA, church affiliated, etc.
- Continuing Education: Any formal training that library personnel utilize to improve job-related knowledge.
- Core Library Services: Circulation, reference, technology services and applicable programming for people of all ages (as facilities and scheduling allows).
- Customized Database Searching: A special reference inquiry that requires library personnel to develop search strategies to retrieve information (documents) from electronic databases. These searches often involve several interactions with the patron, and guidelines for customized database searching should be outlined in the library's policies and procedures.
- Director: Chief executive officer of a public library.
- Electronic Bulletin Board: An electronic message center for a specific interest group.
- Electronic Database: An accessible collection of information stored within the memory of a computer.
- Electronic Use: Data that accurately reflects the number of times a library Internet connection or database is accessed during a specific time period.
- Full-time Equivalent (FTE): One or more individuals whose total working hours add up to 40 per week.
- Governing Board: Group of citizens appointed by a local government. A governing board is an entity that has legal, financial, and policy-making responsibilities.
- ILL or Interlibrary Loan: Loaning library materials or copies of library materials by one library to another entity outside the loaning library system.
- Internet Accessible Computer Terminals: Computers that are available for the staff and/or the public to access the Internet in the library.
- Internet Homepage/Webpage: A file in HTML (Hypertext Markup Language) format that is accessed over the Internet via a web browser. The term homepage refers to the starting point that will reference other HTML pages. The address of a homepage or a webpage file is called a URL (Uniform Resource Locator).
- Library Outlet: Collections in nursing homes and jails, stations, etc. Not the same as a branch. No staff, no hours open simply a collection that the library has housed in another location.
- Long Range Plan: A document that states the goals and objectives of a library for a specific length of time (usually 3 - 5 yrs).
- Meeting Room: A public space in a library that is used for programs, meetings and special events.
- Non-assignable Space: Hallways, walkways and other areas.
- Online Catalog: A computer-based catalog of holdings.
- Outreach: Library services that extend outside the library facility.
- Patron Computer: A computer assigned solely for patron use.
- Population: Service Population as assigned to a library by the Texas State Library and Archives Commission.
- Public Library: A library that is operated by a single public agency or board and is freely open to all persons in a given community, district or region under identical conditions, and that receives its financial support in whole or part from public funds.
- Remote Access: Communication between a user and a library resource from a location outside the physical library facility.
- SLMT: Small Library Management Training, provided by the Texas State Library and Archives Commission.
- TABA: Texas Architectural Barriers Act.
- TLA: Texas Library Association.
- TSLAC: Texas State Library and Archives Commission.
- Weeding: Evaluation and removal of library materials that are no longer of value to the library because they are outdated, worn or no longer used by the library's patrons.

Addendum B

TEXAS LIBRARY SYSTEMS ACT

GOVERNMENT CODE

TITLE 4. EXECUTIVE BRANCH

SUBTITLE D. HISTORY, CULTURE AND EDUCATION

CHAPTER 441. LIBRARY AND ARCHIVES

SUBCHAPTER I. LIBRARY SYSTEMS

SHORT TITLE.

Sec. 441.121.

This subchapter may be cited as the Library Systems Act.

DEFINITIONS.

Sec. 441.122.

In this subchapter:

(1) "Accreditation of libraries" means the evaluation and rating of public libraries and library systems, and the evaluation and rating of libraries that are operated by a public school district, institution of higher education, or unit of state or local government but that are not public libraries, according to commission accreditation standards.

(2) "Accreditation standards" means the criteria established by the commission that a library must meet to be accredited and eligible for membership in a major resource system.

(3) "Area library" means a medium-sized public library serving a population of 25,000 or more that has been designated as an area

library by the commission and is a member of a library system interrelated to a major resource center.

(4) "Commission" means the Texas State Library and Archives Commission.

(5) "Community library" means a small public library serving a population of less than 25,000 that is a member of a library system interrelated to a major resource center.

(6) "Governing body" means the body having power to authorize a library to join, participate in, or withdraw from a library system.

(7) "Interlibrary contract" means a written agreement between two or more libraries to cooperate, consolidate, or receive one or more services.

(8) "Library board" means the body that has the authority to give administrative direction or advisory counsel to a library or library system.

(9) "Library system" means two or more public libraries cooperating in a system approved by the commission to improve library service and to make their resources accessible to all residents of the area the libraries serve.

(10) "Major resource center" means a large public library serving a population of 200,000 or more within 4,000 or more square miles that is designated as the central library of a major resource system for referral service from area libraries in the system, for cooperative service with other libraries in the system, and for federated operations with other libraries in the system.

(11) "Major resource system" means a network of library systems attached to a major resource center, consisting of area libraries joined cooperatively to the major resource center, community libraries joined cooperatively to area libraries or directly to the major resource center, and libraries that are not public libraries that join the system under Section 441.1271.

(12) "Public library" means a library that is operated by a single public agency or board, that is freely open to all persons under identical conditions, and that receives its financial support in whole or part from public funds.

(13) "Regional library system" means a network of library systems established under this subchapter.

(14) "State library system" means a network of library systems, interrelated by contract, for the purpose of organizing library resources and services for research, information, and recreation to improve statewide library service and to serve collectively the entire population of the state.

ESTABLISHMENT OF STATE LIBRARY SYSTEM.

Sec. 441.123.

The commission shall establish and develop a state library system.

ADVISORY BOARD.

Sec. 441.124.

(a) The commission shall appoint an advisory board composed of five librarians qualified by training, experience, and interest to advise the commission on the policy to be followed in applying this subchapter.

(b) The term of office of a board member is three years.

(c) The board shall meet at least once a year. The commission may call other meetings during the year.

(d) A member of the board serves without compensation but is entitled to reimbursement for actual and necessary expenses incurred in the performance of official duties.

(e) A vacancy shall be filled for the remainder of the unexpired term in the same manner as an original appointment.

(f) A member may not serve more than two consecutive terms.

PLAN OF SERVICE.

Sec. 441.125.

The director and librarian shall submit an annual plan for the development of the state library system for review by the advisory board and approval by the commission.

AUTHORITY TO ESTABLISH MAJOR RESOURCE SYSTEMS.

Sec. 441.126.

The commission may establish and develop major resource systems in conformity with the plan for a state library system as provided by this subchapter.

MEMBERSHIP IN SYSTEM.

Sec. 441.127.

(a) To be eligible for membership in a major resource system a library must be accredited by the commission as having met the accreditation standards established by the commission.

(b) To meet population change, economic change, and changing service strengths of member libraries, a major resource system may be reorganized, merged with another major resource system,

or partially transferred to another major resource system by the commission with the approval of the majority of the appropriate governing bodies of the libraries comprising the system. A regional library system may be reorganized, divided, dissolved, or merged into another regional library system in a manner provided by bylaws of the corporation operating the system or by contract between the member libraries and the managing authority of the system.

(c) The governing body of a public library that proposes to become a major resource center shall submit to the director and librarian an initial plan of service for the major resource system and annually after the library becomes a major resource center shall submit a plan of system development made in consultation with the advisory council.

EXTENDING MEMBERSHIP OF MAJOR RESOURCE SYSTEMS TO CERTAIN NONPUBLIC LIBRARIES

Sec. 441.1271.

(a) A major resource system may extend its membership to include libraries that are not public libraries and that are operated by one of the following:

- (1) a public school district;
- (2) an institution of higher education;
- (3) a unit of state government; or
- (4) a unit of local government.

(b) The decision to extend major resource system membership under Subsection (a) must be:

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(1) made on a two-thirds vote of the governing bodies of the members of the major resource system; and

(2) approved by the commission.

(c) A library that is a type of library to which a major resource system has extended its membership under this section:

(1) must be accredited by the commission to be eligible to join the system; and

(2) may join the system by resolution or ordinance of its governing body and execution of interlibrary contracts for service.

(d) The commission may terminate the system membership of a library that is not a public library and that joined a major resource system under this section if the library:

(1) loses its accreditation by ceasing to meet the minimum standards established by the commission;
or

(2) fails to comply with obligations stated in the applicable resolution or ordinance or interlibrary contracts for service.

(e) A library that is not a public library that joins a major resource system under this section must provide benefits to the public through its membership in the system that are sufficient to constitute fair value in exchange for the benefits received by the library through its membership in the system.

(f) A major resource system that has extended its membership to some but not all of the types of libraries described by Subsection (a) may extend its membership to one or more of the remaining types of libraries described by Subsection (a). A decision under this subsection must be made and approved in the manner prescribed for a decision under Subsection (b).

OPERATION AND MANAGEMENT.

Sec. 441.128.

(a) Governing bodies within a major resource system area or regional library system area may join in the development, operation, and maintenance of the system and appropriate and allocate funds for its support.

(b) Governing bodies of political subdivisions of the state may negotiate separately or collectively a contract with the governing bodies of member libraries of a major resource system or regional library system for all library services or for those services defined in the contract.

(c) On petition of 10 percent of the persons qualified to vote in the most recent general election of a county or municipality within a major resource system service area or a regional library system service area, the governing body of that political subdivision shall call an election to vote on the question of whether or not the political subdivision shall establish contractual relationships with the system.

(d) The governing body of a major resource center, the governing body or managing authority of a regional library system, and the commission may enter into agreements with the governing bodies

of other libraries, including other public libraries, school libraries and media centers, academic libraries, technical information and research libraries, or systems of those libraries, to provide or receive specialized resources and services. The commission shall coordinate and encourage the dissemination of specialized resources and services and may adopt rules for the contracts and agreements authorized by this subsection.

WITHDRAWAL FROM SYSTEM.

Sec. 441.129.

(a) The governing body of a political subdivision of the state may by resolution or ordinance withdraw from a major resource system. The governing body must give notice of withdrawal not later than the 90th day before the end of the state fiscal year.

(b) The provision for termination of all or part of a major resource system does not prohibit revision of the system by the commission, with the approval of the majority of the appropriate governing bodies, by reorganization, by transfer of part of the system, or by merger with other systems.

ADVISORY COUNCIL.

Sec. 441.130.

(a) Each major resource system has an advisory council composed of six lay members representing the member libraries of the system.

(b) The governing body of each member library of the system shall elect or appoint a representative to elect council members. The representatives shall meet following their selection and shall elect the initial council from their group. The representatives in an annual

meeting shall elect members of their group to fill council vacancies caused by expiration of terms of office. Other vacancies shall be filled for the unexpired term by the remaining members of the council. At all times one member of the council must be a representative of the major resource center.

(c) The term of office of a council member is three years, except that the initial members shall draw lots for terms, two to serve one-year terms, two to serve two-year terms, and two to serve three-year terms. An individual may not serve more than two consecutive terms.

(d) The council shall elect a chairman, vice-chairman, and secretary.

(e) The council shall meet at least once a year. Other meetings may be held as often as is required to transact necessary business. The council shall report business transacted at each meeting to all member libraries of the system.

(f) The members of the council serve without compensation but are entitled to reimbursement for actual and necessary expenses incurred in the performance of official duties.

(g) The council shall serve as a liaison agency between the member libraries and their governing bodies and library boards to:

- (1) advise in the formulation of the annual plan for service to be offered by the system;
- (2) recommend policies appropriate to services needed;
- (3) evaluate services received;

(4) counsel with administrative personnel; and

(5) recommend functions and limitations of contracts between cooperating agencies.

(h) The functions of the advisory council do not diminish the powers of a local library board.

REGIONAL LIBRARY SYSTEM.

Sec. 441.131.

(a) The governing bodies of two-thirds of the member libraries of a major resource system may elect, for the purpose of administering the receipt and dispersal of services under this subchapter within their area, to form a regional library system that includes all libraries that are members of the major resource system.

(b) Governing bodies of libraries within a regional library system may establish a nonprofit corporation under the Texas Non-Profit Corporation Act (Article 1396-1.01 et seq., Vernon's Texas Civil Statutes) to administer the system or may contract with a private business to administer the system. If the governing bodies form a nonprofit corporation, they may select a board of directors and adopt bylaws for the corporation. Bylaws adopted or a contract executed under this section may permit other libraries operated by public school districts, institutions of higher education, and units of state or local government to become members of the regional library system. Bylaws may provide for reorganization, merger, division, and dissolution.

(c) To ensure the sound management and viability of regional library systems, the commission shall include in its rules provisions

stipulating a cash reserve requirement for regional library systems. To enable the accumulation of sufficient reserves for the sole purpose of cash flow management, regional library systems may retain up to five percent of their annual system operation grant general revenue funds from year to year until the commission's reserve requirement is satisfied. These funds must be held in a federally insured account and the commission may provide for periodic reporting of the funds and their inclusion in the annual audit. Interest earned on these funds shall be retained in this account and shall be subject to the same terms and reporting as the corpus. These funds remain the property of the state, and if the commission ceases to contract with a regional library system, such funds must be fully and promptly returned as provided by this section.

MAJOR RESOURCE CENTERS.

Sec. 441.132.

(a) The commission may designate major resource centers from existing public libraries according to criteria approved by the commission and agreed to by the governing body of the library involved. The governing body of a library designated as a major resource center may accept the designation by resolution or ordinance stating the type of service to be given and the area to be served.

(b) The commission may revoke the designation of a major resource center that ceases to meet the criteria for a major resource center or that fails to comply with obligations stated in the resolution or ordinance agreements. The commission shall provide a fair hearing on request of the major resource center.

(c) Funds allocated by governing bodies contracting with the major resource center and funds contributed from state grants for the purposes of this subchapter shall be deposited with the governing body operating the major resource center following procedures agreed to by the contributing agency.

(d) The powers of the governing board of the major resource center do not diminish the powers of local library boards.

AREA LIBRARIES.

Sec. 441.133.

(a) The commission may designate area libraries within each major resource system service area to serve the surrounding area with library services for which interlibrary contracts are made with participating libraries. Area libraries may be designated only from existing public libraries and on the basis of criteria approved by the commission and agreed to by the governing body of the library involved. The governing body of a library designated as an area library may accept the designation by resolution or ordinance stating the type of service to be given and the area to be served.

(b) The commission may revoke the designation of an area library that ceases to meet the criteria for an area library or fails to comply with obligations stated in the resolution or ordinance agreement. The commission shall provide a fair hearing on request of the major resource center or area library.

(c) Funds allocated by governing bodies contracting with the area library and funds contributed from state grants for the purposes of this subchapter shall be deposited with the governing body operating the area library following procedures agreed to by the contributing agency.

COMMUNITY LIBRARIES.

Sec. 441.134.

(a) Community libraries accredited by the commission are eligible for membership in a major resource system. A community library may join a system by resolution or ordinance of its governing body and execution of interlibrary contracts for service.

(b) The commission may terminate the membership of a community library in a system if the community library loses its accreditation by ceasing to meet the minimum standards established by the commission or fails to comply with obligations stated in the resolution or ordinance agreement.

GRANTS.

Sec. 441.135.

(a) The commission shall establish a program of state grants within the limitations of funds appropriated by the legislature. The commission shall adopt by rule the guidelines for awarding grants, except that any municipal library which lends more than 20,000 items per year to nonresidents cannot be denied any grant awarded after January 1, 1995, based solely upon the provisions of services to nonresidents.

(b) The program of state grants shall include one or more of the following:

- (1) system operation grants, to strengthen major resource system services to member public libraries and regional library system services to member

libraries, including grants to reimburse other libraries for providing specialized services to major resource systems and regional library systems;

(2) incentive grants, to encourage public libraries to join together into larger units of service in order to meet criteria for major resource system membership or regional library system membership;

(3) establishment grants, to help establish public libraries that will qualify for major resource system membership or regional library system membership in communities without public library service; and

(4) equalization grants, to help public libraries in communities with relatively limited taxable resources to meet criteria for major resource system membership or regional library system membership;

(5) public information technology grants, to help public libraries make state, local, and federal government information that is accessible through the Internet or electronic bulletin board systems available to the public through computer terminals at a library.

RULES.

Sec. 441.136.

(a) The director and librarian, with the advice of the advisory board, shall propose initial rules necessary to the administration of the program of state grants, including qualifications for major resource system membership. The proposed rules shall be published in the

official publication of the Texas State Library with notice of a public hearing before the commission on the proposed rules to be held on a specified date not less than 30 nor more than 60 days after the date of the publication.

(b) After the public hearing, the commission shall adopt the proposed rules or return them to the director and librarian with recommendations for change. If the commission returns the proposed rules to the director and librarian with recommendations for change, the director and librarian shall consider the recommendations for change in consultation with the advisory board and resubmit the proposed rules to the commission for its adoption.

(c) Revised rules shall be adopted under the same procedure provided in this subchapter for the adoption of the initial rules.

(d) The commission shall include requirements in its rules to ensure that both the population served and the constituent member libraries are adequately represented in the conduct of system business related to activities involved in the development of a plan of service and adequately represented on each major resource system advisory council. Rules adopted as required by this subsection do not apply to the governing board or board of directors of a regional library system governed by applicable requirements of the Texas Business Corporation Act or the Texas Non-Profit Corporation Act (Article 1396-1.01 et seq., Vernon's Texas Civil Statutes).

(e) The commission shall include in its rules provisions necessary to ensure compliance with the standard financial management conditions developed under Chapter 783 with regard to the purchasing of library materials and equipment.

ADMINISTRATION.

Sec. 441.137.

The director and librarian shall administer the program of state grants and shall make public the rules adopted by the commission.

FUNDING.

Sec. 441.138.

(a) The commission may use funds appropriated by the legislature for personnel and other administrative expenses necessary to carry out the provisions of this subchapter.

(b) Libraries and library systems may use state grants for materials, personnel, equipment, administrative expenses, and financing programs that enrich the services and materials offered a community by its public library. State grants may not be used for site acquisition, construction, acquisition of buildings, or payment of past debts.

(c) State aid to a free tax-supported public library is a supplement to and not a replacement of local support.

(d) Twenty-five percent of system operation grants shall be apportioned equally among the major resource systems and regional library systems that are operating under commission-approved programs of services, budgets, and bylaws or contracts, and the remaining 75 percent of these grants shall be apportioned among those systems on a per capita basis determined by the most recent decennial census or the most recent official population estimate of the U.S. Department of Commerce, Bureau of the Census.

RESEARCH FEES FOR FOR-PROFIT ENTITIES.

Sec. 441.139.

(a) Notwithstanding other provisions of the subchapter, a library, including a public library, in a city with a population of 1,000,000 or more and that has adopted a council-managed form of government, may charge a reasonable fee to a for-profit business entity for providing in-depth research services or research support relating to the entity's business activities.

(b) A library may not charge a fee under this section in circumstances under which charging a fee is not allowed by federal law for federal funding purposes.

Addendum C

Summary of Criteria for Membership in the Texas State Library System

Population Served	Per Capita Support	Materials Collection	Hours of Access	Staff
200,001 and over	\$2.80	1 item of library materials per capita or expend 25% on library materials	Not less than 64 hours per week or more	6 professional full-time librarians and 1 additional full-time librarian for every 50,000 persons served
100,001 - 200,000	\$2.40	1 item of library materials per capita or expend 25% on library materials	Not less than 54 hours per week or more	4 professional full-time librarians and 1 additional full-time librarian for every 100,000 persons served
50,001 - 100,000	\$2.20	1 item of library materials per capita or expend 25% on library materials	Not less than 48 hours per week	At least 2 professional full-time
25,001 - 50,000	\$1.80	1 item of library materials per capita or expend 25% on library materials	Not less than 40 hours per week	At least 1 professional full-time librarian
10,001 - 25,000	\$1.50	1 item of library materials per capita or expend 25% on library materials; MUST HAVE A MINIMUM of 7,500 items	Not less than 30 hours per week	Have a head librarian who is employed in library duties at least 30 hours per week
10,000 or less	\$1.20 or \$5,000 whichever is greater	1 item of library materials per capita or expend 25% on library materials; MUST HAVE A MINIMUM of 7,500 items	Not less than 20 hours per week	Have a head librarian who is employed in library duties at least 20 hours per week

Addendum D

Library Report Card 2006 Summary of Results

1. The Bedford Public Library is doing a good job of providing for my household's library needs.

		Response Percent	Response Total
Strongly Agree		55.5%	532
Agree		37.9%	363
No opinion		3.3%	32
Disagree		1.8%	17
Strongly Disagree		1.5%	14
Total Respondents			958
(skipped this question)			36

2. Hours of Operation

2. How often do you visit the Bedford Public Library?

		Response Percent	Response Total
Daily		6.6%	61
Weekly		56.8%	529
Monthly		27.6%	257
Every 3 Months		4.2%	39
Every 6 Months		2%	19
Once a Year		1.4%	13
Never		1.4%	13
Total Respondents			931

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(skipped this question)	64
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3. At what times do you normally visit the library (check all that apply):			
		Response Percent	Response Total
Weekday Mornings		33.1%	303
Weekday Afternoons		50.8%	465
Weekday Evenings		44%	403
Saturday Morning		32.1%	294
Saturday Afternoon		37.6%	344
Never		1.3%	12
Total Respondents			916
(skipped this question)			78

3. Quality of Service

4. Rate the customer service you receive from the Bedford Public Library staff.						
	Excellent	Good	Fair	Poor	Unknown	Response Average
Ability of staff to quickly assist you	71% (620)	23% (201)	4% (36)	1% (9)	1% (13)	1.40
Friendliness of staff	74% (651)	18% (158)	5% (45)	1% (12)	1% (12)	1.38
Knowledge of staff	71% (627)	20% (176)	4% (33)	1% (9)	4% (33)	1.46
Total Respondents						879
(skipped this question)						115

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5. Rate the Bedford Public Library facility.						
	Excellent	Good	Fair	Poor	Unknown	Response Average
Cleanliness	60% (522)	33% (285)	5% (42)	2% (13)	0% (4)	1.49
Landscaping	45% (384)	37% (314)	13% (112)	4% (38)	1% (8)	1.80
Lighting	48% (410)	38% (325)	9% (79)	3% (26)	2% (13)	1.72
Parking	39% (334)	37% (322)	18% (155)	5% (40)	1% (9)	1.92
Signage	42% (356)	40% (339)	12% (102)	2% (16)	3% (27)	1.83
Bathrooms	36% (309)	33% (283)	12% (103)	8% (66)	11% (91)	2.23
Meeting Room Size	24% (203)	25% (208)	9% (73)	4% (33)	38% (320)	3.07
Children's Area	36% (299)	33% (270)	8% (70)	2% (17)	21% (173)	2.39
Reading Areas	37% (311)	38% (319)	15% (126)	3% (23)	8% (65)	2.07
Study Areas	34% (284)	33% (273)	14% (121)	5% (39)	14% (119)	2.33
Total Respondents						870
(skipped this question)						124

6. How important are each of the following library activities to your household?						
	Very Important	Important	No opinion	Not Important	Not important at all	Response Average
Checking out materials	82% (706)	16% (136)	1% (10)	0% (2)	1% (9)	1.23
Using a computer/Internet	35% (299)	28% (238)	11% (94)	17% (144)	8% (70)	2.35
Free Wireless Access	26% (215)	23% (194)	22% (184)	17% (138)	12% (98)	2.65
Getting Information	61% (516)	31% (266)	5% (40)	2% (13)	2% (15)	1.52
Adult Programs	29% (237)	29% (237)	27% (226)	9% (76)	6% (51)	2.36
Children's Programs	34% (284)	19% (157)	24% (198)	10% (86)	12% (100)	2.47

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Total Respondents	865
(skipped this question)	129

4. Materials Collection

7. Rate your satisfaction with the library's collection.						
	Excellent	Good	Fair	Poor	Unknown	Response Average
Bestsellers	42% (342)	41% (336)	4% (32)	1% (7)	12% (101)	2.01
Adult Books	39% (317)	44% (353)	7% (53)	1% (6)	10% (80)	1.99
Books on CD/Tape	23% (183)	33% (260)	15% (118)	2% (14)	27% (217)	2.78
DVD/Videos	32% (257)	36% (290)	16% (130)	2% (13)	15% (118)	2.31
Music on CD	21% (171)	28% (226)	15% (119)	3% (21)	33% (263)	2.97
Young Adult Fiction	25% (188)	26% (195)	5% (36)	1% (9)	42% (311)	3.08
Children's Books	34% (271)	28% (220)	4% (30)	1% (4)	34% (273)	2.73
Children's Media	27% (198)	25% (185)	6% (44)	1% (5)	41% (302)	3.04
Total Respondents						832
(skipped this question)						162

8. I wish the library would purchase:		
<input type="button" value="View"/> Total Respondents	321	
(skipped this question)	673	

5. Final Grade for the Bedford Public Library

9. If you haven't used the Library regularly (more than once in the past 12 months) please tell us why. Please check all that apply.


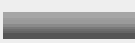

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		Response Percent	Response Total
Limited Time		47.4%	55
Don't have what I want		17.2%	20
Owe fines to the Library		7.8%	9
Library is too busy and crowded		6%	7
Not enough staff		5.2%	6
Get reading materials elsewhere		16.4%	19
Poor staff service		5.2%	6
Disagreement with Library policies		5.2%	6
Not enough parking		6%	7
Not open convenient hours		21.6%	25
<input type="button" value="View"/> Other (please specify)		32.8%	38
Total Respondents			116
(skipped this question)			878

10. Which of the following changes would most increase your satisfaction. Rank top three in priority order.				
Top 3				
	1st choice	2nd choice	3rd choice	Response Total
Sunday hours	53% (125)	26% (61)	22% (52)	238
Open evenings until 9 PM	48% (125)	31% (81)	21% (55)	261
Open mornings at 9 AM	39% (47)	28% (33)	33% (40)	120
More books	52% (117)	30% (67)	17% (39)	223

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More DVD's	42% (97)	35% (80)	23% (54)	231
More books on CD/Tape	44% (62)	30% (42)	27% (38)	142
More books for youth	39% (24)	34% (21)	26% (16)	61
More music CD's	32% (26)	26% (21)	43% (35)	82
More computers	43% (46)	36% (38)	21% (22)	106
More programs for youth	43% (26)	32% (19)	25% (15)	60
Computer Classes	34% (34)	34% (34)	32% (32)	100
More parking	28% (24)	29% (25)	43% (37)	86
Bigger/newer building	53% (93)	18% (31)	30% (53)	177
Downloadable movies	31% (22)	30% (21)	39% (27)	70
Downloadable audio books	37% (28)	32% (24)	31% (23)	75
Self checkout stations	30% (45)	32% (47)	38% (57)	149
Email notification of fines and holds	28% (41)	30% (45)	42% (63)	149
Online payment of fines and fees	30% (32)	22% (23)	48% (51)	106
Total Respondents				727
(skipped this question)				267

11. What is your overall grade for the Bedford Public Library?			
		Response Percent	Response Total
A		62.1%	508
B		29.6%	242
C		5.7%	47
D		0.1%	1
F		0.9%	7

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Unknown	1.6%	13
Total Respondents		818
(skipped this question)		176

12. What do you like best about the Bedford Public Library?		
View Total Respondents	533	
(skipped this question)		461


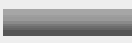
13. Provide any other comments or suggestions you may have:		
View Total Respondents	349	
(skipped this question)		645

6. Demographics

14. Do you or someone in your household have a library card?			
		Response Percent	Response Total
Yes		98%	802
No		2%	16
Total Respondents		818	
(skipped this question)		176	

15. What is your age group?			
		Response Percent	Response Total
Under 13		1.5%	12
13 - 17		4%	32
18 - 24		6.8%	55
25 - 45		40.5%	326

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46 - 65		37.3%	300
Over 65		9.9%	80
Total Respondents			805
(skipped this question)			189

16. What is your Zip code?		
View	Total Respondents	773
(skipped this question)		221

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Library Report Card 2006 Comment Section

8. I wish the library would purchase:	
1.	Reading Rainbow DVD series (see below)
2.	Bleak House (bbc america) Rosmary and Thyme (BBC america) Just more Videos and series from BBC
3.	Current health books advertised on TV and in magazines. Many of these are related to alternative healing methods.
4.	more dvd's
5.	Bigger Areas for reading
6.	more african-american books, books on cd,
7.	continue to expand the books on CD/tape collections.
8.	none
9.	More books on CD
10.	more graphical novels
11.	more graphical novel.
12.	more books in sciences, history, and paleontology
13.	maore historical music (blues, jazz etc) & double (at least) the video secton. Also, the new videos should be classic movies, not anthologized TV series.
14.	the items that have been loss billed items, such as : CDs and Dvd's and books
15.	I can see a big difference in the volume of new books coming into the library. It's such an improvement, but would like to see more christian fiction. The library has definitely purchased more of these books, but with the high demand for this from your patrons, it would be wonderful to have more. Thank you.
16.	more computers
17.	Japanese mangas
18.	more nonfiction bestsellers and books on CD
19.	Additional Little Einstein DVDs. I was really glad to see this and other new DVDs recently in the children's area.
20.	More books on CD
21.	They have what I want & have heard of.
22.	More current (new releases and such) DVD's and Christian music CD's. Maybe you could ask for donations from Sam Goody, Music Warehouse, etc. and give them a tax write-off in return.
23.	southern cooking, christian romance that is fiction and more adult DVD's
24.	I wish the library would purchase a new library.
25.	Nothing their selection is great

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26.	Tony Hillerman's new book "Trial By Fire"
27.	Several more books on CD. Even some of the older classics (Huckleberry Finn, The Great Gatsby, Dickens, etc) because youth with learning disabilities can use them to get through their school assignments.
28.	Audio books that can be downloaded from the internet.
29.	Thunder struck by Larson
30.	anything it sees best fit.
31.	more horror books and books by chistopher pike and caroline b cooney
32.	More DVD musicals
33.	Taks preparation software for grades 3-6
34.	no comment
35.	A new, larger building.
36.	Celebrate Retirement: The Freedom and the Frustrationssss (Winslow Press authors Wicke Chambers and Cheryl Stephenson
37.	Alexander's Ragtime Band [DVD] (1938)
38.	More books on CD, have more recent movies to check out.
39.	Ancestry.com for genealogy users
40.	role Nelson Douglas about Irene Adler and Sherlock Holmes (Chapel Noir, Castle Rouge, Femme Fatale). You have one of these, but it is in abridged form and has a different narrator than the first four unabridged books. I know the abridged books on tape are less expensive to buy, but I never check out an abridged version. I think the art section, both art history and art instruction, are very low. I haven't seen anything new in this section in a long, long time. Especially the art instruction books! Other than a few books, they are very old with color pictures that were printed in the 50's and 60's or earlier. Color printing has dramatically changed, and there are wonderful art instruction books available. Of course, that is my area of interest, so I notice that lack especially!
41.	Pillows for the children's story time. I think they'd be less wiggle if they are sitting on the floor comfortably. A music section where children can put on headphones and listen to stories while reading along with the book would really enhance their beginning reading strategies.
42.	more computers and a life
43.	more DVD's, books on CD
44.	More HBO movie.
45.	Music cds that are not current popular material. Librarys are supposed to be historical repositories, not an alternative to Blockbusters. The library needs more, a whole lot more, serious music such as classical, older blues & jazz etc. A decent library collection should have a minimum of 1000 cds of this type. (Hint, modern smooth jazz does not count). For example, I would bet we own less than 50 pre-1960 jazz cds and it is the most important era of what many scholars call "the only uniquely American art form". The same could be said for virtually all genres of music. There is almost nothing from the pre-1960s historical era. The classical selection is OK but focuses too much on the standard repertoire.
46.	New sets of Hank the Cowdog tapes. Additional copies of newer releases especially in youth books. Additional and updated books on self improvement, psychological books.

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47.	More System of a Down CDs
48.	Language tapes such as Mandarin and Hindu
49.	any christian books , more dvds
50.	I wish the library would purchase more large print books and among them have some western books.
51.	Order more books, books on cd and music by black minorities.
52.	More dvd's
53.	More toys for the children's area!
54.	more children's media and more books for children specially in Spanish!!!
55.	More non fiction books on CD. Most cars do not have cassette players anymore. All titles on tape should be duplicated on CD.
56.	More Graphic Novels
57.	Justin Timberlakes cd.
58.	New science fiction/ single novel books-
59.	more music CDs. Expand the blues selection and more children's CDs
60.	...newer copies of some outdated editions of books. I checked out a copy of "What to Expect--The First Year", a book on infant development. When I began reading, I realized it was c. 1989, and much of the relevant information was outdated. The book has been revised 2-3 times since, so a new copy for the library would be great.
61.	Pride and Prejudice music soundtrack Sheet Music Extra copies of The book Hitchhiker's Guide to the Galaxy by Douglass Addams
62.	More books on CD
63.	hmm... not sure. i just come to the library to do research, study, read or relax. maybe more books, computers or expand the library. However, i know that the City of Bedford doesn't care because, they voted to cut taxes -- funding that would go to the library. Just hope the library is still around. i happen to live in Bedford, so...
64.	More Anime & Manga
65.	current movies
66.	more up-to-date DVD's more NY Times Best Seller books
67.	more updated DVD's
68.	more referance materials
69.	more new release movies
70.	more adventure stories.
71.	Music Videos
72.	Fax machine
73.	Fax machine for public use.
74.	Up-to-date Movies
75.	more books on paper crafts

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76.	More copies of new book
77.	Some more updated DVDs / Some computers Also some more audio books for children
78.	More teen fiction
79.	Current thriller best sellers.
80.	More new release DVD movies
81.	Children's DVD's, Adult Newer DVD's
82.	More large print mystery & fiction
83.	More Christian books and Videos.
84.	More DVDs PG/PG13 More Computers
85.	More books, more books, more books, nonfiction especially
86.	Playstation and Xbox video games for people to check out. People love watching movies for entertainment. People also love playing video games for entertainment.
87.	more floristry books.
88.	New Cd's, DVD's which are damage
89.	More Dragonball 2 movies
90.	Newest books by Brock & Bodie Thoene
91.	Computer books about concepts (especially web concepts). The guides to specific software are helpful, but become out-dated quickly. Books like "Designing Web Usability" by Jakob Nielsen and "Yale Web Style Guide" are much more lasting (at least, so far, and as much as non-historical computer books can be).
92.	Neon Evangelion Volume 7(replace DVD - its ruined) Chobits volume 8 (graphic novel)
93.	star wars books on c.d.
94.	The Outlook - S&P
95.	More metroplex best sellers
96.	Better study cubicles / slanted bookshelves to see bottom shelf better. I have a bad back!
97.	Best sellers
98.	nonfiction books (Christian) on CDs Hope
99.	More variety large print.
100.	I'm not sure....pretty happy with what they have now
101.	More materials on Christianity.
102.	More Linda Chaikin and other Christian Romantic Historical Fiction books.
103.	houston and austin newspapers
104.	1) I wish you could expand on the west side of the library, so yu could have alot more private study areas or rooms. So, I wish the library would purchase whole bunch of bricks and cement, so y'all can build the west side of the building into a larger library. It looks like there is a whole of land not being used. 2) I wish if the library would purchase some self checkout machines, so it does not become overwelning for the staff when the whole library all of a sudden decides to check out their items all at the

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	same time. 3) I wish the library would purchase some votes on the city council, so that the Mayor who shut down the library would never ever get elected. That Mayor, for sure was not educated, because only a truly responsible Mayor would know that a functional library is as important as the fire department and the police station. By closing the library, you deprive the children of Bedford from growing mentally, therefore they could become future liability for the country.
105.	More large-print non-fiction.
106.	drive-up book drop. Bedford is the only lib I know of where you need to park and come in to drop off materials.
107.	More comfortable seating!
108.	more books on tape instead of on CD, and everything UNABRIDGED
109.	I send in recommendations as I come across them.
110.	more local authors, more children's books that are not so politically correct, more teen books that don't necessitate the girl's/boy's coming of age is getting laid for the first time
111.	More christian authors
112.	Some other new books that I have suggested via the web.
113.	City Hall
114.	A projector that can be hooked up to a wireless laptop.
115.	More Sci Fi, esp on CD/Audio. More Classical CDs More Contemporary Christian CDs & Literature.
116.	Bleak House (bbc version) buffy the vampire slayer whole series pride and prejudice (the new one) monarch of the glen series 5 and 6 and 7 Rosmary and Thyme Good neighbors (the good life) brooklyn rules Rescue me first kiss as you like it get over it Sea of souls magnolia Tinsel town (with Dawn Steele) London to Brighton a life in the day the last great wilderness Hamish macbeth miss potter (with lloyd owen) the ghost squad (series) coupling (series) the odyssey (DVD) Touch by an angel ALL THESE TITLES ARE ALL MOVIES OR TV SERIES
117.	More Children's DVDs (in particular, The Magic Schoolbus series on DVD) and more British mysteries on DVD (Sayers, Christie, etc.)
118.	slightly larger DVD, media collection
119.	chinese books,DVD about health ,science and fitness
120.	more classical and more variety in types of blues.
121.	public telephone, fax machine
122.	current DVD's
123.	Weird Al Yankovic CD's
124.	More music CD's
125.	more books
126.	More large print fiction
127.	More books on CD's
128.	More books on tattooing.

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129.	Finance / investor trading
130.	Better display of new books. The current set-up is not user friendly at all.
131.	More bestsellers on CD
132.	books I can down load from the internet to listen to. Comfortable reading chairs to curl up in and read for a while.
133.	Newer arts and crafts books and dvds, especially embroidery, quilting, needlepoint, sewing (garment construction)on thei intermediate to advanced level, not just beginner; newer home decorating books; newer home improvement books (kitchens, bathrooms, etc.); regency romance paperback books;
134.	N/A
135.	new business cds.
136.	a wider selection of adult non-fiction as well as more classics and forget about so many mystery,suspense and "love" books.
137.	More Japanese manga
138.	more new CD's
139.	More TV shows on DVD, like House MD, and more young adult and children's fiction.
140.	books that are on the Harwood Jr. High AR lists
141.	Online audio books I can download to my PC/CDs
142.	more computers
143.	more dvds
144.	a drive up drop off box
145.	More Manga books, a wider selection of current music on cd and more books on cd.
146.	I'm so thrilled that you have a special area for romance. Buy! Buy!
147.	The latest books in a series
148.	or at least offer better and more programs for adults and seniors
149.	new dvd's as soon as available
150.	Some new tables and chairs for adults and also i think the whole place needs a lick of colourful paint.
151.	More worldwide books.
152.	the WHOLE GOSSIP GIRL collection and also more copies of Hot Chick
153.	more anime/manga books
154.	more family videos
155.	more magazines
156.	more books on CD.
157.	Children's educational games for the PC.
158.	reinstate a public phone in the lobby
159.	Max Lucado's children's dvd/videos, please. Thanks!

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160.	more book on Black African Americans history
161.	Please, get more copies of the bestsellers.
162.	more DVD's more musician "best of" CD's
163.	more graphic novels
164.	MORE MEDICAL AND NURSING REVIEW BOOKS FOR CHECKOUT.
165.	more books on cd.
166.	more recent DVD's
167.	More popular CD's
168.	fax machine
169.	More unabridged books on cd. Adult and Children.
170.	More of the "chick lit" books. Easy reads. Library is doing a better job with these sort of books lately.
171.	Can't think of anything at this time.
172.	more books on CD
173.	More children's movies
174.	Interlude in Death, Out of this World Anthology - which is part of a series by J.D. Robb Also nice would be a drive-up book drop so it wasn't always necessary to get out of the car.
175.	More CURRENT fitness DVDS and Books. I'm a fitness/yoga instructor and like to stay current by using library resources to cut down on the expense of purchasing and Bedford library is really lacking in this area. The library overall is fantastic though, the staff is fabulous....
176.	a larger periodical selection
177.	Stella Dallas(DVD) with Barbara Stanwyck 30 Seconds Over Tokyo (DVD) with Van Johnson
178.	More computers and more music cd's.
179.	The Reading Group: A Novel (P.S.) by Elizabeth Noble
180.	The DVD, Step Up and Happy Feet
181.	Nocomment
182.	Brother Bear 2
183.	more documentary and pg/pg13 dvd's and computer terminals
184.	more christian materials
185.	more dvds
186.	A dehumidifier for the summer time when it gets humid in the building.
187.	More TV series cd's
188.	more dragonaball z movies
189.	more tools for parents to assist w/school homework

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190.	more books on cd.
191.	new dvds faster
192.	More Manga
193.	can't think of anything
194.	more graphic novels
195.	poetry audio material
196.	more christian books
197.	Yoga & meditation books
198.	More Union Materials--history on Unions w/books
199.	I would like to see more new age music added.
200.	Travel Books
201.	a Starbucks stand
202.	More new release DVDs
203.	More books on cd
204.	More children's books & DVDs
205.	more books, audio books, etc. [word illegible] religion and conservatism
206.	Step Up (DVD)
207.	Gilmore Girls: Season 1
208.	more Christian fiction
209.	More children's media, such as dvds and learning programs for computers.
210.	Portable cd players so that I could listen to the cassettes, etc. while at the library.
211.	Glamour's big book of do's and don'ts
212.	more computers (new)
213.	I love books on cd. Please, add more.
214.	Listening station for listening to music CD's.
215.	private study area room
216.	Less CD/Tapes and DVD/Videos. We need things in the library that you can't get in the store on the corner.
217.	get new stuff =]
218.	if they have a series to purchase all books in the series
219.	Cindella on DVD
220.	weeds, more music cds, magazines
221.	newer videos
222.	More books on CD
223.	Thomas Payne's writings. They're available online but it's hard to read a book with the

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	computer monitor propped up on my stomach.
224.	More Tony Hillerman books on CD and more books about native americans and about cats (such as the cat who series) on CD, either fiction or non-fiction.
225.	More classical and blues CDs
226.	Books by children's author Jane S. Bauld (about bats inspired by the Austin Bridge and the nightly bat gathering.) More DVD's (new releases)
227.	Fax machines for Resume Convenience. Public telephones and more computers.
228.	more new wave music.Update on new books.Better movie selection.
229.	more movies
230.	More learning videos for children and a fax machine.
231.	newer movies, more recent movies, 2005 and newer
232.	public phone for lobby, fax machine
233.	Adventures in Odyssey CD's More stories on CD
234.	public phone, self check out stations
235.	1) Better/bigger selection of COOKBOOKS please. 2) More online help for kids with homework and school work (and tell patrons about it). 3) Bigger selection of music CDs.
236.	more little house on the prairie dvd(the series ones) and among the hidden series
237.	a new building
238.	I wish the library would purchase more recent Young Adult Fiction books.
239.	More books on cd
240.	More Sci-Fi! - especially on tape/CD. The Tape/CD collection is very heavily Mysteries - I like Mysteries, but I like more variety too.
241.	More Book tapes for adults.
242.	Additional copies of district required reading materials (HEBISD) for all grade levels: especially for Pre-Ap/AP summer reading.
243.	Children's DVD's
244.	more computers...dvds cds and videos
245.	More copies of popular DVD's
246.	A better variety of new fiction
247.	I wish the library would hsvc more staff and try to compete with neighboring cities. I am very disappointed in the hours of the library.
248.	Commit to purchasing all books in a series. Instead of Book I, and then Book IV
249.	More copies of best sellers.
250.	more books on tape--I expect everything will now be on CD but the tapes are easier to use in the car
251.	More new DVD releases and more new books on CD

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252.	More comfortable seating, more private (quiet) study areas & enforce a stricter noise level policy around the study/reading areas. Sound-blocking partitions for children's area.
253.	anything that won't make it go bankrupt
254.	a new library!!!
255.	A larger music collection and better non-fiction collection.
256.	More audio books. Would like these types of books. http://www.franklinsquires.net/bookstore/bookstore.aspx?flag=B
257.	Book on CDs: Joan Didion-Year of Magical Thinking; Bruce Feiler-Where God Was Born
258.	More true crime books.
259.	more series authors books because many people love certain authors that only do series.
260.	Keep up the great DVD collection!
261.	better service
262.	currant dvd movies
263.	1.a public fax machine, 2.a large laminating machine for teachers and the public to pay to get items laminated, like posters, etc. 3. a public phone
264.	more manga
265.	More magazines
266.	Kage Baker
267.	Make sure that you have copies of the titles that are featured in the book discussion club to check out.
268.	More books.
269.	More boks on tape and increase the children section
270.	see no evil dvd
271.	more dragonballz and chapter books
272.	Cooking Show DVDs, more holiday craft books such as Country Living, Gooseberry Patch and others, more audio books and downloadable audio books.
273.	I wish the kibrary would purchase the latest geronimo stilton book,Christmas toy factory.
274.	We are very happy that we can find books for our kids' homework.
275.	more katie kazzo books.
276.	New computers
277.	More true crime books and more biographies.
278.	The adult nonfiction section is too filled with old books. Books written before the 90's should be removed unless they're a classic of some sort. I'd like to see as much attention to the nonficiton as is given to the fiction section.
279.	more classics on books on CD
280.	More general cookbooks and less special diet or celebrity cookbooks. More of the TV

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	series DVDs, new books on crafts such as quilting and knitting.
281.	more Christian fiction
282.	Some more electronic books or books on tape.
283.	More Spanish learning materials
284.	More books by Max Lucado, books on playing poker, and the DVD "Click".
285.	video games
286.	lamps for reading by. Put them on tables
287.	modern technical materials on networking and programming.
288.	no suggestions
289.	Many of my requests for book purchases ARE fulfilled.
290.	'The Difference of Man and the Difference It Makes' by Mortimer J. Adler (Original edition preferred)
291.	more books on cd/tape
292.	a fax machine
293.	More books by Catholic authors. Both Fiction and Non-fiction.
294.	more movies and manga
295.	Please, purchase more paperbacks.
296.	continue to purchase TV show seasons that are award winning or highly popular
297.	More TV-on-DVD shows
298.	more of the little house series 2-9 and more of the Among the Hidden series 1-7
299.	Books on CD/Tape
300.	Wicked, the book
301.	more comic book graphic novels and trade paperbacks.
302.	children's educational and entertainment DVDs - as the current videotapes are gradually wearing out/degrading over time
303.	Karen Kingsbury's "Family"
304.	New furniture.
305.	More Young Adult titles on Cd
306.	DVD/videos and music on CD
307.	Fax machine for public use.
308.	I think it might be useful to have more computers in the future. More large corporations upgrade to latest software, without any thought of how expensive this might be for individuals. I use the library system when my system is down; or when a corporate upgrade has made it impossible to do business otherwise.
309.	More books on CD/DVD Books to electronically download -- longer than 24 hours
310.	Downloadable movies and music

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311.	Window dressing in the computer area that could be easily altered when necessary. Instead of turning the tables to PARTIALLY alleviate sunlight distraction. Perhaps a few blinds that could be rolled up/down to cover the 2 large most prominent windows in this area would suffice.
312.	ALL NEW NON FICTION THAT IS PUBLISHED
313.	Books that get high marks in the Ft Worth Star Telegram book reviews---often I read a review and get interested in the book and the library doesn't acquire it.
314.	More large print books
315.	More Christian fiction
316.	More DVDs for children.
317.	More anime.
318.	more Computers in adult,youth and children's area
319.	More books on CD
320.	A JOB SEARCH KIOSK WOULD BE CONVINIENT.
321.	more non-fiction tapes/cd's more male authored books on tape/cd

9. If you haven't used the Library regularly (more than once in the past 12 months) please tell us why. Please check all that apply.	
1.	use college library
2.	I have visited here.
3.	New patron at this library. Very impressed with the facility, though.
4.	I am a Hurst resident.If I cannot find what I need there, I come to your library.
5.	Sometimes I go ahead and buy books because there is too long a wait for popular copies. Also, library seems geared to the "stay at home" crowd rather than the working public.
6.	n/a
7.	Library is dated. Library grounds and landscape are deplorable and not inviting. These conditions are even more noticeable since neighboring cities have modern, well maintained library buildings with beautiful, well maintained landscape. But, then Bedford is lax in maintaining equipment, buildings, and landscape areas throughout the city. Shame on
8.	I am never sure when it is open.
9.	New to area
10.	I have not had time to read as much as I wish lately. When I go I find so much great stuff I don't want to do anything else, so I have to limit my visits.
11.	Work from 9-5 - I try to get in on my lunch hour - which is inconvenient. I have to make it on Saturday - around everything else that I cannot accomplish during the week because of work. I am glad that, at least, you have hours on Saturday.
12.	i am here weekly
13.	had moved from the area and moved back

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14.	This is just fine, now leave me alone
15.	i visit regularly
16.	Work at another Public Library so normally get my books and tapes at my work place.
17.	not applicable
18.	Because when I returned a book I was told that I marked it. I never took it out of my bag so I could not have done so or anyone else at my household. I refused to pay 15.00 or more for a book that was not checked properly before I checked it out. So I have not used the Bedford Library in over 10 years. I was very upset because my children and I used to visit the library every week. I choose to join the Euless Public Library. I have never been charged or accused of marring a book.
19.	I would like to see better microfilm reader/copiers. I can get film on interlibrary loan, but when the copier happens to be working, it and the reader don't work well.
20.	they dont have any new things there old and they need new computers and some of them are limited because they are broken and stuff like that
21.	no specific response given on paper survey (twn)
22.	Doesn't apply. I visit the library regularly.
23.I use the Library EVERYDAY.
24.	not interested for myself
25.	We had been regular visitors to the library prior to it being closed down. We used to go every 2 weeks at the very least. Now we don't go at all...have gotten out of the habit. The transitional hours were not convenient, which then evolved into us not visiting the library anymore. We need to come back, but just haven't done so yet.
26.	I work in a school and usually find materials I need there. That will not be the case soon, so I'll probably use the public library more.
27.	Since the dramatic closure, I am never sure when the library is open. This is psychological, I know. The hours now are excellent. I also wish there were an amnesty day, or fee forgiven/reduced day! Thanks!
28.	I have visited there, but it isn't convenient hours. I have a card from the Euless Public library.
29.	I work in a Jr. High Library. Will use public library more when no longer working.
30.	Got out of habit when it closed.
31.	Parking spaces are too small...always get door dings!
32.	and bad service
33.	N/A I go weekly
34.	Use it regularly
35.	I use the library when there are new books out by the authors I like
36.	Library is dated. Library grounds and landscape are deplorable and not inviting. These conditions are even more noticeable since neighboring cities have modern, well maintained library buildings with beautiful, well maintained landscape. But, then Bedford is lax in maintaining equipment, buildings, and landscape areas throughout the city. Shame on Bedford. Take a good look at your neighbors! If they could do it so could Bedford!

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37.	Why didn't you allow customer input in question 10 below? I would like to be able to download to my iPod at the library. This would be a useful and promotable service.
38.	Noticed that no minority personnel employed at all. What is wrong with this picture?

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12. What do you like best about the Bedford Public Library?	
1.	The people on staff. Very friendly. Always have a smile.
2.	It has a vast collection of Children's & Juvenile books. We homeschool, and the library has almost always had the books on the subjects we're studying. We miss the puppets.
3.	Staff is always helpful and courteous.
4.	convenient location
5.	The warm, friendly feeling.
6.	have good resources
7.	Close to home.
8.	that i can come down and use the internet free of charge and check for jobs.
9.	I like the wide selection of DVD's as apposed to the other libraries around this area.
10.	library workers' friendliness and great spirit
11.	Exceptional staff, very helpful and friendly. Great books on tape/CD collection. Easy to get in and out.
12.	none
13.	The library is user friendly and the staff is helpful.
14.	Friendliness of staff, location
15.	The staff has always been a bright spot for me. Keep up the good work and thank you for all the years of support.
16.	helpfulness of the librarians
17.	helpfulness of librarians
18.	staff is always ready and willing to help at any moment. the staff is excellent.
19.	Renew books online from home.
20.	Friendly, approachable staff. Close ties to the community. Variety in the collection offered. Display in the foyer.
21.	everything
22.	Great selection of books. Staff is friendly. Nice atmosphere.
23.	it clean quiet & friendly
24.	Study areas
25.	That it is still open
26.	everything
27.	Staff
28.	Accessable, computer system easy to navigate.
29.	New longer hours. The increase of new books, along with the variety. The staff is always friendly and helpful.

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30.	clean quiet helpful staff
31.	The selection is much better than the Hurst Public Library. The process of putting a book on hold is much easier as well.
32.	The staff and the materials
33.	I love the friendly staff. They are the best around.
34.	The children's story time and the great selection of books in the children's area.
35.	Small town feel.
36.	Great selection of books.
37.	Readily available materials, selection for size of library.
38.	Friendly, Knowledgeable staff, easy in-out access.
39.	I like the friendliness & helpfulness of the library staff & the vast collection of books.
40.	you are convenient to the area where we live. and you are in a good neighborhood.
41.	Barbara Sparks very friendly and always great too talk to. I enjoy coming in to speak with her with any concerns or commments i might have. Barbara is great of what she does and I hope she knows that she is a very imporant person to this Bedford Library. I have known for Barbara to go out of her way to help myself or even other memebers of this Library. WAY TO GO BARBARA SPARKS for a well job done.
42.	Availability of material. Usually the library has the titles (fiction/non-fiction) that I need. Ability to request material. Friendliness and helpfulness of staff.
43.	I love the location easy to get to and its clean beautiful landscaping which makes us feel welcomed.
44.	The quietness
45.	The selection of books and the friendly staff
46.	Staff is very friendly and helpful
47.	The staff. We are homeschoolers, and we use the library extensively (very). We have always found the staff to be helpful, and my children enjoy seeing them every week.
48.	I enjoy the way you have your online catalog set up (as compared to others like Hurst) because it runs quickly and efficiently, without any fuss.
49.	Friendly with a good selection.
50.	nearby - friendly staff
51.	I live close.
52.	Reading Material
53.	Just being open!
54.	location
55.	the collection and the staff
56.	Convenient location. Pleasant environment.
57.	Being able to place holds and renew items online
58.	the orderly way it is run and how comfortable it is to read in

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59.	Convience, frindleness, avaiable materials
60.	The quietness
61.	Diversity of material
62.	the staff, layout of library
63.	Solid collection
64.	Staff: always willing to help
65.	The staff- especially the children's staff and Mrs. Carrie- are so friendly and helpful.
66.	Mary and Barbara
67.	It's open!
68.	Miss Carrie's children programs are wonderful.
69.	The variety of materials and the storytimes for children.
70.	FRIENDLY STAFF
71.	I like the staff. They remember your name and always have something pleasant to say. Couldn't find a friendlier or more competent staff anywhere.
72.	It is a very personable place...the librarians are very friendly and helpful. Parking is easy and close. It is very inviting. I would hate to see too much electronically done...self-check-out, etc. I like the personal touch. I do love being able to check the catalog on the internet from home to see if what I need is available and is currently in. That really saves me time and lets me do it in the middle of the night if I want to. Also, I especially like to be able to recheck books online. That is really a convenience.
73.	How well run it is. Always greeted, staff is very knowledgable and approachable, the clean environment. we just love the Bedford Library and its staff.
74.	nothing
75.	close proximity to home easy to find materials online catalogue
76.	The people, the atmosphere, it's the best of small town attitude and big town access.
77.	It's clean & attactive, and unlike many other local libraries, it is still relatively quiet. I don't know when it became acceptable to talk in normal (or louder) voices in libraries but the Bedford library is still a place where one can usually study and read without interruption.
78.	Courteousness and helpfulness of staff
79.	I think the staff is very friendly and helpful.
80.	I love that the community comes together at the library. There is as much information there as you probably ever need. Either by book or computer. There is entertainment galore. The library is an extremely important center piece to any community.
81.	The Magazines
82.	The selection of books they have.
83.	The staff is excellent. They are always available, knowledgeable and friendly.
84.	nice selection of books
85.	It is very quiet and there are alot of books to enjoy.

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86.	Convenient - friendly staff.
87.	People are loyal to Bedford residents.
88.	I DO NOT HAVE TO WAIT 30 MINS AFTER FINISHING 30 OR 60MIN COMPUTER SESSION. I CAN SIMPLY RESERVE THE NEXT ONE, & USUALLY HAVE VERY LITTLE OR NO WAIT.AND THERE IS NO LINE TO SIT IN TO WAIT FOR THE NEXT AVAILABLE COMPUTER. THIS SETS YOU FAR ABOVE THE EULESS LIBRARY.
89.	baby story time
90.	The convenience of the location and the number of books to choose from
91.	The friendly, knowledgeable staff. Whenever I need a book recommendation or information, they are always available and extremely helpful.
92.	I like the staff. I've been using the Bedford Library since 1998 and I every time the staff has been kind, attentive, courteous, helpful. This is my favorita library. I also notice that the Bedford library is continuously organizing materials and changed their DVD shelves to save space. I am very impressed with the folks at this library.
93.	Staff
94.	Staff is helpful, children's programs
95.	We love all the children's programs. Carrie is wonderful. Keep up the great work. The library is the best thing in Bedford.
96.	The childrens library- the staff and childrens programs. The tutoring program you have in place is excellent. My grandson feels at ease, loves his tutor his grades have improved from failing last year to grades between 90 and 100. Much of this is due to the summer tutoring and weekly tutoring he is receiving during the school year. Please Keep this program in place! Thanks
97.	Good selection of books Attitude & helpfulness of staff
98.	friendly, helpful staff
99.	Friendly, helpful staff.
100.	the librarians! no doubt!
101.	Know where everything is and very friendly staff
102.	Relaxing atmosphere.
103.	The friendly staff and beautiful surrounding.
104.	The staff.
105.	Current with most new books- more so than Euless or Hurst. Keep up the good work!
106.	Good selection, friendly staff
107.	The knowledge of the staff and accessability is a resource I depend on.
108.	The availability of free classes for all ranges of ages. My mom is a Senior, and she enjoys the computer classes on Mondays. I bring my infant son to Peapods on Thursdays, and its a great learning and social setting for us. These are the kinds of things everyone should become involved in with the local library.
109.	Efficient computer system. Almost no mistakes in fines and items checked out, unlike other libraries. Very kind service. Keep it up, you're wonderful!
110.	Friendly, helpful staff. Ability to search for books online. Considering the small size of the building and the budget, this library offers a great service to the public.

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111.	Great people. Love the job they are doing. Keep up the good work!
112.	The friendly librarians -- they are really helpful
113.	Wonderfully friendly ladies
114.	Good Anime, Manga, DVD Collection - better than the HPL or EPL
115.	The ease of checking out books.
116.	people-employees-very helpful
117.	Best Seller books, employees
118.	Location
119.	The material & staff.
120.	location, Appreciate the great job, staff has done..ie closing, & budget cuts. Very professional
121.	Staff, movies, coupons.
122.	Its Books.
123.	Large Print Book Availability Effort To Bring In Best Sellers In Large Print
124.	Regarding Question 11: The library staff and the materials/programs offered by the library are good. It is the environment in which the staff must work, the materials are housed in and to which citizens of Bedford are subjected to that is a disgrace!
125.	Easy access
126.	Everything is better than ever
127.	Handy location
128.	We can always find plenty of Books everyone is so friendly & helpful.
129.	Childrens books section is getting more updated and new book
130.	location and excellent service
131.	It's people friendly
132.	Excellent choices for children's books.
133.	DVD Collection
134.	Friendly atmosphere, location relative to my home, quiet, neat & orderly. The variety of books is acceptable as are the videos, no complaint if more were available .
135.	"Our" building is lovely (except for ladies'room-it smells). The staff incredible-very special workers-the best.
136.	Employees are very helpful and work hard to keep materials on shelves
137.	It is a convenient & beautiful location.
138.	Very friendly staff.
139.	I love the staff helpfulness & friendliness
140.	Convenient location - Easy to find books
141.	It has many choices for books.

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142.	Convenient location and hours
143.	The staff is always friendly & helpful.
144.	Books
145.	Doesn't matter where you live/Great staff/Best Selections of everything
146.	Change in the DVD checking. Availability of books of tape.
147.	Friendly staff
148.	I like that the staff is always warm and welcoming when my family arrives at the library. Our library still has a very nice small town feel eventhough we are in a more populated area.
149.	The donation items up in the front by the door.
150.	The courteous staff.
151.	The friendly and helpful staff
152.	People are eager to help. Also, intra-library loan system.
153.	Friendliness & knowledge of employees
154.	books, material for children, great children's area.
155.	Thanks for the Geronimo Stilton books!! My son was thrilled to find them!! Good children's books (for young children); staff is very welcoming to my young children & always eager to help and suggest books, the attitude of the staff makes it easy for us to encourage our children to read and has helped them enjoy visiting the library. My six year old son reads & listens to chapter books but doesn't like one with all girl characters & can't handle the content of a lot of chapter books.
156.	Free Internet Use Comfortable Enviroment Good Layout of Books
157.	I -love- that DVDs, CDs, and computer resources seem to be respected as media. Of course I check out books, but optical discs and the Internet are definitely worth making available to the public. It shows a respect for all information, rather than the narrow print-media-only attitudes that I would assume some library science practicers may have.
158.	Friendly staff. Good selection.
159.	Staff Selection of books & videos.
160.	It carries things such as graphic novels and animated movies and series - I did not expect that.
161.	the staff
162.	Parking is easy - landscape is very pleasant - Staff is very friendly -
163.	People.
164.	Location
165.	The library is close to home and work. I can stop in after work to pick up what I need. The staff is always very helpful.
166.	Relaxed but very efficient
167.	The staff gets an A The building gets a C Materials get a B
168.	Location - Services

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169.	The friendliness of the library employees. The selection of books available.
170.	Friendliness - clean - well lit - & good choice of books
171.	It is still open.
172.	Fiction, new books section Location is convenient, great staff
173.	The friendliness and interest of the staff.
174.	The quality of the staff is excellent!
175.	Excellent book selection. Everyone's so friendly
176.	The extra-friendly staff and the bright, pleasant atmosphere.
177.	I can always find something I want.
178.	Close to my home.
179.	Books I like to check out are available.
180.	The books and movies, and that we don't have to wait in long lines to check out! I also like the displays of new books. I like it when a librarian recommends a book or movie too.
181.	That you are open!! pls don't ever close!!!
182.	nice employees
183.	That you can check books out for 3 weeks at a time and renew online more than once. It helps you check out more than one book at a time so that you don't have to drive back and forth so much.
184.	walking distance from my house
185.	The staff is very friendly and knowledgable.
186.	The atmosphere, the staff, the free roses for my wife(when you check out a romantic novel(but I think men should be given more choices like myster books, or non-fiction books etc..., it should not be limited to romance novels), I love the DVD section(I think its the best compared to the other libraries, very new movies y'all got). Also I enjoy the Non Fiction books on CD collection.
187.	All the special programs like tutoring, reading groups, kids stuff. Awesome childrens reading program!!!
188.	The helpfulness of the staff and availability of items.
189.	Convenience - a good financial choice
190.	Its location.
191.	seem to have most books I am looking for.
192.	The library has a very warm, cozy feeling to it. The staff is terrific, and the selections in most collections are great.
193.	the friendly, helpful staff
194.	being part of the minuteman network
195.	friendly staff. good collection. I like the new display shelving in the front. Relevant programs. TexShare access.
196.	location

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197.	The content and caring of the items available and the people that work there. Do not want to see changes or closing or outsourcing. Keep it LOCAL.
198.	Wonderful Team
199.	The service is great and I appreciate the available meeting rooms. The adult and youth programs are also a great inexpensive way to spend time with my family.
200.	The easy access from my home. The childrens section is what we come most for.
201.	THE FACILITY IS WONDERFUL AND SWEET
202.	I like that it isn't overwhelmingly large; I feel at home here. Also, it has a good children's department (storytimes, selection, etc.). Finally, I use the computers quite a bit.
203.	friendly staff
204.	excellent people who work there. knowledgable as well as friendly
205.	Excellent customer service, very friendly staff
206.	Excellent staff
207.	The staff. Their creative ideas and attitude add to our COMMUNITY's library. Our new library manager has made some great changes and seems open to new ideas. The value and worth of Bedford's library is more than just dollars and cents. Outsourcing our assets (I know the building and contents would still be ours) does not send a good message to our employees, in the library or elsewhere in the city. That would really show the employees exactly what your list of goals is worth.
208.	The children's programming is top notch. Carrie Glindeman offers the best story times of any library around. When those children walk through the door, she is cheerful and interested in each one. She listens to how their day was and treats them like they are important. The new library manager is superb and very approachable. Overall..I think Bedford has the best staff of any library.
209.	Employees
210.	The service excellant
211.	Books
212.	Good materials - friendly staff
213.	The staff is excelletn. Always friendly & helpful.
214.	It's location and relaxed friendly atmosphere. Workers are helpful and knowledgable.
215.	The friendly and helpful staff
216.	Friendliness, helpfulness.
217.	The friendly staff and the good collection of new books and bestsellers. Overall a very good library.
218.	The staff were excellent to my family and I.
219.	Friendly workers.
220.	Close to home
221.	Certainly glad that the City has been able to reopen the facility.
222.	Books on Tape (particularly the CD collection)

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223.	It is handy to where I live and the hours are getting better to fit my schedule.
224.	Friendly people, good atmosphere,
225.	It's location.
226.	They have the newest books available.
227.	It's new hours.
228.	close to home
229.	book hold system
230.	The staff and the books
231.	Good location
232.	Helpful friendly staff
233.	It's easy to find the items I'm looking for.
234.	The environment is very warm; the staff is so welcoming and helpful and taking time to look through books and other media is leisurely because of the bright atmosphere that encourages knowledge and reading.
235.	The staff! They are all so friendly and helpful!! They make the library great.
236.	It feels good - I am comfortable coming in
237.	The helpful, competent staff. Ability to get foreign language books. Copying machines always work.
238.	Accessable internet
239.	The staff are very helpful and pleasant
240.	internet acess
241.	very friendly staff
242.	Very friendly and helpful staff.
243.	I love this library. I always find something new and different. My kids love all the new books and movies.
244.	Its quiet
245.	changes made during the past year
246.	The staff, who have maintained their good attitude toward patrons despite the extreme, unnecessary, unforgiveable hardships the city has put them through the past three years.
247.	I like the amount of facilities in bedford collge and the staff are very friendly and helpful.
248.	Free Wireless
249.	THE COMPUTERS AND YOUNG ADULT BOOKS
250.	i like all the choices

251.	It's a nice place to visit. Staff is helpful and friendly. I like the kids' collection.
252.	Friendly Staff

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253.	Friendly staff, comfortable atmosphere. Thank You for your great public service!!
254.	The library and staff form a central part of our community. It's a very warm and welcoming place to visit. Without the quality library we have, Bedford is just a place to house people. The library truly gives Bedford a sense of community.
255.	The friendly staff and the multiple children's programs.
256.	DVDs
257.	Lots of community activities that I like.
258.	How busy this library is! It's crowded but cozy and comfortable. The staff is always nice and helpful.
259.	Location
260.	Location
261.	The atmosphere is warm and the employees are extremely friendly. They make coming into the library a pleasure.
262.	Convenient location. Friendly staff.
263.	Location.
264.	staff is most helpful and very friendly. they make you feel like you are a bother to them and they know their stuff.
265.	everyone is always friendly and willing to help
266.	The best thing about the library is the staff. They always can help me find things quickly and they always do with a smile. The library is the best service that my tax dollars are spent on.
267.	The online services; being able to place a hold and being able to renew online. The purchase of books from best sellers list.
268.	Excellent library overall, no complaints
269.	It has a wide variety of books and media
270.	THE CHILDREN'S SECTION, THE ADULT FICTION BOOKS, AND THE PROXIMITY TO MY HOUSE
271.	Being able to order and hold books online; renew on line. This is convenient for the working person.
272.	I like that I can usually find what I want quickly. I really like the coupon program!
273.	The staffs are very helpful and friendly.
274.	The location.
275.	I think the staff is friendly, knowledgable. I like the outside of our library, I think it's inviting. And I love having a library in the town where I live!
276.	location/access
277.	The selection is extremely varied and wonderful. Also, the staff is always friendly and always remembers who I am and what my needs are.
278.	Jean E Green is a very helpful and personal person. Everytime I go to the library, I can count on JEan E to help me with my interests, and she is great to converse with as well. She has helped me in so many ways that I cannot begin to describe them.

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279.	everything now leave me alone
280.	friendly helpful staff
281.	Friendly staff and casual atmosphere. Comfortable surroundings. Good selection of audio books and new releases. Staff willingness to help.
282.	quiet-- good place to come for me to unwind,read,surf internet, etc Staff has ALWAYS been helpful and informative when I've had a question....
283.	Good selection of books.
284.	Easy to find things in the building.
285.	The friendliness of the entire staff.
286.	The staff is very friendly and helpful.
287.	The staff is helpful and friendly. The Library has very current materials (movies & newly released fiction).
288.	the staff is great I love that you try to keep up with everything (books, CDs, DVDs, technology, etc.
289.	The programs for my kids.
290.	We are so delighted that the library is open.
291.	Employees are very friendly and courteous.
292.	It's close to home, I can look online to see if they have a book I'm looking for before making a trip to the Library, and I can also view my account online and remind myself when books are due.
293.	The people are great. The selection of books is very good—considering the size of the facility. It is well laid-out and kept in good condition.
294.	Good lighting
295.	Staff is usually helpful.
296.	free internet service...
297.	Convenience, great location, and the staff is ALWAYS friendly and helpful even at their most busiest. In this day and age of poor service I TOTALLY commend these great folks on their service...Thank you very much it means a lot.
298.	The library staff
299.	convenience, location, and surroundings
300.	The friendly staff.
301.	How close it is to my house.
302.	Books. Online catalogue. Online record check.
303.	Barbara a great hard worker Knows how to be a leader
304.	The staff who are friendly and helpful-although sometimes I feel they could use more training.
305.	Friendly, helpful staff. Welcoming and comfortable atmosphere. Forgiving fines on the first day! Good location.
306.	I like they way the staff and volunteers help me. You're doing great!

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307.	Location
308.	The staff.
309.	it doesnt matter which of the mid cities that you live in, you can still be accomodated here and this library has a better selection of dvd's than any of the others
310.	some staff are good
311.	Your holds for popular books and the large type print books
312.	The staff is always friendly and willing to answer or find the answer to any question. The atmosphere is cozy and welcoming. It isn't hard to find what I need even when you have had to rearrange the books. The books you have for donations are easy to pay for and available every day instead of one sale a year.
313.	Abiltiy to renew books online
314.	I've been going there ever since I was little so I like that it's homey and I know the staff.
315.	To be able to have a library of ur own to come to a warm and knowledgable staff.
316.	The people are always very helpful and nice.
317.	It has a comfortable atmosphere and the staff are very friendly and helpful.
318.	The friendly hardworking staff.
319.	Friendliness of the staff. Bedford staff is much friendlier and more helpful than the Hurst Library.
320.	Friendly and very helpful.
321.	The friendly, helpful staff & a very warm atmosphere.
322.	The Librarians.
323.	Open, inviting, well organized
324.	It's convenient; the staff is friendly and helpful.
325.	Staff & a very pleasant place to come to
326.	Wonderful, friendly staff! Great programs for adults and children! When I need help with research I get it. At bookstores they just point you in the general direction and don't help you dig through books for what you need.
327.	Computers. good programs for the whole family. Everyone is so friendly & helpful
328.	The people primarily--always friendly & helpful.
329.	the employees
330.	location
331.	DVD selection
332.	It's my neighborhood library which as supplied years(15) of joy for and so affordable.
333.	helpful staff / friendly, internet, dvds, bestsellers
334.	location and the staff, they are kind, friendly and helpful.
335.	It's near my house
336.	The Friendly, well-informed & helpful library staff. Please do <u>EVERYTHING</u> [everything

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	is underlined three times] possible to keep them. They help make this library so much better than the others in the area.
337.	Mostly great staff -- older white haired lady is sometimes rude.
338.	Friendliness & accessibility
339.	It's all good-Great Job!
340.	The variety of the music. I have explored and enjoyed a wide range of music that I could never afford to do. I sometimes go to the other libraries in HEB to check their music collection. I always leave with the realization that my Bedford library is the best.
341.	Friendly Knowledgable Staff
342.	the people who work here
343.	The material selection and the great customer service I receive every time I visit. The knowledgeable staff, that can always find an answer for me.
344.	wonderful staff--very friendly, very professional
345.	Friendliness
346.	Friendliness of the staff and they ability to help answer questions.
347.	The friendliness of the staff & the proximity of the childres area to the front of the building.
348.	It's a home away from home providing us [word illegible] a world of literature, history, science, music, art, etc. The staff is polite & helpful.
349.	The children's and youth programs, and the availability of materials on so many different subjects.
350.	I like the way the staff and volunteers associate and help you.
351.	The friendlyness of the people who work here.
352.	It is free source of boundless information.
353.	My family and I have greatly appreciated and enjoyed the kids programs such as the story times and the trick or treating around the library for Halloween. I also appreciate the fact that the staff are very personable to both me and my children and that they go the extra mile to help them find what they want.
354.	The plesant attitude of the staff. It is meeting my present needs.
355.	It is a convenient place for me to come and study and there are always people who know what they are doing to help me with research materials.
356.	the staff & location, DVD's
357.	The staff is friendly & helpful.
358.	location
359.	Great staff. location
360.	The people that make up this staff are ALWAYS helpful. They always recommend excellent books. They know what they are doing and I appreciate their suggestions and professionalism.
361.	Staff is great! Youth collection very good and up to date.
362.	customer service

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363.	some of my friends go and some of the staff are nice...
364.	Convenience and ease of use.
365.	convenient; internet catalog & access to my account
366.	The friendly staff
367.	It smells good!
368.	DVD selection, New Non-Fiction section
369.	Convenient area.
370.	Excellent assortment of books; orders lots of new ones.
371.	Convenience
372.	the librarians
373.	its location
374.	access
375.	That it's here. A terrific resource.
376.	The people working at the library are great.
377.	The staff. They're incredibly helpful, even when my questions may seem self evident.
378.	The atmosphere, the location, the size.
379.	Location--it is very conveniently located for me.
380.	...the voting booths...that you did have. and computers. ...excellent staff members.
381.	It is a good place for my daughter to bring my grandchildren. They need help and they seem to think you are the greatest.
382.	The librarians are the best asset this city has.
383.	The staff is most helpful in locating what I need. They are also friendlier than other libraries in the area.
384.	Friendly staff, lots of selection, good programs for kids, the blood drive.
385.	Great staff. Friendly, helpful and caring.
386.	I can almost always find the materials I am looking for.
387.	Every staff member that I have encountered has been not only knowledgeable, but also extremely friendly. My questions are never considered stupid and I feel they go the extra mile for my needs. I also enjoy all of the programs that the library participates in and contributes. I think it adds an extra dimension to this wonderful community and is something I have found other libraries do not do.
388.	convenient location to my house
389.	The workers are so helpful and friendly. They are willing to stop whatever they are doing to greet you, assist you, and even to have a conversation with you. They are true people-persons. I have not found this at any other library in the area.
390.	I like that people are friendly there
391.	I love all of the activities for little ones! My son LOVES the bead block in the children's area.

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392.	friendliness of staff, book organization
393.	It is nearby.
394.	That I can check books out for a 3 week period and allowed to renew online for additional 3 week periods.
395.	Simply that we have it! I love going to the library!!
396.	Everything. Love it all.
397.	the warmth and friendliness of most of the librarians and the help of the Youth director and friendliness of her.
398.	I like the size and feel of the library. It is not too big, yet there is room to move around and find a comfortable place to study or read. It has a community feel to it. The people who work there are awesome too!
399.	the friendly staff who have stuck in there through the budget fiasco and tried to make the library the best they could without the resources they need!!!
400.	Usually has what I am looking for. Nice, friendly atmosphere. Great employees. Nice, helpful and approachable.
401.	Excellent staff.
402.	online capability to see my library record and to be able to put books on hold.
403.	The children's books and media.
404.	Friendly staff
405.	The new manager is great! She has lots of energy, lots of great ideas and open to new ideas/opinions.
406.	I like the atmosphere of the Bedford Public Library and the friendly people.
407.	Good feeling with lots of light, friendly staff and always helpful staff.
408.	Its cozy and it has the abilities that I need on a regular basis. The staff is friendly and I enjoy the trees around the location.
409.	Our boys love going to the library and we love seeing them excited about reading!
410.	It is convenient for me and meets my needs.
411.	Knowledgeable, helpful staff
412.	Until things started moving around, it was always easy to find what I wanted. I realize things are still moving - but please put up some temporary signs at least! A Map - either online or at the doors - might be useful.
413.	I love the library and all it's wonderful resources that are available for myself and my kids, but most of all I love the people who work there. They are always so friendly and helpful.
414.	Always has helpful staff.
415.	Its books and staff.
416.	Quiet atmosphere; helpful staff; reliable internet access
417.	Friendly staff
418.	The staff is friendly.

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419.	convenience
420.	Pleasant atmosphere and helpful staff.
421.	That it is open!
422.	Staff Collection
423.	it is very convient for me...location wise...look forward to the new and improved...i hope we will have a cafe in the new building...love my library...keep up the good work...
424.	The fact that Bedford has one.
425.	The friendly people.
426.	helpful, friendly, expert staff.
427.	The staff!!
428.	I do like the staff. They are always knowledgeable.
429.	The friendliness of the staff
430.	ThE knowledgeable staff.
431.	The staff is incredible. Vey knowledgeable and helpful
432.	The location. The staff (most of the time). It's size. Easy to locate material.
433.	Wonderful and friendly staff.
434.	The collection is very current and maintained in good condition. The BPL staff is outstanding. They are always willing to help me with any questions, research, or other assistance I may have.
435.	Friendly, helpful staff
436.	Easy access and friendly staff
437.	The staff is always ready to assist you. The open friendly atmosphere when you enter the library.
438.	Size, location & the fact that it's generally not too crowded...
439.	study areas
440.	warm and community feeling to it--this is new
441.	Good fiction collection.
442.	I like the childrens selection
443.	Location
444.	They never give me a hard time about always having overdue books.
445.	i like that I can go into the building and automatically be able to find what i want.
446.	Staff that has known me for years, your great collection and ease of reserving and rechecking online, etc.
447.	nothing
448.	It has a very welcoming atmosphere. The staff is very helpful and friendly.
449.	Friendliness of Staff

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450.	the staff is very friendly and the selection of movies and books.
451.	I think the magazines and newspapers are the best.
452.	The selection of books
453.	I am so pleased that the library has the book discussion group. I love getting out to talk with others about the title of the month. Jeannie is so excited about the books and it inspires the whole group. I have been attending the group for several years and since she has been involved we have such lively discussions. The group is so much more organized and I love the new bookmarks that have the book covers and meeting dates. I also, enjoy using the library following the group meeting. Jeannie is my personal librarian, sharing new books and movies. The library and the staff are a very important part of my retirement life. You just keep getting better. Thank you so much.
454.	I like the friendly, professional attitude of the staff. They are always glad to help with whatever you need. We are very fortunate to have such loyal, dedicated people working there.
455.	The friendly and helpful staff, the online catalog, selection of the collection has improved in the non-fiction sections and the children section.
456.	The staff is very friendly and helpful.
457.	The new layout and overall appearance is great.
458.	The friendly atmosphere
459.	It's been my library for almost 24 years, and I love it. The best thing, to me, is that they do their best to be current in media offerings--books on CD, etc. I use those a lot--can't focus on driving unless I'm listening to a book. I told the staff one day I have a phobia--the fear of running out of reading material!
460.	1. The staff is friendly and helpful. 2. It's nearby and easy to get in and out.
461.	The tutoring program for kids. This has been the best thing for my kids and my wallet. The tutors are great, they get my kids to do their homework without throwing a fit. The librarians in the childrens area are fantastic for making the program. They are wonderful with the tutors and the kids.
462.	i would like the staff
463.	The staff is very nice and helpful
464.	Variety of books, and movies. Sufficient study areas, plenty of computers, and staff is friendly and helpful.
465.	They have a great selection process. When I read an intriguing review of a new book, I find the Bedford library already has it or it is on order. Extensive collection; close to home; offers great service
466.	most helpful and knowledgeable staff in the area
467.	convenient location
468.	The online features are very convenient, such as reviewing my account, placing a book on hold and the ability to review the library catalog.
469.	The people
470.	internet access, books on CD, DVD collection
471.	variety
472.	The staff

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473.	It's open!
474.	everything is good
475.	Service and location
476.	I like the friendliness and helpfulness of the staff. I think their dedication to serving our community is exceptional, especially considering the library closure and uncertainty they have and are currently undergoing. We are fortunate to have the quality of professionalism this group of people bring to our community. May I just add that I have friends from other surrounding towns who prefer to use the Bedford library because of its quality.
477.	Their collection of books
478.	I can access my account on the internet, place items on hold, and all the other online features.
479.	Every time that I ask for help, the staff is very helpful.
480.	The ability to put a hold on items online. I am glad we can now put 5 items on hold.
481.	free rent
482.	closeness to home
483.	I like the convenient location.
484.	You have dvd's.
485.	THE STAFF!! They are genuinely interested in the library patrons. They help everyone, adult and child, find books they enjoy and find information they need. They resolve problems in a professional, cheerful manner. They are interested in the lives and interests of their patrons and buy many books, CD's, etc. that meet those interests. Their expertise and education make them invaluable resources. Without them the library would be just a book warehouse.
486.	It's FREE !!!
487.	I can't limit it to just one thing - the folks who work there are so nice and willing to help, but there is always a wonderful selection of current books. Also, I love the landscaping in the front. I love our library!
488.	The staff is friendly and helpful. My child likes using the library.
489.	The friendly atmosphere, the amount of materials available for checkout, and the location.
490.	The staff.
491.	great staff
492.	The people who work here are the best.
493.	Friendly atmosphere
494.	The staff is absolutely fabulous. I love the DVD resources of both new and old movies.
495.	The friendliness of the staff. I am a young person and sometimes it is rare for me to get the kind of respect and help I need from those older than me. The staff here is eager to offer their assistance and I appreciate it. Great job:)
496.	the friendliness of most of the staff
497.	The library usually has what I am looking for, and I love the online abilities.

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498.	Location and online catalog
499.	it is convenient, friendly employees, 3 week checkout of materials
500.	The friendly, knowledgeable staff
501.	Bedford library is better than the libraries in Hurst, Euless or Colleyville.
502.	Colorful but cozy library with a friendly knowledgeable staff.
503.	The quickly response and friendly.
504.	not crowded waiting
505.	Regarding Question 11: The library staff and the materials/programs offered by the library are good. It is the environment in which the staff must work, the materials are housed in and to which citizens of Bedford are subjected to that is a disgrace!
506.	Service from librarians is uniformly excellent. I would say the library is the best part of living in Bedford; which has some of the highest taxes, and lowest standard of city services in the Metroplex.
507.	Friendliness Many new books available
508.	The staff! Very knowledgeable, helpful and friendly!
509.	The friendly & helpful staff.
510.	Staff is friendly and very helpful. Comfortable atmosphere.
511.	The people who work there.
512.	Because it's in my neighborhood and they obtain new books on a timely basis.
513.	close to home
514.	Great staff, first rate customer service, not like other libraries in the area.
515.	ALL employees are excellent in every respect. Computers function well, and again, employees are very helpful if and when necessary.
516.	YOUR PEOPLE
517.	The staff---informed and eager to help. I always leave the library with a smile on my face even if the books I wanted weren't in! I really look forward to being there as the staff creates a very comfortable environment.
518.	I like the friendly, knowledgeable staff. For a library of such small size, the collection is excellent. You have done remarkably well with the staff, materials and building size.
519.	Friendly and helpful staff
520.	Good location, good selection, B&N shelves are nice
521.	The general welcoming atmosphere and the competent, knowledgeable staff.
522.	The convenience and availability of information for research.
523.	My children love Miss Carrie's story times. They get a kick when Soho the puppet visits.
524.	Best customer services from Adult, youth, children's desks and circulation desk
525.	The staff is friendly and professional. They go out of their way to be helpful. The collection includes the types of materials that I want to read and view.
526.	Location

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527.	I love this library. Please don't mess with something that is not broken.
528.	easy access, current literature
529.	The staff is very friendly.
530.	The staff. They are very friendly and helpful.
531.	The friendliness of everyone.
532.	The easy internet access.
533.	excellent staff. close to home. internet access. books on tape and cd collection.

Addendum E

Community Focus Group Responses

STRENGTHS

Access to Information

- Computer Access
- Information Center
- Research Help
- Texshare
- Reciprocal program with other cities
- Work well with teachers

Collection

- CD and DVD collection (3)
- Children's Collection (3)
- Diversity in materials (3)
- Improved collection (3)

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- Large Print Selection
- Collection genre separated out
- Magazines available to checkout

Community

- Educated population
- Community support
- Patron growth in Bedford

Customer Service

- Great staff – Friendly, creative, professional, responsive staff (8)
- Full-service in a self-service world (4)
- Welcoming atmosphere (4)
- Key tag cards (2)
- Busy, bustling library (2)
- More hours – open Saturday & Sunday (2)
- Suggestion box works (2)
- Fines are reasonable

Facility

- Central location (3)
- Artwork, display cases (4)
- Efficient use of space (2)
- Signage (2)
- Clean
- Land to grow available
- Landscaping
- Meeting rooms available
- Parking

Leadership

- Friends of the Library – proactive, short story contest, evening with the author, books for sale (5)
- Library Manager listens, flexible, and progressive (4)

(Leadership continued)

- Library Advisory Board & Chair are involved & passionate (3)
- American Library Association support

Programs

- Great programs – all ages & variety (3)
- Kids summer reading program
- Preschool programs
- Tutoring program

Technology

- Reserves for materials (4)
- Improved website (2)
- New & improved computers (2)
- On-line capabilities; renewals (2)
- Library Elf (free email notification system)
- Wireless Access (Wifi)

WEAKNESSES

Access to Information

- Not enough cooperative access to materials
- Not enough databases (Lexus, Nexus)

Collection

- Need more books - aviation, historical biographies, crafts, investment, Spanish, other languages (7)
- Need more large print materials (2)
- Need more DVDs
- Need to checkout artwork
- Very dated fiction collection

Customer Service

- Pay for services used

Facility

- Limited parking, safety issues (5)
- Poor lighting (2)
- No drive by book deposit
- Not enough space
- Need study rooms (4)
- Signage for no cell phones
- Left turn from L. Don Dodson risky (2)
- More manipulatives for preschoolers
- No programs for grandparents bringing pre-k users
- Programs create parking lot and space issues
- Lack of branch facility operations
- Limited meeting room space

Leadership

- Outsourcing issue detracts from planning/forward movement (5)
- Council liaison does not communicate needs/issues from Library Board

Programs

- Limited access for homebound/nursing home residents (3)
- Lack of outreach/bookmobile (2)
- Need program for special population (book selection/paired reading)
- Limited tie in within library to programs in Bonnie Finn room

Technology

- Need automated checkout for patrons
- Not enough computers
- Not enough outlets for wifi users

OPPORTUNITIES

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Access to Information

- **Consortium with Hurst and Eules (interlibrary loans, co-op program)**

Business Friendly

- Incorporating library into business/community center (3)
- Bulletin Board (services/ads)
- Business Center (faxing, scanning etc.)
- Bedford Business Directory

Collection

- Downloadable books (2)
- Electronic books
- Checkout artwork (2)

Customer Service

- "Go Fetch" – more extensive library services for people with limited mobility in locating materials

Facility

- New building, more space (4)
- Comfortable seating areas
- Research area
- ATM
- Small group rooms
- Meeting rooms for scouts
- Plan city services/activities so that library would be more prominently located
- Separate Children's Area (32)
- Install a coffee shop (2)
- Drive through book drop that is covered, well lit/safe at night
- Book themed playground
- Game room (2)

Funding

- Endowments & grants (42)
- Amazon Wishlist
- Bookfairs for fundraising
- Wedding/Memorial Gift donation opportunities
- Create system for ease of donation
- Online auction
- Tie-in with bookstore (naming opportunity for Borders)
- Foundation to raise money (2)
- Publicize donors
- Grant researcher/writer (2)
- Wal-mart

Marketing

- Friends of the Library Membership Drive (2)
- Information Kiosk
- Library as a source of visibility for city, quality of life, attractive to businesses (high tech)
- Online web links to videos of library activities
- Promote wireless access

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- Publicize library through "Welcome Wagon"
- Put information about programs/opportunities (other than web)
- Tap into Bedford community with increased library visibility
- Water bill for library opportunities
- Ways to draw people to Bedford

Outreach

- **Apartments**
- Homebound delivery/book return (2)
- **Storefront in south part of Bedford**
- Outreach to nursing homes/assisted living facilities (5)
- **Bookmobile (2)**

Partnerships

- Businesses (4)
- Educational entities (8)
- HEB ISD (2)
- Homeowner Associations

Programs

- Author events
- Children's program-etiquette, language, education movies, reading celebrations (4)
- Coffeehouse night (music/poetry)
- Community outreach
- Contests
- ESL classes (3)
- Family programs in the evening and weekends
- Field trips (3)
- Genealogy research
- Life skill programs (2)
- More programming for special populations
- Multicultural programs (2)
- Mentoring/tutoring program (2)
- Local living history documentation/lecture (2)

(Programs continued)

- Teen programs
- Nominate neighbor for home town hero
- Educational movies

Technology

- More computers
- More computer classes
- Computer center for library across the street
- More power outlets for wireless laptop users

Volunteer Program

- Directory of volunteer opportunities with searchable database (6)
- Library Ambassador Program
- Opportunity to work off library fines through volunteering
- Teen Volunteers
- Volunteer Coordinator

OBSTACLES

Leadership

- Lack of City Council support (4); Threat of outsourcing has been a huge distraction – has wasted time and resources and challenged staff morale. (3);
- Hesitant city staff
- Lack of a comprehensive plan for community development which would make the library part of a bigger picture (Suggestion was to create a municipal center made up of City Hall, etc., plus the library (either location) plus Fire Station 1)
- Lack of city-wide Coordinator of Volunteers
- Morale of library staff

Divided Expectations

- Bookstore concept controversy
- Library as a revenue-producing department vs. a core service
- Community perception of expansion varies

Funding

- Lack of money; inappropriate funding (4)
- Weak business climate
- Lack of corporate partners
- Increased rental property is changing the tax roll (Investors buy older homes cheaply, refurbish them simply, and then rent them out.)

Facility

- Too small; lack of space (4); we need at least 25,000 – 30,000 sq. ft.
- Need for a new building
- Lack of full-service drive-up book drop/window (3)
- Lack of parking
- Current location results in risky entrances/exits of parking lot (Hills hide on-coming traffic.)
- Frontage – New bldg. should face Bedford Rd. to create a sense of municipal area with the Fire Station and OBS.

Updating Technology

- Lack of self-checkout option
- Challenge of exploring technology appropriate to new building

Library Image

- Extensive negative publicity for the city and library in recent years
- Out-of-date concept of “library” and related services (2)
- Public’s inability to distinguish between reference staff, clerks, shelvers, etc.
- Library is taken for granted.

Changing Demographics

- Aging population – need courier service or book mobile to “deliver” to them
- Increased rental property is changing city demographics

Support from Individuals

- Not enough Friends of the Library (2)
- Bedroom community – commuting affects sense of community, availability to participate in library activities or as volunteer.
- Already busy schedules force people to choose from among options like attending library events, volunteering, joining the Friends, etc.

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- Lots of other competition for residents' involvement and monetary support
- Lack of volunteers
- Perception of "volunteers" – "Library ambassadors" is more dignified. (Note: residents need to be able to distinguish between volunteers and paid staff. Some clothing item or special name badge might help.)
- Apathy; lack of community involvement
- Lack of voter awareness

Communication Challenges

- Lack of community awareness
- Lack of outside marquee and inside electronic board
- No community newspaper
- Existence of competing major DFW newspapers results in less overall coverage rather than more
- Challenges to promoting the library, its services and its activities; need more options and outlets
- Lack of communication among the city's boards & commissions

Addendum F

Community Focus Group Analysis

Area	Comment	Information	Status
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Area	Comment	Information	Status
Access to Information	Not enough cooperative access to materials	<ul style="list-style-type: none"> BPL has reciprocal agreements: Blue Mound, Euless, Hurst, Haltom City, North Richland Hills, Richland Hills, Watauga. BPL is a member library of Texshare that allows our patrons access to over 698 libraries in Texas. TexShare, a statewide consortium of academic libraries, public libraries, and libraries of clinical medicine administered by the Texas State Library and Archives Commission, employs traditional and innovative strategies to resource sharing. In addition all Texshare member libraries are required to issue free library cards to any Texas resident. 	BPL Does
Collection	Electronic books	<i>The library has access to 30,000 electronic books through the Texshare Database. Patrons must register for a free account at the library.</i>	BPL Does
Customer Service	“Go Fetch” – more extensive library services for people with limited mobility in locating materials	<i>Library staff is always available to assist patrons in reaching, carrying or fetching books. We will also help patrons carry them out to their cars. The library is trying to get a wheelchair donated for patrons to use.</i>	BPL Does
Facility	Signage for no cell phones	<i>There are signs throughout the library asking patrons to respect others and that the lobby is cell phone friendly area.</i>	BPL Does
Facility	No programs for grandparents bringing Pre-K users	<i>All children’s programs are open to grandparents. The library has weekly storytimes for preschoolers. In the summer, weekly movies are offered in the afternoon.</i>	BPL Does
Facility	ATM	<i>There is an ATM in the lobby provided by My Credit Union. My Credit Union is the City of Bedford Employee Credit Union.</i>	BPL Does
Facility	Small group rooms	<i>The library has a boardroom that can be used by study groups when it is not booked by the library or non-profit organizations.</i>	BPL Does
Funding	Endowments & grants (4)	<i>BPL has successfully obtained \$13,115 in competitive grants this year. We are always looking for grants that can enhance our library without excessive reporting requirements that cost more staff time than the money you receive.</i>	BPL Does

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Area	Comment	Information	Status
Funding	Amazon Wish list; create system for ease of donation	<i>The library has an Amazon Wish list for DVDs and music CDs. We also have an Alibris List for books. These donation accounts were revised so that there is minimal impact on workflow for processing the materials. Information on the programs is available on the website and a bookmark.</i>	BPL Does
Funding	Wedding/Memorial Gift donation opportunities	<i>BPL has a Memorial Gift Donation Program. Information is available on the website or by calling Cher'e Bradford 817-952-2330.</i>	BPL Does
Funding	Publicize donors	<ul style="list-style-type: none"> • <i>We do press releases when we have large donations. Last year when Barnes and Nobles donated over \$21,000 of display shelving, the Star Telegram wrote a story. We also had signs on the display shelving recognizing their donation.</i> • <i>The Library needs to develop a system to consistently publicize the wonderful support the library receives from the Friends of the Library.</i> 	BPL Does
Marketing	Publicize library through "Welcome Wagon"	<i>The Library Newsletter and Library Service brochure are included in the "Welcome Packet" given out to new residents by the City of Bedford.</i>	BPL Does

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Area	Comment	Information	Status
Marketing	Put information about programs/opportunities (other than web)	<ul style="list-style-type: none"> • <i>The Library sends press releases to the media, Bedford Channel, HEB ISD, Home School Association, partners and the Bedford Apartment Managers Association.</i> • <i>Posters, flyers and bookmarks are distributed at city facilities, the library and mailed to daycares/private schools. Last year, a printer capable of printing color posters was purchased to enable us to improve the quality of our flyers, posters and handouts.</i> • <i>When appropriate we visit the HEB Chamber of Commerce, the Bedford Hotel Association, the Bedford Apartment Managers Association or the Bedford Elementary Schools.</i> • <i>Proclamations and announcements are made at City Council Meetings to publicize and promote programs.</i> 	BPL Does
Marketing	Water bill for library opportunities	<i>The Community Focus Group was advertised in the water bill.</i>	BPL Does
Marketing	Ways to draw people to Bedford	<ul style="list-style-type: none"> • <i>Through the Friends of the Library and a North Texas Regional Library System Grant, the library hosted (2) author events with Pat Summerall & Tim Madigan, a Short Story Contest for children and adults, and a Harry Potter Birthday Party.</i> • <i>The Library also held a Dr. Seuss Super Sunday Celebration in March as a part of the Read Across America Campaign that attracted (600) six hundred Dr. Suess fans.</i> 	BPL Does
Outreach	Apartments	<i>The Library emails program information to apartment managers belonging to the Apartment Manager's Association. The Community Services Supervisor has attended new resident meetings when invited by apartment communities. Many apartments publish information about library programs in their newsletters.</i>	BPL Does

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Area	Comment	Information	Status
Partnerships	Educational entities (8)	<ul style="list-style-type: none"> • <i>The Library and the HEB ISD have an established relationship. The HEB ISD has partnered on two successful grants. The Library sends staff and Library Board members to all Bedford Elementary Schools for Kindergarten Kickoff and Summer Reading Club. The Library supported the HEB's BookBlast in May.</i> • <i>The library sends flyers about programs and the Summer Reading Club to private schools in the area.</i> • <i>Daycares and Summer Camps are invited to attend programs and sign up for tours. They also receive press releases and flyers about library services and programs.</i> 	BPL Does
Programs	Contests	<i>The Friends of the Library have sponsored two Short Story Contests and a How Harry Potter Story Ends Contest this year. Suggestions for additional contests are welcome at the monthly Friends of the Library meeting held on the third Thursday of the month at 7 pm.</i>	BPL Does
Programs	Need more programs for special population (book selection/paired reading)	<i>A Library Buddy Program is available to assist children with homework, reading, math and TAKS preparation. Children with special needs may enroll in this program. However, the teen volunteers have no training to help special needs children.</i>	BPL Does
Programs	Author events	<i>The Friends of the Library sponsor author events three to four times a year. Featured authors include Mark Gimenez (Suspense), Pat Summerall (Biography), Britta Coleman (Christian Fiction) and Tim Madigan (Friendship with Fred Rogers). These events are held at the beautiful Old Bedford School and include author reception, book signing and presentation.</i>	BPL Does

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Area	Comment	Information	Status
Programs	Children's program-etiquette, language, education movies, reading celebrations (4)	<ul style="list-style-type: none"> • <i>The library has a robust children's program with 5 story times offered each week for infants and preschoolers.</i> • <i>Movies are offered every Tuesday afternoon and Saturday afternoon for families at the library during the summer.</i> • <i>The library hosted a Dr. Suess Celebration in March and will host a Harry Potter Party on Tuesday, July 31st.</i> • <i>Please contact our Community Services Supervisor with suggestions for programs by calling 817-952-2370 or email jgreen@ci.bedford.tx.us</i> 	BPL Does
Programs	Life skill programs (2)	<ul style="list-style-type: none"> • <i>The Community Services Supervisor actively provides programs on life skills and interest. This year she has offered programs on finding scholarships, disaster preparedness, Internet safety, reading problems, school issues and gardening.</i> • <i>The Library successfully obtained a grant from the North Texas Regional Library System to purchase laptop computers to offer computer classes on the weekends and evenings. Our Information Resources Supervisor is currently offering classes on computer basics, word, Internet and email.</i> • <i>The Library is fortunate to have two volunteers (Don Heyler and Michael Merriweather) who offer free Internet classes for beginners and seniors on Monday and Tuesday mornings.</i> 	BPL Does
Programs	Multicultural programs (2)	<ul style="list-style-type: none"> • <i>The Friends of the Library sponsored a storytelling program about the Underground Railroad during Black History Month.</i> • <i>Multicultural themes are often included in story times.</i> • <i>Ideas and resources for Multicultural Programs can be sent to jgreen@ci.bedford.tx.us.</i> 	BPL Does

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Area	Comment	Information	Status
Programs	Mentoring/tutoring program (2)	<i>Our award winning Library Buddies Program pairs academically successful teens with children needing assistance with homework, reading, math or TAKS preparation during the school year and summer.</i>	BPL Does
Volunteer Program	Teen Volunteers	<i>The library provides many opportunities for teen volunteers.</i>	BPL Does
Volunteer Program	Volunteer Coordinator	<i>Cher'e Bradford is the Volunteer Coordinator for the library.</i>	BPL Does
Collection	Very dated fiction collection	<i>The BPL has withdrawn outdated and worn fiction works the past eighteen months. We have also started ordering paperback books and created a new romance collection. The library has a book lease plan that allows us to get multiple copies of bestsellers and popular titles that are then added to the collection. The library spent approximately \$35,000 on fiction books this fiscal year.</i>	Complete
Funding	Book fairs for fundraising	<i>BPL has explored hosting a book fair. However, the staff time involved is greater than the donation received. We are working with Barnes & Noble and Borders to have a library discount day.</i>	In Progress
Library Image	Out-of-date concept of "library" and related services (2)	<i>The Library recently published a 5 year business plan that is available on the website. The Library Board and staff will be revising the Business Plan and goals based on the input from the annual library satisfaction survey and the Community Focus Group.</i>	In Progress
Marketing	Promote Wireless	<i>The library needs to do a better job of promoting this service. We currently are listed on website directories as a free hot spot, have information on the website, developed a Business Brochure listing this service and placed a symbol on the doors of the library. However, we have not listed this service on the Bedford Channel or promoted it at the high schools and Tarrant County Community College.</i>	In Progress
Partnerships	Homeowner Associations	<i>Some Homeowner Associations use the library meeting rooms for the meetings. We do need to improve communication with these groups.</i>	In Progress
Technology	More computer classes	<i>Computer classes are offered two mornings a week and on Monday nights. A volunteer is needed to offer classes on weekends.</i>	In Progress

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Area	Comment	Information	Status
Volunteer Program	Library Ambassador Program	<i>This is an excellent idea. The Library Business Plan set a goal to have a Library Academy to educate the public on the library much like the CERT and Citizen's Academy do for police and fire.</i>	In Progress
Facility	Limited parking, safety issues (6)		New Building
Facility	Not enough space; new building, more space; Too small; lack of space; Need at least 25,000 – 30,000 sq. ft. (9)		New Building
Facility	Need study rooms (4)		New Building
Facility	Limited meeting room space	<i>The library has two meeting rooms available to non-profit organizations. Please contact Cher'e Bradford for more information at 817-952-2330.</i>	New Building
Facility	Separate Children's Area (3)	<i>Current building set-up does not allow us to do this.</i>	New Building
Facility	Install a coffee shop (2)	<i>The library staff has looked into the possibility of adding a coffee shop. Adding a coffee shop would require extensive renovation or the loss of the boardroom. Two area libraries have recently closed coffee shops because the businesses could not make a profit.</i>	New Building
Facility	Drive through book drop that is covered, well lit/safe at night; Lack of full-service drive-up book drop/window (5)	<i>Voters approved bond money for a new library in 2001.</i>	New Building
Facility	Game room (2)	<i>A teen center would be the ideal place for a game room. Current building does not have the space.</i>	New Building
Facility	New bldg. should face Bedford Rd. to create a sense of municipal area with the Fire Station and OBS.	<i>This requires a design plan by an architect.</i>	New Building
Facility	Programs create parking lot and space issues	<i>The library staff recognizes that programs do bring in extra people and apologize for the inconvenience to patrons. Our schedule of events is posted on our website www.bedfordlibrary.org and in our monthly newsletters.</i>	No Action

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Area	Comment	Information	Status
Facility	Research area	<i>The library has tables throughout that can be used for research. However, we do not have a quiet room or materials to support a college level academic curriculum.</i>	No Action
Facility	Meeting rooms for scouts	<ul style="list-style-type: none"> • <i>Scout groups are encouraged to call Community Services to book a tour of the library. We love helping scouts earn library badges.</i> • <i>Non-profit organizations may book meeting rooms for special occasions. However, Non-profit organizations cannot book rooms for ongoing meetings that are scheduled on a regular basis.</i> 	No Action
Marketing	Online web links to videos of library activities	<i>There is no one currently on staff with expertise to film. We are exploring the possibility of blogs and podcasts.</i>	No Action
Programs	ESL classes (3)	<ul style="list-style-type: none"> • <i>The library does not have sufficient meeting space to dedicate a room to this purpose.</i> • <i>The Fort Worth ISD offers free ESL classes at the Martin Methodist Church. Referrals are also made to area literacy providers.</i> • <i>The Library does have ESL materials available for checkout including the popular Ingles Sin Barreras Series.</i> 	No Action
Collection	Checkout artwork (3)	<i>BPL checked out artwork program ended in 1992 due to the age of the artwork, space storage issues and lack of popularity.</i>	Not Recommended
Technology	Computer center for library across the street	<i>Bridging the digital divide is a core service of the Library. A separate building would reduce amount of support from staff that assist and troubleshoot computers. Relegating computers to a building across the street reduces the exposure of library materials and reduces circulation.</i>	Not Recommended

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Area	Comment	Information	Status
Collection	Need more books - aviation, historical biographies, crafts, investment, Spanish, other languages (7)	<ul style="list-style-type: none"> • <i>Our Information Supervisor is in the process of updating the non-fiction collection. We always welcome suggestions for specific titles in any area.</i> • <i>Due to the growing Hispanic population in North Texas, the Library began purchasing Spanish books this past fiscal year and created a separate area for all Spanish language materials.</i> • <i>At this time, we have not had any demand for other languages and will evaluate it each year.</i> 	Ongoing
Funding	Wal-Mart Literacy Grants	<i>The library received \$1,000 dollars from Wal-Mart June of 2006 that was used toward the purchase of an Early Literacy Computer. Each summer they support the reading club with the donation of (5) five \$50 gift certificates for the grand prize.</i>	Ongoing
Funding	Lack of corporate partners	<i>The library seeks many corporate donors who assist with programs throughout the year. However, we have no major corporate contributors with the exception of Wal-Mart and Sam's Club.</i>	Ongoing
Library Image	Bookstore concept controversy	<i>The Library has adopted many merchandizing techniques and strives to create a comfortable environment employed by bookstores. However, bookstores do not have to process, re-shelve or repair materials. Their staffing is based on an output model. The mission of a bookstore is to sell books while the library must purchase materials and electronic resources to meet the informational needs of the community.</i>	Ongoing

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Area	Comment	Information	Status
Library Image	Public's inability to distinguish between reference staff, clerks, shelvers, etc.	<p><i>The Library is blessed with a staff whose average tenure is (7) years. Non-degreed staff has many years of on the job experience and attend many continuing education courses allowing them to ably assist the public. All staff recognizes the importance of referring inquiries they are unable to answer to the appropriate staff person. There are currently (4) librarians with a Master's in Library Science in key positions. However, customer service at the Bedford Public Library is exceptional due to the tremendous wealth of experience and dedication of all staff members.</i></p>	Ongoing
Marketing	Friends of the Library Membership Drive (2)	<p><i>The Friends of the Library meetings are held on the third Thursday of every month and are open to the public. Individuals with ideas on membership drives are invited to join and help us out. We always need more Friends.</i></p>	Ongoing
Marketing	Tap into Bedford community with increased library visibility (3)	<ul style="list-style-type: none"> • <i>The Library purchased a street banner last year to promote the Summer Reading Club. The banner is put up for two weeks in June to advertise the club at the Harwood and Forest Ridge intersection.</i> • <i>The Library had a booth at 4th Fest and did a short survey to reach non-traditional library users.</i> • <i>Ideas are always welcome and can be put in the suggestion box at the library or on the website.</i> 	Ongoing
Programs	Family programs in the evening and weekends	<ul style="list-style-type: none"> • <i>The library offers special events on evenings and weekends for families including summer movies, holiday parties and reading celebrations.</i> • <i>During the school year, the library coordinates the Library Buddies tutoring program on Monday and Wednesday nights and Saturdays.</i> • <i>In the past, weekly family programs held on evenings and weekends have not been well attended due to competition from school events, afterschool and weekend activities and birthday parties.</i> 	Ongoing

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Area	Comment	Information	Status
Programs	Teen programs	<ul style="list-style-type: none"> • <i>The Community Services Supervisor is a mentor in Trinity High School's Trojan Talks.</i> • <i>Academically successful teens are used in our Library Buddies Program.</i> • <i>Teens are recruited to support the Summer Reading Club, special events and programs.</i> • <i>Teens regularly volunteer in the library to shelve books, assist with craft preparations and miscellaneous assignments.</i> • <i>Teen volunteers are a great asset to the library and become great ambassadors for the library.</i> • <i>The library is considering offering movies geared for this age group. Volunteers are needed to help with supervision.</i> 	Ongoing
Collection	Need more large print materials (2)	<i>The aging Baby Boomers are increasing the demand for large print items. The library is planning on purchasing more large print materials in the 2007/2008 Fiscal Year. The Library Budget must be approved before a final allocation can be assigned since adult books are purchased out of the same account.</i>	Pending City Council Approval
Collection	Need more DVDs	<i>BPL has increased the Audio Visual budget from \$18,000 to \$24,500 (a 36% increase) for the upcoming fiscal year.</i>	Pending City Council Approval
Collection	Downloadable books (2)	<i>BPL has set aside \$5000 for Downloadable Books in the 2007/2008 Fiscal Year Budget.</i>	Pending City Council Approval
Facility	Comfortable seating areas	<i>The library has a supplemental budget request to replace the upholstered chairs in the 2007/2008 Fiscal Year Budget.</i>	Pending City Council Approval

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Area	Comment	Information	Status
Volunteer Program	Directory of volunteer opportunities with searchable database (6)	<ul style="list-style-type: none"> <i>The Library has a list of volunteer job descriptions. We have not advertised for volunteers since this is a budgetary issue. All city departments are required to background check and drug test all volunteers. Due to Worker's Compensation liability, adult volunteers who will be doing physical work are required to undergo a physical and occupational testing.</i> <i>The Library has a supplemental budget request for 2007/2008 to fund (30) volunteers, a volunteer tracking system and marketing materials.</i> 	Pending City Council Approval
Facility	Lack of branch facility operations		Referred to City Council
Facility	Plan city services/activities so that library would be more prominently located		Referred to City Council
Funding	Grant researcher/writer (2)	<i>Pursuing grants takes staff time and effort. Larger libraries have a grant writer on staff that is dedicated to finding money.</i>	Referred to City Council
Funding	Lack of money; inappropriate funding (4)		Referred to City Council
Funding	Increased rental property is changing the tax roll and demographics of the city		Referred to City Council
Library Image	Library as a revenue-producing department vs. a core service		Referred to City Council
Leadership	Outsourcing issue detracts from planning/forward movement (12)		Referred to City Council

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Area	Comment	Information	Status
Outreach	Storefront in south part of Bedford	<i>A facilities study is usually conducted to determine whether additional branches are needed in the community. Branches increase the cost of staffing, maintenance, utilities, programming and collection. Storefront branches require rent and a van to transport materials.</i>	Referred to City Council
Volunteer Program	Opportunity to work off library fines through volunteering	<ul style="list-style-type: none"> • <i>This might be an option for teen volunteers since they are not required to submit to background checks and drug testing.</i> • <i>This is not an option for children due to liability. However, it might be possible to have them log reading minutes in exchange for working off fines.</i> • <i>Fines and fees are set by City Council any action would require City Council approval. All fines and fees collected by the Library go into the General Fund.</i> 	Referred to City Council
Programs	Nominate neighbor for home town hero	<i>We like this idea.</i>	Referred to City Council and Friends of the Library.
Facility	Left turn from L. Don Dodson risky (3)		Referred to City Manager
Funding	Tie-in with bookstore (naming opportunity for Borders)	<i>I am not sure what the implications are for other city facilities and need to check with the City Attorney, City Manager and City Council.</i>	Referred to City Manager
Marketing	Lack of communication among the city's boards & commissions		Referred to City Manager
Marketing	Library as a source of visibility for city, quality of life, attractive to businesses (high tech)		Referred to City Manager & Economic Development
Leadership	Hesitant city staff; Library staff morale		Referred to City Manager and City Council
Facility	Poor lighting (2)	<i>Facilities improved lighting in the parking lot in spring of 2006. At this time, it is not clear whether the building can increase load on electrical panel.</i>	Referred to Facilities
Programs	Field trips	<i>This is an interesting concept but one more suited to the Senior Center or Parks and Recreation.</i>	Referred to other departments

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Area	Comment	Information	Status
Facility	Book themed playground	<i>This idea has a lot of potential. We will need to investigate what something like this would cost including the upkeep and maintenance would cost.</i>	Referred to Parks & Recreation
Funding	Online auction	<i>This is a good idea to research and may be best implemented by the Friends of the Library.</i>	Research
Funding	Foundation to raise money (2)	<i>Some libraries have converted their Library Advisory Boards into foundations. More research is needed in terms of legalities with City Charter and setting up a 501 C-3.</i>	Research
Marketing	Use MySpace, Facebook and blogs to market library to digital natives.	<i>Public libraries nationwide are incorporating social networking tools to market the library to reach digital natives who are more comfortable with computers, texting and instant messaging. In order to be relevant in the future, libraries must adapt their marketing and outreach plans to implement technologies in innovative and safe ways.</i>	Research
Outreach	Limited access for homebound/nursing home residents (9)	<ul style="list-style-type: none"> • <i>Outreach to seniors must improve but library staff is overextended with current programs and activities. This requires volunteers who must be background checked and drug tested. The City Attorney would need to examine liability issues in case of a car accident while transporting materials or providing a program.</i> • <i>The Community Services Supervisor met with residents at Primrose Gardens to issue library cards and provide information on the HEB Transit, which can provide transportation for seniors to doctor appointments, the grocery store, Senior Center and the Library.</i> • <i>The Senior Center and the Library are discussing setting up a virtual branch where books could be delivered to the Senior Center as a pickup site. This project is one that is complicated and involves staff time and resources from two departments.</i> 	Research

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Area	Comment	Information	Status
Programs	Coffeehouse night (music/poetry)	<i>This sounds like a wonderful program. It would be good if we could find a local arts group to coordinate the program and the library could provide the meeting room on a monthly basis.</i>	Research
Programs	Educational Movies	<i>This is a great idea and we may use this to enhance current programming.</i>	Research
Programs	Local living history documentation/lecture (2)	<i>Please send ideas and contacts to jgreen@ci.bedford.tx.us.</i>	Research
Access to Information	Not enough databases (LexisNexis)	<ul style="list-style-type: none"> • <i>LexisNexis is not available to state or public libraries for subscription.</i> • <i>BPL has access to 50 databases with the TexShare Database Program that provide a wealth of electronic database resources throughout the state at a significant cost savings. These electronic databases are powerful research tools available 24 hours a day in the homes or offices of registered patrons of the Library. They provide full-text articles from journals, newspapers, magazines, and many other sources. Entire books can even be read while on-line. Database topics include homework help for students, health information, business information, biography and genealogy, as well as literature and archival information.</i> • <i>The library also subscribes to REF USA, Plunkett's Research, Novelist and Novelist for kids.</i> 	Wish List
Facility	More manipulatives for preschoolers	<i>The library would love to have more manipulatives for preschoolers and accepts donations.</i>	Wish List
Marketing	Information Kiosk; Lack of outside marquee and inside electronic board	<i>The Library staff and Library Board both would love to have these marketing tools. The Hurst Public Library has used these effectively. To date we have felt that we had other priorities that need to be funded ahead of these items.</i>	Wish List

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Area	Comment	Information	Status
Outreach	Lack of outreach/bookmobile (4)	<i>Bookmobiles are a wonderful way to do outreach and promote the library within the community. However, they are expensive and require additional staff to make sure that there is a Return on Investment for this large budgetary item. Bookmobiles cost hundreds of thousands of dollars, require staff with a Commercial Driver's License, a minimum of two people at all sites for safety, ongoing maintenance and fuel.</i>	Wish List
Outreach	Homebound delivery/book return (2)	<i>This is a wonderful service that might be implemented with a corporate sponsor/grant and a group of volunteers or money for postage. At this time we do not have those resources.</i>	Wish List
Programs	Limited tie in within library to programs in Bonnie Finn room	<i>The location of the Bonnie Finn Room sometimes makes it difficult to attract people within the library to participate in the program. A public announcement system would help promote programs in the library before they start.</i>	Wish List
Programs	Genealogy research	<i>The library provides access to genealogy databases through the Texshare Databases. However, genealogy research requires specialized materials, electronic resources and staff training that are very expensive. It is also a collection that requires additional space to house.</i>	Wish List
Technology	More computers (2)	<ul style="list-style-type: none"> • <i>The library needs more computers but cannot add them without adding an electrical panel. The current building was designed in 1987 before computers were widespread.</i> • <i>The library does offer free wireless access, which has reduced the demand on Public Access Computers since patrons can bring in their own laptops to access the Internet, email and word processing.</i> • <i>Laptop users will be able to print from their laptops by September 2007.</i> 	Wish List
Technology	Not enough outlets for wireless laptop users (2)	<i>The current electrical panel is at capacity and is unable to support more outlets without adding an additional panel.</i>	Wish List

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Area	Comment	Information	Status
Technology	Automated self-checkout for patrons (2)	<ul style="list-style-type: none"> • <i>Self-checkout stations are approximately \$19,000 dollars per unit. Implementation of a successful self-check solution would require removal of the current circulation desk to obtain maximum efficiency and Return on Investment.</i> • <i>The library staff recommends that self-checkout be implemented with RFID Technology so that patrons do not have to deal with a system that requires a line of site barcode reader.</i> • <i>Self-check reduces customer service and the ability of staff to find out if a patron has found what they needed, market programs & services.</i> • <i>Target has not implemented self-check units because management recognizes that one cashier can checkout an average of (4) customers in the same amount of time it takes one person to check himself or herself out.</i> 	Wish List