



**City of Lake Dallas
Library Advisory Board
Regular Meeting
Lake Dallas Public Library
302 S. Shady Shores Rd, Lake Dallas, TX 75065
Monday, July 27, 2020 at 6:00 PM
Agenda**

Pursuant to Governor Greg Abbott’s temporary suspension of various provisions of the Texas Open Meetings Act, and in an effort to protect the health and safety of the public, members of the public will not be admitted to the meeting room to attend the meeting. Members of the public who desire to listen to proceedings of the meeting may dial the following toll-free number and, when prompted, enter the following Meeting ID #, beginning at 5:45 p.m. to join the meeting:

Dial In: 877 853 5247 US Toll-free

Meeting ID#: 842 0962 3794

Password: 638721

Video Conference:

<https://us02web.zoom.us/j/84209623794?pwd=WW1hNEtIZnZCMmlyUFE4N1N4cUFtdz09>

Any person wishing to provide comments during Item 2 – Citizen Agenda & Public Comment, or on any matter to be considered on this agenda, should email such comments to the Library Director at nmcadams@lakedallas.com by 3:00 p.m. on Monday, June 27, 2020.

1. Call to Order & Determination of Quorum

2. Citizen Public Comment – An opportunity for citizens to address the Library Board on matters which are or are not scheduled for consideration by the Board. The Texas Open Meeting Act prohibits deliberation by the Board of any subject which is not on the posted agenda, therefore the Board will not be able to discuss or take any action on items brought up during the citizen presentations. Citizen presentation will be limited to five (5) minutes per person.

3. Approve Minutes from June 22, 2020.

4. Review Financials

5. Planning and Development

- a. Discuss Staff Changes
- b. Discuss Strategic Planning Goals
- c. Discuss Home School Initiatives / Curriculum

6. General Items

- a. Receive a Report on Summer Reading Program
- b. Receive a Report on Summer Programs Attendance

7. Announcements and Future Agenda Items

8. Adjournment

I certify that the above notice of this meeting posted on the bulletin board at City Hall of the City of Lake Dallas, Texas on or before July 24, 2020 at 5:00 p.m.



Codi Delcambre, TRMC
City Secretary

As authorized by Section 551.071 of the Texas Government Code, this meeting may be convened into closed executive session for the purpose of seeking confidential legal advice from the City Attorney on any agenda item listed above or herein.

If you plan to attend this public meeting and you have a disability that requires special arrangements at this meeting, please contact City Secretary's Office at (940) 497-2226 ext. 118 or fax (940) 497-4485 at least two (2) working days prior to the meeting so that appropriate arrangements can be made.

**State of Texas
Denton County
City of Lake Dallas**

The Lake Dallas Library Board met in regular meeting on June 22, 2020 in the Lake Dallas Public Library, 302 S. Shady Shores Road, with notice of the meeting given, as required by the Title 5, Chapter 551.041 of the Texas Government Code. Board Member Heath Boehm called the meeting to order at 6:05 p.m.

1. Roll Call

Cyndi Buckingham	Board Member 2
Neva Sudderth	Board Member 3
Heath Boehm	Board Member 4
Madelyn Johnson	Board Member 5
Shirley Nichols	Shady Shores Ex-Officio Member

Absent

Andi Nolan	Councilmember
Cara Rupe	Board Member 1

Staff Person: Library Director Natalie McAdams

2. Citizen Public Comment

3. Approve Minutes from May 26, 2020.

Motion to approve the minutes from May 26, 2020.

Ayes: Board member Boehm, Johnson, and Buckingham.

Noes: None

Motion Passed

4. Review Financials

5. Planning and Development

- a. Discuss Changes in Service & Operations

No action taken.

- b. Discuss Summer Reading Program

No action taken.

- c. Discuss STEM Kits

No action taken.

6. General Items

- a. Receive a report on the Lake Dallas Public Library's 2020 Accomplishments and 2021

Goals

No action taken.

7. Announcements and Future Agenda Items

8. Adjournment

Heath Boehm adjourned the meeting at 7:03 PM.

Natalie McAdams, Library Director

Cara Rupe, Chairperson

City of Lake Dallas
Statement of Revenue and Expenditures

Original Budget
 For General Fund (01)
 For the Fiscal Period 2020-9 Ending June 30, 2020

Account Number	Current Budget	Current Actual	Annual Budget	YTD Actual	Remaining Budget %
Transfers Expenditures					
01-13-59100 Transfer to Special Revenue Fund	0.00	0.00	5,000.00	0.00	100.00%
Total Transfers Expenditures	0.00	0.00	5,000.00	0.00	100.00%
Total Police Expenditures	0.00	92,522.44	1,780,837.79	1,238,250.50	30.47%
Library Expenditures					
Personnel & Benefits Expenditures					
01-14-51000 Salaries-Full Time	0.00	2,815.17	64,628.00	45,070.90	30.26%
01-14-51010 Salaries-Part Time	0.00	4,463.20	56,402.74	36,024.38	36.13%
01-14-51104 Longevity	0.00	0.00	144.00	144.00	0.00%
01-14-51105 FICA/Medicare Tax	0.00	142.63	1,774.66	1,262.83	28.84%
01-14-51106 Unemployment Tax	0.00	80.34	972.00	721.98	25.72%
01-14-51107 Worker's Compensation	0.00	31.40	673.15	277.55	58.77%
01-14-51108 Group Health Insurance	0.00	492.04	8,050.56	5,919.16	26.48%
01-14-51109 Retirement/TMRS	0.00	1,185.48	18,358.59	10,474.38	42.95%
Total Personnel & Benefits Expenditures	0.00	9,210.26	151,003.70	99,895.18	33.85%
Supplies Expenditures					
01-14-52000 Office Supplies	0.00	0.00	1,000.00	937.11	6.29%
01-14-52201 Operating Supplies	0.00	237.78	1,000.00	1,020.53	(2.05%)
01-14-52202 Postage & Shipping	0.00	97.44	1,000.00	339.23	66.08%
01-14-52203 Printing	0.00	387.80	3,300.00	1,967.88	40.37%
01-14-52204 Uniforms	0.00	0.00	250.00	74.95	70.02%
01-14-52205 Advertising	0.00	0.00	2,000.00	1,372.04	31.40%
01-14-52206 Travel & Training	0.00	0.00	2,500.00	1,930.55	22.78%
01-14-52207 Dues & Memberships	0.00	375.00	5,000.00	4,896.05	2.08%
01-14-52212 Flowers/Gifts/Paques	0.00	0.00	100.00	0.00	100.00%
01-14-52215 Library Books/Materials	0.00	2,085.04	20,000.00	10,161.48	49.19%
01-14-52216 Telephone-Mobile	0.00	41.35	540.00	249.36	53.82%
Total Supplies Expenditures	0.00	3,224.41	36,690.00	22,949.18	37.45%

City of Lake Dallas

Statement of Revenue and Expenditures

Original Budget
 For General Fund (01)
 For the Fiscal Period 2020-9 Ending June 30, 2020

Account Number	Current Budget	Current Actual	Annual Budget	YTD Actual	Remaining Budget %
Contractual Services Expenditures					
01-1-4-53301 Utilities	0.00	403.77	12,750.00	6,008.34	52.88%
01-1-4-53323 Security System	0.00	72.02	820.00	568.50	30.67%
Total Contractual Services Expenditures	0.00	475.79	13,570.00	6,576.84	51.53%
Maintenance Expenditures					
01-1-4-54400 Facilities Maintenance	0.00	675.69	2,500.00	1,492.23	40.31%
01-1-4-54406 IT Maintenance	0.00	1,142.35	17,700.00	11,651.18	34.17%
Total Maintenance Expenditures	0.00	1,818.04	20,200.00	13,143.41	34.93%
Capital Outlay Expenditures					
01-1-4-55506 Capital Outlay-Buildings/Facilities	0.00	0.00	16,000.00	0.00	100.00%
Total Capital Outlay Expenditures	0.00	0.00	16,000.00	0.00	100.00%
Total Library Expenditures	0.00	14,728.50	237,463.70	142,564.61	39.96%
Animal Services Expenditures					
Personnel & Benefits Expenditures					
01-1-5-51000 Salaries-Full Time	0.00	3,867.45	86,577.60	61,158.47	29.36%
01-1-5-51010 Salaries-Part Time	0.00	1,613.04	23,804.35	19,142.65	19.58%
01-1-5-51101 Overtime	0.00	68.64	5,000.00	3,146.18	37.08%
01-1-5-51104 Longevity	0.00	0.00	144.00	144.00	0.00%
01-1-5-51105 FICA/Medicare Tax	0.00	112.98	1,673.04	1,199.75	28.29%
01-1-5-51106 Unemployment Tax	0.00	29.04	810.00	638.18	21.21%
01-1-5-51107 Worker's Compensation	0.00	258.76	7,211.37	3,750.18	48.00%
01-1-5-51108 Group Health Insurance	0.00	1,780.53	24,409.08	16,514.98	32.34%
01-1-5-51109 Retirement/TMRS	0.00	890.27	17,307.29	9,353.27	45.96%
Total Personnel & Benefits Expenditures	0.00	8,620.71	166,936.73	115,047.66	31.08%
Supplies Expenditures					
01-1-5-52000 Office Supplies	0.00	0.00	200.00	291.87	(45.94%)
01-1-5-52201 Operating Supplies	0.00	(430.33)	4,500.00	4,054.59	9.90%
01-1-5-52202 Postage & Shipping	0.00	0.00	50.00	27.70	44.60%

City of Lake Dallas
Statement of Revenue and Expenditures

Original Budget
 For Library Donations (33)
 For the Fiscal Period 2020-9 Ending June 30, 2020

Account Number	Current Budget	Current Actual	Annual Budget	YTD Actual	Remaining Budget %
Revenues					
Revenues					
Undefined Sub-Type Revenues					
33-00-47470 Interest Income - Special Revenue DFS	0.00	1.46 \$	125.00 \$	74.24	40.61%
33-00-48230 Library Contributions	0.00	1,292.40	2,000.00	1,769.78	11.51%
Total Undefined Sub-Type Revenues	0.00	1,293.86	2,125.00	1,844.02	13.22%
Total Revenues	0.00	1,293.86	2,125.00	1,844.02	13.22%
Total Library Donations Revenues	\$ 0.00	\$ 1,293.86	\$ 2,125.00	\$ 1,844.02	13.22%
Expenditures					
Library Expenditures					
Contractual Services Expenditures					
33-14-53344 Library Donations Expenses	0.00	150.00 \$	3,000.00 \$	257.22	91.43%
Total Contractual Services Expenditures	0.00	150.00	3,000.00	257.22	91.43%
Total Library Expenditures	0.00	150.00	3,000.00	257.22	91.43%
Total Library Donations Expenditures	\$ 0.00	\$ 150.00	\$ 3,000.00	\$ 257.22	91.43%
Library Donations Excess of Revenues Over Expenditures	\$ 0.00	\$ 1,143.86	\$ (875.00)	\$ 1,586.80	281.35%



Strategic Planning Focus

Community Wants

- Better Physical Collection
- More Open Hours (partially addressed)
- Better Signage
- More Color in the Building (partially addressed)
- Larger Building
- New Chairs (addressed)
- Activity Kits for Checkout (addressed - ongoing)

Community Needs

- Internet Access
- Computers
- Educational Materials
- Job Readiness Resources
- Small Business Help
- Information on City Business / Government
- Health / Food / Nutrition
- Recreation

Mission Statement

It is the mission of the Lake Dallas Public Library to connect community members to the resources they need to create, to learn, and to grow.

Vision Statement

The Lake Dallas Public Library seeks to be the heart of our community by providing the space, the resources, and the technology our current and future citizens need to thrive.

Areas of Focus

As library staff begin the Strategic Planning process, let us know the top four areas where we should focus our attention.

1

2

3

4

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 01, 2019 2:48:39 PM
Last Modified: Friday, November 01, 2019 2:51:49 PM
Time Spent: 00:03:10
IP Address: 71.252.129.42

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Fair
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Don't Know / Not Applicable
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Availability of Books on Tape/CD/Hoopla download

Q5 How could the library or its services be improved, if at all?

More Books on Tape/CD/Hoopla download

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

The customer service I've received at the library has always been fantastic. The people you have working there are the greatest!

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 01, 2019 2:51:24 PM
Last Modified: Friday, November 01, 2019 2:53:01 PM
Time Spent: 00:01:37
IP Address: 107.77.197.64

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Never**

Q3 How would you rate each of the following library services?

Customer Service	Don't Know / Not Applicable
Collection (Books, DVDs, Music, Newspapers, Etc.)	Don't Know / Not Applicable
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Don't Know / Not Applicable
Hours of Operation	Don't Know / Not Applicable
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Don't Know / Not Applicable

Q4 What do you value most about the library?

Glad there is one for the community. I do most my reading in audio books.

Q5 How could the library or its services be improved, if at all?

N/A

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

N/A

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 01, 2019 3:04:25 PM
Last Modified: Friday, November 01, 2019 3:05:35 PM
Time Spent: 00:01:10
IP Address: 108.19.226.34

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Fair
Collection (Books, DVDs, Music, Newspapers, Etc.)	Fair
Programs (Classes, Storytime, ESL, Etc.)	Fair
Online Services (Website, Catalog, Databases, App, Etc.)	Fair
Computers and Printers	Good
Internet Access	Good
Facilities	Fair
Hours of Operation	Fair
Meeting/Study Room	Fair
Overall, how would you rate the library?	Fair

Q4 What do you value most about the library? **Respondent skipped this question**

Q5 How could the library or its services be improved, if at all? **Respondent skipped this question**

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, November 02, 2019 10:13:30 AM
Last Modified: Saturday, November 02, 2019 10:15:34 AM
Time Spent: 00:02:03
IP Address: 99.203.23.76

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?
 Reading/story time. Nice and helpful employees and volunteers.

Q5 How could the library or its services be improved, if at all? **Respondent skipped this question**

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, November 02, 2019 7:02:21 PM
Last Modified: Saturday, November 02, 2019 7:03:19 PM
Time Spent: 00:00:57
IP Address: 207.119.53.132

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Poor
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Good
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Poor

Q4 What do you value most about the library? **Respondent skipped this question**

Q5 How could the library or its services be improved, if at all? **Respondent skipped this question**

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 05, 2019 4:02:23 PM
Last Modified: Tuesday, November 05, 2019 4:13:06 PM
Time Spent: 00:10:42
IP Address: 107.77.198.127

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Fair
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Good
Internet Access	Good
Facilities	Fair
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Fair

Q4 What do you value most about the library?

Programs for all ages

Q5 How could the library or its services be improved, if at all?

Signs to direct patrons to specific sections; color on the walls (maybe from local artists or patrons)

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 06, 2019 9:01:17 AM
Last Modified: Wednesday, November 06, 2019 9:03:19 AM
Time Spent: 00:02:02
IP Address: 47.44.57.115

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Good
Hours of Operation	Excellent
Meeting/Study Room	Good
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The friendly and helpful staff and the number of programs.

Q5 How could the library or its services be improved, if at all?

You need a bigger facility to handle the growth in library patrons.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Keep up the great work!

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 08, 2019 3:20:43 PM
Last Modified: Friday, November 08, 2019 3:22:23 PM
Time Spent: 00:01:40
IP Address: 107.77.201.186

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

Customer service

Q5 How could the library or its services be improved, if at all?

More selections

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Everyone is super nice!

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 08, 2019 5:52:40 PM
Last Modified: Friday, November 08, 2019 6:03:56 PM
Time Spent: 00:11:16
IP Address: 174.82.99.135

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Poor
Programs (Classes, Storytime, ESL, Etc.)	Fair
Online Services (Website, Catalog, Databases, App, Etc.)	Fair
Computers and Printers	Good
Internet Access	Good
Facilities	Fair
Hours of Operation	Fair
Meeting/Study Room	Fair
Overall, how would you rate the library?	Fair

Q4 What do you value most about the library?

How helpful the staff is

Q5 How could the library or its services be improved, if at all?

Although I know its a small area sometimes I wish it were bigger so we have better selection of books movies and such.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 08, 2019 6:53:57 PM
Last Modified: Friday, November 08, 2019 6:55:18 PM
Time Spent: 00:01:21
IP Address: 71.12.41.251

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Good
Internet Access	Good
Facilities	Good
Hours of Operation	Fair
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?
 Friendly, Helpful

Q5 How could the library or its services be improved, if at all?
 Longer hours

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 08, 2019 7:26:13 PM
Last Modified: Friday, November 08, 2019 7:30:34 PM
Time Spent: 00:04:21
IP Address: 47.38.251.220

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Good
Hours of Operation	Excellent
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Being able to check out books movies and many other things for free. I also enjoy classes there.

Q5 How could the library or its services be improved, if at all?

I feel the library would be improved with a new building which is larger and has enough room to accommodate Library functions as well as functions of a Civic Center and a new building which is representative of our community and not a little corrugated metal building. I know it cost money to build and we should find a way to raise it.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, November 10, 2019 7:37:14 AM
Last Modified: Sunday, November 10, 2019 7:40:19 AM
Time Spent: 00:03:05
IP Address: 207.119.52.234

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?
 Classes

Q5 How could the library or its services be improved, if at all?
 More connected with LDISD reading programs for summer

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 13, 2019 6:33:36 PM
Last Modified: Wednesday, November 13, 2019 6:36:37 PM
Time Spent: 00:03:00
IP Address: 99.203.86.117

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Good
Internet Access	Good
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

Nice and quite. Enjoy being part.

Q5 How could the library or its services be improved, if at all?

None

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

None

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, November 18, 2019 12:19:27 PM
Last Modified: Monday, November 18, 2019 12:20:55 PM
Time Spent: 00:01:28
IP Address: 209.64.0.98

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

We love the book options, dvd rentals and the events you all have.

Q5 How could the library or its services be improved, if at all?

No ideas.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Thank you for being our wonderful Library!

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 9:01:59 AM
Last Modified: Tuesday, December 03, 2019 1:37:31 PM
Time Spent: 04:35:31
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Good
Internet Access	Good
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Good

Q4 What do you value most about the library? **Respondent skipped this question**

Q5 How could the library or its services be improved, if at all?
 Doing good

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:38:10 PM
Last Modified: Tuesday, December 03, 2019 1:38:37 PM
Time Spent: 00:00:27
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The people

Q5 How could the library or its services be improved, if at all?

Everything is great

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:38:43 PM
Last Modified: Tuesday, December 03, 2019 1:40:09 PM
Time Spent: 00:01:25
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Good
Internet Access	Good
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

quality service, very helpful staff, hours are good, located in neighborhood!

Q5 How could the library or its services be improved, if at all?

Allow Hickory Creek residence to use library w/o having to pay \$25 and getting reimbursement from City for a card.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:40:12 PM
Last Modified: Tuesday, December 03, 2019 1:40:59 PM
Time Spent: 00:00:46
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Fair
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Fair
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

the overall collection of books

Q5 How could the library or its services be improved, if at all?

non

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

maybe you could start closing at 5 instead of 4

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:41:02 PM
Last Modified: Tuesday, December 03, 2019 1:41:40 PM
Time Spent: 00:00:38
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

location, good service, good selection

Q5 How could the library or its services be improved, if at all?

n/a

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:41:45 PM
Last Modified: Tuesday, December 03, 2019 1:42:22 PM
Time Spent: 00:00:37
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Don't Know / Not Applicable
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library? **Respondent skipped this question**

Q5 How could the library or its services be improved, if at all?

n/a

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:42:28 PM
Last Modified: Tuesday, December 03, 2019 1:43:05 PM
Time Spent: 00:00:37
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The wide array of services and neatness of facility.
progressive.

Q5 How could the library or its services be improved, if at all?

N/A

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Director is great.

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:43:09 PM
Last Modified: Tuesday, December 03, 2019 1:44:09 PM
Time Spent: 00:01:00
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Daily**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Don't Know / Not Applicable
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Fair
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

wifi access to the internet

Q5 How could the library or its services be improved, if at all?

allow VPN access to the internet. Allow Russian sites to be accessed.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

open Monday.
Extended hours on Friday and Saturday.

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:44:13 PM
Last Modified: Tuesday, December 03, 2019 1:45:14 PM
Time Spent: 00:01:01
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Excellent customer services. The people/staff

Q5 How could the library or its services be improved, if at all?

Maybe the chairs at the computers

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Excellent resource for community
Excellent staff
Very useful programs for all ages
Maybe let more people know about this wonderful place.

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:45:19 PM
Last Modified: Tuesday, December 03, 2019 1:45:50 PM
Time Spent: 00:00:30
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

Computers

Q5 How could the library or its services be improved, if at all?

Open Monday

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Staff is awesome

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:45:55 PM
Last Modified: Tuesday, December 03, 2019 1:46:29 PM
Time Spent: 00:00:33
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Good
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Friendly staff always willing to help and get you what you need

Q5 How could the library or its services be improved, if at all?

Open on Mondays

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:46:33 PM
Last Modified: Tuesday, December 03, 2019 1:47:03 PM
Time Spent: 00:00:29
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Helpful Staff

Q5 How could the library or its services be improved, if at all?

N/A

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Respondent skipped this question

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:47:06 PM
Last Modified: Tuesday, December 03, 2019 1:47:41 PM
Time Spent: 00:00:35
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

They are very helpful!!!

Q5 How could the library or its services be improved, if at all?

More open hours

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Appreciate the library so much!!! God Bless

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:47:45 PM
Last Modified: Tuesday, December 03, 2019 1:48:37 PM
Time Spent: 00:00:51
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The knowledge, courteousness, and professionalism of the staff. Thank you :)

Q5 How could the library or its services be improved, if at all?

Connected to other libraries in Denton area so you could pick up or drop off.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

I feel safe when I come here. Thanks for being awesome :) :)

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:48:41 PM
Last Modified: Tuesday, December 03, 2019 1:49:55 PM
Time Spent: 00:01:13
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Fair
Meeting/Study Room	Good
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

That I can come to a place and get some work done. I can fax and print and get it all done in one day. :)

Q5 How could the library or its services be improved, if at all?

It's perfect! :)

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

I do think they should make it more easy to get a library card. My roommate just moved from Austin and she doesn't have any bills in her name (she just pays me) so they wouldn't let her get a card. :(

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:49:58 PM
Last Modified: Tuesday, December 03, 2019 1:50:58 PM
Time Spent: 00:01:00
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Good
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Friendly staff
Openness to disabilities

Q5 How could the library or its services be improved, if at all?

Rewards for great employee service

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

We love the hometown feel, size is not overwhelming, audio collection is great, option for interlibrary loan means we can almost always find what we're looking for.

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:51:03 PM
Last Modified: Tuesday, December 03, 2019 1:51:34 PM
Time Spent: 00:00:31
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Good
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Good
Computers and Printers	Good
Internet Access	Good
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

Staff is friendly

Q5 How could the library or its services be improved, if at all?

More variety of books & DVDs.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

none.

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:51:38 PM
Last Modified: Tuesday, December 03, 2019 1:52:12 PM
Time Spent: 00:00:33
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Good
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

being able to use internet, print, check out books, movies, and get them from other locations.

Q5 How could the library or its services be improved, if at all?

n/a

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Respondent skipped this question

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:52:16 PM
Last Modified: Tuesday, December 03, 2019 1:53:19 PM
Time Spent: 00:01:02
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The use of computer but mainly the ladies who work here are extremely helpful. I've been coming to this library since 1985, it is by far better than ever.

Q5 How could the library or its services be improved, if at all?

Take good care of the staff. They are exceptional!!!

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Best library around.

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:53:23 PM
Last Modified: Tuesday, December 03, 2019 1:54:07 PM
Time Spent: 00:00:44
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Daily**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Fair
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The people

Q5 How could the library or its services be improved, if at all?

More books, movies, audiobooks, etc.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

I love the people who work here. They're always willing to help, answer questions, and give suggestions when necessary.

#35

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:54:12 PM
Last Modified: Tuesday, December 03, 2019 1:54:51 PM
Time Spent: 00:00:38
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The extra help when needed.

Q5 How could the library or its services be improved, if at all?

I feel its good as is. They meet all my needs.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:54:54 PM
Last Modified: Tuesday, December 03, 2019 1:56:02 PM
Time Spent: 00:01:07
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

Story time for kids

Q5 How could the library or its services be improved, if at all?

n/a

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Ms. Emily and Ms. Lilly do a great job with the kid's storytime and crafts. They are very helpful finding books. Ms. Natalie has been very helpful and is so kind. Thank you for providing our library.

#37

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:56:06 PM
Last Modified: Tuesday, December 03, 2019 1:57:33 PM
Time Spent: 00:01:26
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Don't Know / Not Applicable
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

High quality internet connection.
 Nice headphones - Lewisville makes you bring your own & hook them up.
 The signon process requires my library # not a pswd too.
 It's nice that scrap paper/pens/pencils are available for notes when researching.

Q5 How could the library or its services be improved, if at all?

The chairs are not adjustable by height.
 Different chairs could improve that.
 The addition of Mondays would be desirable.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#38

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:57:38 PM
Last Modified: Tuesday, December 03, 2019 1:58:21 PM
Time Spent: 00:00:43
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Fair
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Fair
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

The books

Q5 How could the library or its services be improved, if at all?

More non-fiction books

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Have not thought this out.

#39

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:58:26 PM
Last Modified: Tuesday, December 03, 2019 1:58:49 PM
Time Spent: 00:00:23
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library? **Respondent skipped this question**

Q5 How could the library or its services be improved, if at all?

n/a

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Excellent staff

#40

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:58:56 PM
Last Modified: Tuesday, December 03, 2019 1:59:33 PM
Time Spent: 00:00:36
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Don't Know / Not Applicable
Computers and Printers	Don't Know / Not Applicable
Internet Access	Excellent
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Good
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

The WiFi

Q5 How could the library or its services be improved, if at all?

Door on Study Room for Privacy

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

I like the nice folks :)

#41

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 1:59:36 PM
Last Modified: Tuesday, December 03, 2019 2:00:16 PM
Time Spent: 00:00:40
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

weekly kids activities

Q5 How could the library or its services be improved, if at all?

activity bags/boxes to check out for kids

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Thank you for adding a baby story time! We love coming every week!

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 2:00:21 PM
Last Modified: Tuesday, December 03, 2019 2:00:59 PM
Time Spent: 00:00:37
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **no**

Q2 On average, how often do you visit the library? **Monthly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Don't Know / Not Applicable
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library? **Respondent skipped this question**

Q5 How could the library or its services be improved, if at all?

n/a

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**

#43

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 2:01:05 PM
Last Modified: Tuesday, December 03, 2019 2:02:53 PM
Time Spent: 00:01:48
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Don't Know / Not Applicable
Facilities	Excellent
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

The upbeat atmosphere
 Community involvement

Q5 How could the library or its services be improved, if at all?

Maybe longer Hours

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

love what the head librarian has brought to the library, love the clean, updated look!

#44

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 2:03:00 PM
Last Modified: Tuesday, December 03, 2019 2:04:15 PM
Time Spent: 00:01:15
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Less than once a month**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Excellent
Programs (Classes, Storytime, ESL, Etc.)	Excellent
Online Services (Website, Catalog, Databases, App, Etc.)	Excellent
Computers and Printers	Excellent
Internet Access	Excellent
Facilities	Excellent
Hours of Operation	Excellent
Meeting/Study Room	Excellent
Overall, how would you rate the library?	Excellent

Q4 What do you value most about the library?

Convivence
Friendliness

Q5 How could the library or its services be improved, if at all?

?

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.)

Thank you all

#45

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 03, 2019 2:04:21 PM
Last Modified: Tuesday, December 03, 2019 2:04:59 PM
Time Spent: 00:00:37
IP Address: 24.178.203.182

Page 1

Q1 Do you have a library card? **yes**

Q2 On average, how often do you visit the library? **Weekly**

Q3 How would you rate each of the following library services?

Customer Service	Excellent
Collection (Books, DVDs, Music, Newspapers, Etc.)	Good
Programs (Classes, Storytime, ESL, Etc.)	Good
Online Services (Website, Catalog, Databases, App, Etc.)	Fair
Computers and Printers	Don't Know / Not Applicable
Internet Access	Don't Know / Not Applicable
Facilities	Good
Hours of Operation	Good
Meeting/Study Room	Don't Know / Not Applicable
Overall, how would you rate the library?	Good

Q4 What do you value most about the library?

location

Q5 How could the library or its services be improved, if at all?

"cleanup" catalog - have one author entry with all titles instead of multiples.

Q6 Any additional comments?(Use this space to include any suggestions for programs, resources, hours, etc.) **Respondent skipped this question**
