



AGENDA
WATAUGA LIBRARY BOARD
REGULAR MEETING
CITY HALL COUNCIL CHAMBER, 7105 WHITLEY ROAD
TUESDAY, JANUARY 14, 2025
6:00 PM

CALL TO ORDER

ROLL CALL

ANNOUNCEMENTS

PRESENTATIONS

PUBLIC COMMENT This is an opportunity for citizens to address the Council on items not posted on the current meeting agenda. Only those who have submitted a proper "Request to Speak Form" shall be permitted to speak. Citizens should provide their name and address for the record and will have no more than 3 minutes to speak. If representing an organization or group, the speaker should identify who they represent. Those wishing to speak are reminded 1). All comments are to be directed to the Council. 2) Be respectful of others. 3) No profanity permitted. 4) Violators will be removed from the premises. No discussion by the Council or Staff is allowed except to correct factual inaccuracies or request that the item be placed on a future agenda.

PUBLIC TESTIMONY FOR ACTION ITEMS This is an opportunity for citizens to address the Council on current agenda action items (excludes presentations and reports). Only those persons who have submitted a proper "Request to Speak Form" will be allowed to speak. Citizens will be required to state their name and address for the record. They have up to 3 minutes to speak, and their comments must be germane to the item. If speaking for an organization or group, the speaker should identify the group represented. Council members may ask questions or discuss the item with the citizens directly.

REPORTS FROM STAFF

1. Library Director's Report
Lana Ewell, Director of Library Services
2. Report from Trina Nosenzo regarding Library Central Service Desk project
Lana Ewell, Director of Library Services
3. Report from Trina Nosenzo on 2024 Final Survey Results of Summary Data
Lana Ewell, Director of Library Services

CONSENT AGENDA All of the items on the consent agenda are considered to be self-explanatory by the Council and will be enacted with one motion, one second, and one vote. There will be no separate discussion of these items. Any council member wishing to pull an item may do so.

1. Consider the approval of the September 10, 2024 Library Board Meeting Minutes
Linda Proskey, City Secretary

ACTION ITEMS

ITEMS FOR FUTURE AGENDAS

ADJOURNMENT

NOTICE

THIS FACILITY IS WHEELCHAIR ACCESSIBLE AND ACCESSIBLE PARKING SPACES ARE AVAILABLE. REQUESTS FOR ACCOMMODATIONS OR INTERPRETIVE SERVICES MUST BE MADE 48 HOURS PRIOR TO THIS MEETING. PLEASE CONTACT THE CITY SECRETARY'S OFFICE AT (817) 514-5825 OR FAX (817) 514-3625 FOR FURTHER INFORMATION.

I, Linda Proskey, City Secretary for the City of Watauga, hereby certify that this agenda was posted on the bulletin boards at City Hall, 7105 Whitley Road, Watauga, Texas, on January 8, 2025, before 5:00 p.m., in accordance with Chapter 551 of the Texas Government Code.

/S/ Linda Proskey
City Secretary





AGENDA MEMORANDUM

DATE: November 1, 2024
TO: Library Board Members
FROM: Lana Ewell, Director of Library Services
SUBJECT: Library Director's Report

BACKGROUND/INFORMATION:

The Library Director reports on recent events and is available for questions.

FINANCIAL IMPLICATIONS:

NA

RECOMMENDATION/ACTION DESIRED:

NA

ATTACHMENTS/ SUPPORTING DOCUMENTATION:

1. 2024 August Library Report for Library Board
2. 2024 September Library Report for Library Board
3. 2024 October Library Board Report (2)
4. 2024 November Library Board Report

REVIEWED BY:

Lana Ewell, Director of Library Services
Sandra Gibson, Interim City Manager and Director of Finance
Linda Proskey, City Secretary

Approved - 12/11/2024
Approved - 12/16/2024

Final Approval -
12/17/2024

Approved as to form for inclusion on Agenda

Watauga Public Library C.A.R.E.S.

August 2024



**Family Place Workshop Series
through August 2024**



Texas Bigfoot with Lyle Blackburn

Civic / Community Engagement / Cultivating Community/ Digital Inclusion / Economic Development / Job Skills

- ◆ Curbside Service continues.
- ◆ The Circulation Staff receives and processes print jobs sent from patrons' home or library comput-

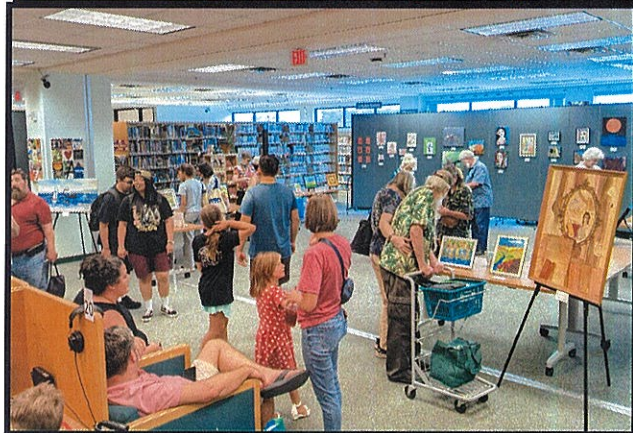
Adult Services Librarian Dana Harper & staff have created the following online classes & events to reach out to our public:

Adult Events Attendance:

- ◆ Well-Read Book Club 13
- ◆ Any-Book Book Club 10
- ◆ Medicare Education Class 18
- ◆ Meditation (5 classes) 41
- ◆ Knitting (4 sessions) 19
- ◆ Book Club Morbidly Curious 5
- ◆ Color Me Calm 7
- ◆ Big Foot Presentation 57
- ◆ Steve Novy Art Class 24
- ◆ Salsa Tasting Class 40
- ◆ Art Show Opening 78
- ◆ Regular Art Show attendance 52
- ◆ Friends of the Library Meeting 10
- ◆ Art Journaling with Alicia 26
- ◆ Adult Education Registration 20
- ◆ Palette Knife Painting with Selma 22



Steve Novy Art Class



Art Show



Art Journal Class

Early Childhood Literacy / Family Development & Enrichment

Regular Youth Events:

- ◆ Mother Goose: (0) - 0
- ◆ Music & Movement (0) - 0
- ◆ Storytime: (0) - 0
- ◆ Sensory Storytime (0) - 0
- ◆ Bilingual Storytime: (0) - 0

Special Programs (in person):

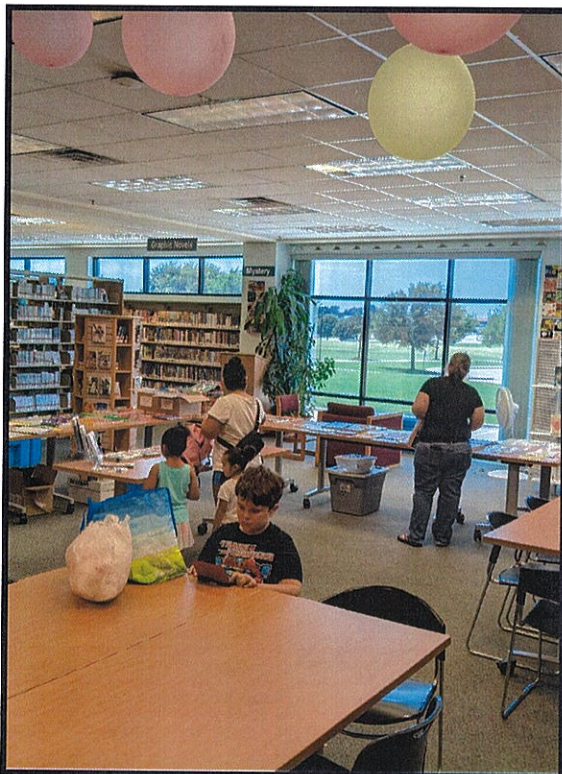
- ◆ Pokémon Club: (4) - 70
- ◆ Family Place “Literacy” Class: (2) - 11
- ◆ Family Place “Early Childhood” Class: (2) - 18
- ◆ Family Place “Speech & Play” Class: (2) - 17
- ◆ Family Place “Nutrition” Class: (2) - 17
- ◆ Home School Item Swap: (2) - 58
- ◆ TCC Home School Mobile Station Sessions: (1) 7

◆ Youth Services:



Family Place Series

Home School Item Swap





**Mobile Dairy -
Youth Program**



**Linocut Class -
Adult Program**

WATAUGA PUBLIC LIBRARY-REPORT SUMMARY
Monthly Report - August 2024

| DEPARTMENT TOTALS | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
|---------------------------------------|----------------------|-----------------------------|-----------------------------|-----------------------------|
| Circulation Total | 16,850 | 15,523 | 173,478 | 153,331 |
| Total in Collection | N/A | N/A | 117,879 | 121,801 |
| Programs | 49 | 50 | 712 | 829 |
| Program Attendance | 797 | 5,111 | 24,838 | 24,325 |
| Cards Issued | 172 | 104 | 1,446 | 1,397 |
| Library Visits | 7,361 | 6,533 | 79,991 | 72,262 |
| Notary Service | N/A | 44 | 167 | 210 |
| Reference & Directional Transactions | 1,147 | 1,178 | 13,043 | 12,689 |
| Study Room Usage (hours) | 756 | 476 | 6,841 | 5,330 |
| Volunteer Hours | 28 | 85 | 2060 | 1588 |
| Webpage Views | 2454 | 2106 | 24201 | 21319 |
| CIRCULATION SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Adult Books | 1,209 | 1,228 | 12,485 | 12,825 |
| Youth Books | 4,512 | 4,722 | 48,195 | 47,517 |
| Adult Books on CD | 56 | 116 | 1,013 | 1,067 |
| Youth Books on CD | 31 | 28 | 365 | 382 |
| Adult DVDs | 614 | 696 | 7,929 | 7,485 |
| Youth DVDs | 463 | 447 | 5,251 | 5,200 |
| Adult Kits | 1 | 1 | 18 | 9 |
| Youth Kits | 43 | 54 | 328 | 349 |
| Music CDs | 75 | 36 | 478 | 413 |
| Periodicals | 57 | 55 | 306 | 522 |
| Playaways | N/A | N/A | N/A | N/A |
| Video Games | 51 | N/A | 184 | N/A |
| eBooks | 259 | 371 | 3,226 | 3,607 |
| eAudiobooks | 454 | 474 | 5,331 | 4,411 |
| eMagazines | 77 | 38 | 1,159 | 343 |
| Checked out to MetroShare Libraries | 2,234 | 1,650 | 18,965 | 15,280 |
| Renewals | 6,714 | 5,607 | 68,245 | 53,921 |
| TOTAL CIRCULATION | 16,850 | 15,523 | 173,478 | 153,331 |
| Holds/Requested Items Processed | 2,927 | 2,240 | 25,007 | 21,290 |
| Interlibrary Loan Requests (TexShare) | 49 | 100 | 801 | 730 |
| Curbside checkout transactions | 1 | 6 | 30 | 39 |
| Curbside-Misc. services | 171 | 150 | 1,515 | 1,502 |
| Self-Check Out-Items Checked Out | 4,556 | 4,194 | 46,456 | 41,156 |
| Revenue Collected | \$ 1,665.88 | \$ 2,353.47 | \$ 15,030.15 | \$ 16,156.97 |
| ADULT SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Number of Programs | 32 | 30 | 281 | 371 |
| Program Attendance | 517 | 395 | 4,509 | 4,242 |
| Volunteer Hours | 23 | 8 | 265 | 636 |
| Internet Users | 633 | 400 | 5,005 | 3,862 |
| YOUTH SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Number of Programs | 17 | 20 | 431 | 458 |
| Program Attendance | 280 | 716 | 20,329 | 20,083 |
| School Visits | N/A | 0 | 5 | 4 |
| Volunteer Hours | 5 | 77 | 1,795 | 952 |
| Youth Computer Users | 475 | 653 | 6,843 | 7,869 |
| TECHNICAL SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Material Items Received | 699 | 628 | 5,874 | 5,865 |
| Materials Added | 652 | 965 | 5,551 | 5,889 |
| Materials Withdrawn | 561 | 745 | 9,121 | 3,978 |

Watauga Public Library C.A.R.E.S.

September 2024



Plant Exchange



Family Fiesta

Civic / Community Engagement / Cultivating Community/ Digital Inclusion / Economic Development / Job Skills

- ◆ Curbside Service continues.
- ◆ The Circulation Staff receives and processes print jobs sent from patrons' home or library comput-

Adult Services Librarian Dana Harper & staff have created the following online classes & events to reach out to our public:

Adult Events Attendance:

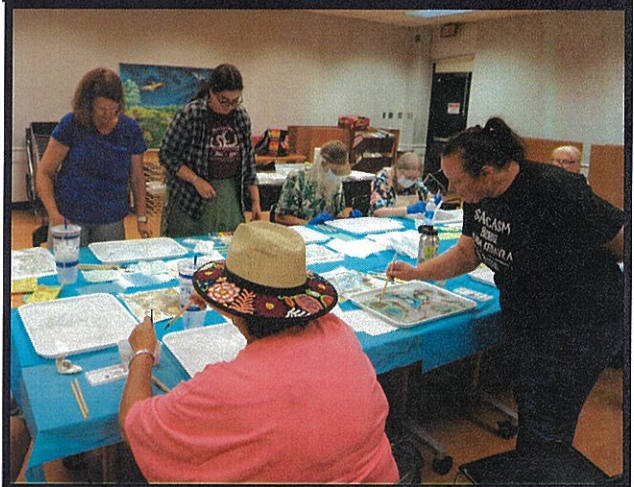
- ◆ Well-Read Book Club 16
- ◆ Any-Book Book Club 11
- ◆ Medicare Education Class 2
- ◆ Meditation (52classes) 14
- ◆ Knitting /Crochet(4 sessions) 15
- ◆ Book Club Morbidly Curious 6
- ◆ Color Me Calm 2
- ◆ Plant & Seed exchange 27
- ◆ Steve Novy Art Class 29
- ◆ FW Medical Quartet 37
- ◆ Taylor Swift Trivia 24
- ◆ Handwriting Analysis 22
- ◆ Family Book Night 17
- ◆ Japanese Paper Marbling 17
- ◆ Adult Education Registration 15
- ◆ Healthy Living Heart & Brain 12



Handwriting Analysis



Classical Music Quartet



Japanese Paper Marbling

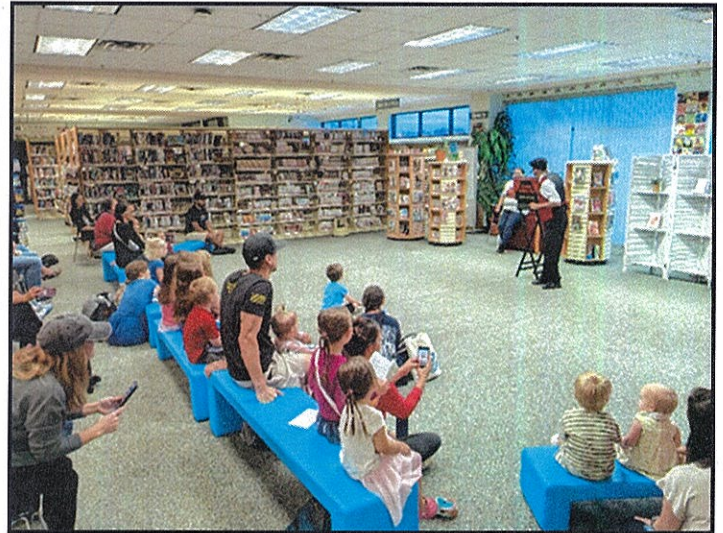
Early Childhood Literacy / Family Development & Enrichment

Regular Youth Events:

- ◆ Mother Goose: (4) - 42
- ◆ Music & Movement (4) - 120
- ◆ Storytime: (14) - 564
- ◆ Sensory Storytime (1) - 22
- ◆ Bilingual Storytime: (0) - 0

Special Programs (in person):

- ◆ Pokémon Club: (4) - 79
- ◆ Crafter Exploration: (1) - 10
- ◆ Easy Reader Book Club : (1) - 6
- ◆ School Age Lego Challenge Club: (1) - 23
- ◆ Brett Roberts Magic Show: (1) - 101
- ◆ Code Classes: (4) - 35
- ◆ CoCo & Queso: (1) 42
- ◆ Loteria: (1) 57
- ◆ Family Fiesta: (1) 680



Brett Roberts Magic Show



Easy Reader Book Club



Sensory Club



Petting Zoo

WATAUGA PUBLIC LIBRARY-REPORT SUMMARY
Monthly Report -September 2024

| DEPARTMENT TOTALS | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
|---------------------------------------|----------------------|-----------------------------|-----------------------------|-----------------------------|
| Circulation Total | 16,558 | 14,567 | 190,036 | 167,898 |
| Total in Collection | N/A | N/A | 117,896 | 121,449 |
| Programs | 72 | 66 | 784 | 895 |
| Program Attendance | 2,221 | 3,640 | 27,059 | 27,965 |
| Cards Issued | 132 | 106 | 1,578 | 1,503 |
| Library Visits | 7,016 | 7,551 | 87,007 | 79,813 |
| Notary Service | N/A | 13 | 167 | 223 |
| Reference & Directional Transactions | 1,252 | 1,236 | 14,295 | 13,925 |
| Study Room Usage (hours) | 596 | 539 | 7,437 | 5,869 |
| Volunteer Hours | 27 | 83 | 2087 | 1671 |
| Webpage Views | 2,097 | 2,067 | 26,298 | 23,386 |
| CIRCULATION SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Adult Books | 1,166 | 1,038 | 13,651 | 13,863 |
| Youth Books | 4,472 | 4,542 | 52,667 | 52,059 |
| Adult Books on CD | 73 | 109 | 1,086 | 1,176 |
| Youth Books on CD | 34 | 45 | 399 | 427 |
| Adult DVDs | 577 | 603 | 8,506 | 8,088 |
| Youth DVDs | 445 | 453 | 5,696 | 5,653 |
| Adult Kits | 0 | 0 | 18 | 9 |
| Youth Kits | 27 | 46 | 355 | 395 |
| Music CDs | 41 | 60 | 519 | 473 |
| Periodicals | 36 | 47 | 342 | 569 |
| Playaways | N/A | N/A | N/A | N/A |
| Video Games | 42 | N/A | 226 | N/A |
| Digital Circulation | 1,083 | 919 | 10,799 | 9,280 |
| Checked out to MetroShare Libraries | 1,918 | 1,799 | 20,883 | 17,079 |
| Renewals | 6,644 | 4,906 | 74,889 | 58,827 |
| TOTAL CIRCULATION | 16,558 | 14,567 | 190,036 | 167,898 |
| Holds/Requested Items Processed | 2,410 | 2,479 | 27,417 | 23,769 |
| Interlibrary Loan Requests (TexShare) | 46 | 62 | 847 | 792 |
| Curbside checkout transactions | 2 | 4 | 32 | 43 |
| Curbside-Misc. services | 138 | 121 | 1,653 | 1,623 |
| Self-Check Out-Items Checked Out | 4,294 | 4,551 | 50,750 | 45,707 |
| Revenue Collected | \$ 1,361.85 | \$ 903.41 | \$ 16,392.00 | \$ 17,060.38 |
| ADULT SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Number of Programs | 29 | 28 | 310 | 399 |
| Program Attendance | 319 | 667 | 4,828 | 4,909 |
| Volunteer Hours | 15 | 61 | 280 | 697 |
| Internet Users | 601 | 368 | 5,606 | 4,230 |
| YOUTH SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Number of Programs | 43 | 38 | 474 | 496 |
| Program Attendance | 1,902 | 2,973 | 22,231 | 23,056 |
| School Visits | N/A | 0 | 5 | 4 |
| Volunteer Hours | 12 | 22 | 1,807 | 974 |
| Youth Computer Users | 742 | 785 | 7,585 | 8,654 |
| TECHNICAL SERVICES | Current Month | This Month Last Year | Year to Date 2023-24 | Year to Date 2022-23 |
| Material Items Received | 264 | 355 | 6,138 | 6,220 |
| Materials Added | 731 | 527 | 6,282 | 6,416 |
| Materials Withdrawn | 714 | 879 | 9,835 | 4,857 |

Watauga Public Library C.A.R.E.S.

October 2024



Exploring Moroccan Culture



Whitley Road School Visit

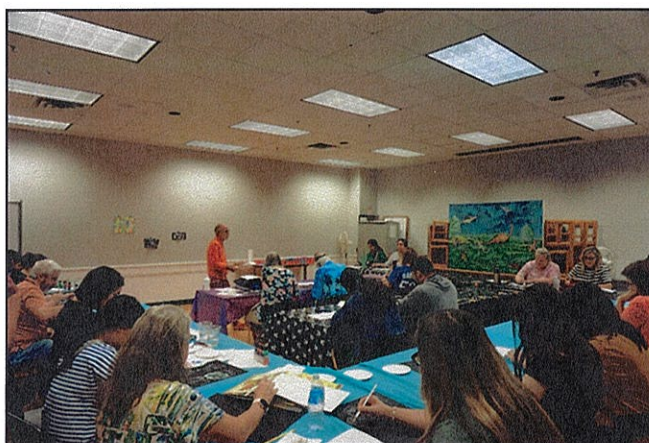
Civic / Community Engagement / Cultivating Community/ Digital Inclusion / Economic Development / Job Skills

- ◆ Curbside Service continues.
- ◆ The Circulation Staff receives and processes print jobs sent from patrons' home or library comput-

Adult Services Librarian Dana Harper & staff have created the following online classes & events to reach out to our public:

Adult Events Attendance:

- ◆ Well-Read Book Club **17**
- ◆ Any-Book Book Club **8**
- ◆ Medicare Education Class **6**
- ◆ Meditation (3 class) **18**
- ◆ Knitting /Crochet(4 sessions)
15
- ◆ Book Club Morbidly Curious **6**
- ◆ Color Me Calm **8**
- ◆ Exploring Moroccan Culture
27
- ◆ Steve Novy Art Class **23**
- ◆ History of Photography **17**
- ◆ Adult Education Registration
13
- ◆ American Chocolate Tasting
39
- ◆ Halloween Bash at Rec Center
496



Neon Poster Art Class



American Chocolate Tasting



History of Photography

Early Childhood Literacy / Family Development & Enrichment

Regular Youth Events:

- ◆ Mother Goose: (4) - 17
- ◆ Music & Movement (4) - 116
- ◆ Storytime: (16) - 629
- ◆ Sensory Storytime (1) - 29
- ◆ Bilingual Storytime: (0) - 0

Special Programs (in person):

- ◆ Pokémon Club: (4) - 65
- ◆ Crafter Exploration: (1) - 8
- ◆ Easy Reader Book Club : (1) - 7
- ◆ School Age Lego Challenge Club: (1) - 27
- ◆ Ms. Frida Therapy Dog: (1) - 10
- ◆ Homeschool Science Fair: (1) - 57
- ◆ Halloween Costume Swap: (1) 61
- ◆ Monster Mash Dance: (1) 93
- ◆ Candy Parade: (1) 156
- ◆ Scavenger Hunt: (1) 137



Competitive Gaming



Candy Parade



Costume Swap



Sensory Club

Watauga Public Library C.A.R.E.S.

October 2024



Preparing for Incapacity & Avoiding Guardianship

Comments/Requests from Patrons

We were talking about the library's board game display and Robin Ellis said the following, "I love this library because of what y'all do. Really appreciate it." (10/17/2024)



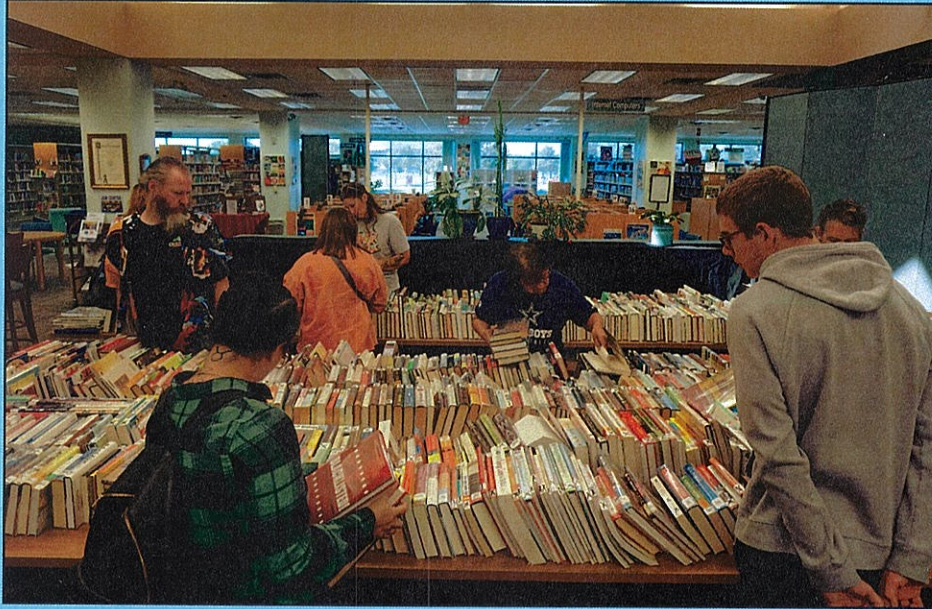
Well-Read Book Club

WATAUGA PUBLIC LIBRARY-REPORT SUMMARY
Monthly Report October 2024

| DEPARTMENT TOTALS | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
|---------------------------------------|----------------------|-----------------------------|-----------------------------|-----------------------------|
| Circulation Total | 17,391 | 15,744 | 17,391 | 15,744 |
| Total in Collection | N/A | N/A | 118,159 | 121,744 |
| Programs | 76 | 68 | 76 | 68 |
| Program Attendance | 2,457 | 3,213 | 2,457 | 3,213 |
| Cards Issued | 128 | 112 | 128 | 112 |
| Library Visits | 7,947 | 6,123 | 7,947 | 6,123 |
| Notary Service | N/A | 13 | N/A | 13 |
| Reference & Directional Transactions | 1,107 | 1,158 | 1,107 | 1,158 |
| Study Room Usage (hours) | 640 | 699 | 640 | 699 |
| Volunteer Hours | 98 | 30 | 98 | 30 |
| Webpage Views | 2,120 | 1,881 | 2,120 | 1,881 |
| CIRCULATION SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Adult Books | 1,165 | 1,037 | 1,165 | 1,037 |
| Youth Books | 4,618 | 4,084 | 4,618 | 4,084 |
| Adult Books on CD | 74 | 93 | 74 | 93 |
| Youth Books on CD | 68 | 40 | 68 | 40 |
| Adult DVDs | 652 | 578 | 652 | 578 |
| Youth DVDs | 462 | 431 | 462 | 431 |
| Adult Kits | 1 | 0 | 1 | 0 |
| Youth Kits | 30 | 26 | 30 | 26 |
| Music CDs | 44 | 67 | 44 | 67 |
| Periodicals | 30 | 22 | 30 | 22 |
| Playaways | N/A | N/A | N/A | N/A |
| Video Games | 80 | N/A | 80 | N/A |
| Digital Circulation | 1,132 | 986 | 1,132 | 986 |
| Checked out to MetroShare Libraries | 2,355 | 1,681 | 2,355 | 1,681 |
| Renewals | 6,680 | 6,699 | 6,680 | 6,699 |
| TOTAL CIRCULATION | 17,391 | 15,744 | 17,391 | 15,744 |
| Hold/Requested Items Processed | 2,936 | 2,255 | 2,963 | 2,255 |
| Interlibrary Loan Requests (TexShare) | 117 | 71 | 117 | 71 |
| Curbside checkout transactions | 0 | 2 | 0 | 2 |
| Curbside-Misc. services | 164 | 121 | 164 | 121 |
| Self-Check Out-Items Checked Out | 4,814 | 3,908 | 4,814 | 3,908 |
| Revenue Collected | \$ 1,450.77 | \$ 1,307.19 | \$ 1,450.77 | \$ 1,307.19 |
| ADULT SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Number of Programs | 24 | 23 | 24 | 23 |
| Program Attendance | 723 | 650 | 723 | 650 |
| Volunteer Hours | 21 | 14 | 21 | 14 |
| Internet Users | 648 | 297 | 648 | 297 |
| YOUTH SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Number of Programs | 52 | 45 | 52 | 45 |
| Program Attendance | 1,734 | 2,563 | 1,734 | 2,563 |
| School Visits | 1 | 0 | 1 | 0 |
| Volunteer Hours | 77 | 16 | 77 | 16 |
| Youth Computer Users | 597 | 784 | 597 | 784 |
| TECHNICAL SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Material Items Received | 120 | 125 | 120 | 125 |
| Materials Added | 632 | 535 | 636 | 535 |
| Materials Withdrawn | 369 | 240 | 369 | 240 |

Watauga Public Library C.A.R.E.S.

November 2024



Friends of the Watauga Public Library Book Sale



Indie Author Day

Civic / Community Engagement / Cultivating Community/ Digital Inclusion / Economic Development / Job Skills

- ◆ Curbside Service continues.
- ◆ The Circulation Staff receives and processes print jobs sent from patrons' home or library comput-

Adult Services Librarian Dana Harper & staff have created the following online classes & events to reach out to our public:

Adult Events Attendance:

- ◆ Well-Read Book Club **10**
- ◆ Any-Book Book Club **10**
- ◆ Medicare Education Class **4**
- ◆ Meditation (3 class) **27**
- ◆ Knitting /Crochet(4 sessions)
7
- ◆ Book Club Morbidly Curious **6**
- ◆ Color Me Calm **8**
- ◆ Steve Novy Art Class **22**
- ◆ Exploring Impressionism **6**
- ◆ Adult Education Registration
8
- ◆ Pretzel Tasting Class
48
- ◆ ESL Classes (5 Classes)
42



Batik Art Class



Exploring Impressionist Painting



Pretzel Tasting & History

Early Childhood Literacy / Family Development & Enrichment

Regular Youth Events:

- ◆ Mother Goose: (4) - 88
- ◆ Music & Movement (3) - 42
- ◆ Storytime: (12) - 433
- ◆ Sensory Storytime (1) - 15
- ◆ Bilingual Storytime: (0) - 0

Special Programs (in person):

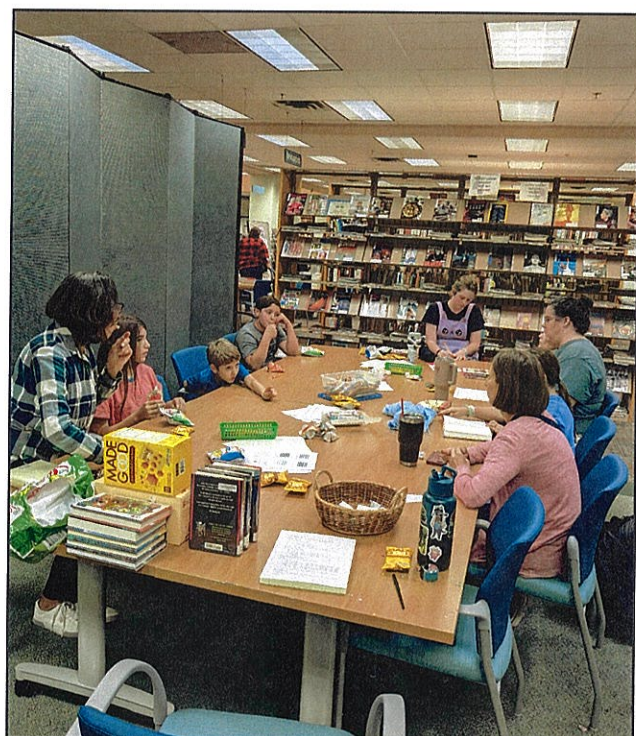
- ◆ Pokémon Club: (4) - 72
- ◆ Crafter Exploration: (1) - 7
- ◆ Easy Reader Book Club : (1) - 11
- ◆ School Age Lego Challenge Club: (1) - 13
- ◆ Indie Author Day: (1) - 73
- ◆ Family Book Night: (1) 10
- ◆ Turkey Day: (1) 69
- ◆ Fall Sensory: (1) 66
- ◆ How Many Candy Corn Game (1) 134



Community Helper Storytimes



Sensory Club



Family Book Night



Turkey Day

WATAUGA PUBLIC LIBRARY-REPORT SUMMARY
Monthly Report November 2024

| DEPARTMENT TOTALS | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
|---------------------------------------|----------------------|-----------------------------|-----------------------------|-----------------------------|
| Circulation Total | 15,602 | 14,035 | 32,993 | 29,779 |
| Total in Collection | N/A | N/A | 118,245 | 121,966 |
| Programs | 63 | 50 | 139 | 118 |
| Program Attendance | 1,355 | 1,567 | 3,812 | 4,780 |
| Cards Issued | 98 | 76 | 226 | 188 |
| Library Visits | 5,890 | 5,141 | 13,837 | 11,264 |
| Notary Service | N/A | 13 | N/A | 26 |
| Reference & Directional Transactions | 946 | 964 | 2,053 | 2,201 |
| Study Room Usage (hours) | 557 | 535 | 1,197 | 1,234 |
| Volunteer Hours | 74 | 21 | 172 | 51 |
| Webpage Views | 1,683 | 1,601 | 3,803 | 3,482 |
| CIRCULATION SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Adult Books | 1,149 | 933 | 2,314 | 1,970 |
| Youth Books | 3,960 | 3,772 | 8,578 | 7,856 |
| Adult Books on CD | 74 | 61 | 148 | 154 |
| Youth Books on CD | 35 | 32 | 103 | 72 |
| Adult DVDs | 525 | 572 | 1,177 | 1,150 |
| Youth DVDs | 292 | 441 | 754 | 872 |
| Adult Kits | 1 | 0 | 2 | 0 |
| Youth Kits | 27 | 24 | 57 | 50 |
| Music CDs | 58 | 31 | 102 | 98 |
| Periodicals | 24 | 33 | 54 | 55 |
| Playaways | N/A | N/A | N/A | N/A |
| Video Games | 47 | N/A | 127 | N/A |
| Digital Circulation | 1,088 | 871 | 2,220 | 1,857 |
| Checked out to MetroShare Libraries | 1,742 | 1,591 | 4,097 | 3,272 |
| Renewals | 6,580 | 5,674 | 13,260 | 12,373 |
| TOTAL CIRCULATION | 15,602 | 14,035 | 32,993 | 29,779 |
| Hold/Requested Items Processed | 2,236 | 2,012 | 5,199 | 4,267 |
| Interlibrary Loan Requests (TexShare) | 75 | 63 | 192 | 134 |
| Curbside checkout transactions | 0 | 4 | 0 | 6 |
| Curbside-Misc. services | 165 | 91 | 329 | 212 |
| Self-Check Out-Items Checked Out | 3,773 | 3,701 | 8,587 | 7,609 |
| Revenue Collected | \$ 1,441.11 | \$ 1,247.79 | \$ 2,891.88 | \$ 2,554.98 |
| ADULT SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Number of Programs | 24 | 16 | 48 | 39 |
| Program Attendance | 207 | 209 | 930 | 859 |
| Volunteer Hours | 50 | 3 | 71 | 17 |
| Internet Users | 535 | 303 | 1,183 | 600 |
| YOUTH SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Number of Programs | 39 | 34 | 91 | 79 |
| Program Attendance | 1,148 | 1,358 | 2,882 | 3,921 |
| School Visits | 0 | 1 | 1 | 1 |
| Volunteer Hours | 24 | 18 | 101 | 34 |
| Youth Computer Users | 458 | 437 | 1,055 | 1,221 |
| TECHNICAL SERVICES | Current Month | This Month Last Year | Year to Date 2024-25 | Year to Date 2023-24 |
| Material Items Received | 164 | 186 | 284 | 311 |
| Materials Added | 427 | 233 | 1,063 | 768 |
| Materials Withdrawn | 335 | 11 | 704 | 251 |



AGENDA MEMORANDUM

DATE: November 1, 2024
TO: Library Board Members
FROM: Lana Ewell, Director of Library Services
SUBJECT: Report from Trina Nosenzo regarding Library Central Service Desk project

BACKGROUND/INFORMATION:

Project manager Trina Nosenzo shares an overview of this library project.

FINANCIAL IMPLICATIONS:

Funds are available in the FY2024-2025 Budget

RECOMMENDATION/ACTION DESIRED:

NA

ATTACHMENTS/ SUPPORTING DOCUMENTATION:

1. Library Board Central Desk presentation - January 2025

REVIEWED BY:

Lana Ewell, Director of Library Services
 Sandra Gibson, Interim City Manager and Director of Finance
 Linda Proskey, City Secretary

Approved - 12/11/2024
 Approved - 12/16/2024
 Final Approval -
 12/17/2024

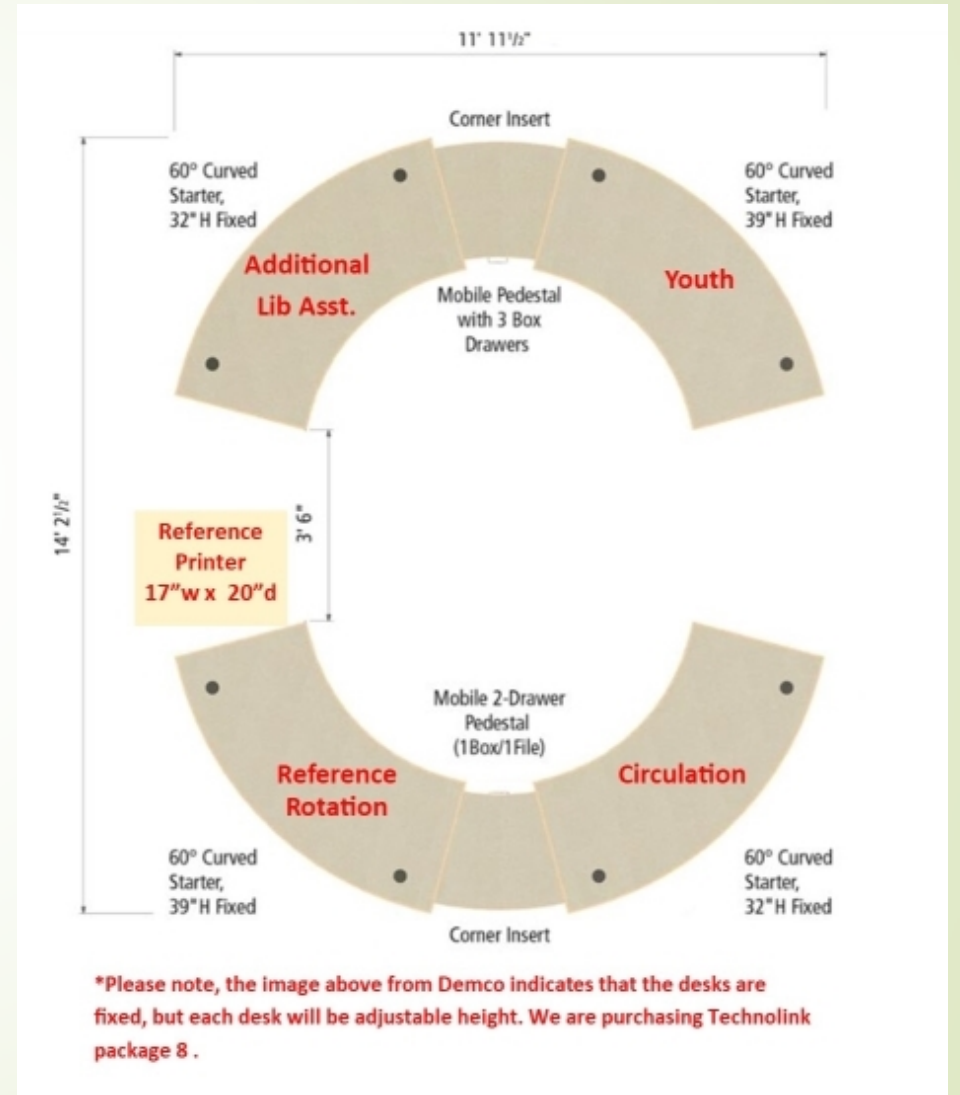
Approved as to form for inclusion on Agenda

Library Central Service Desk

Instantly visible upon entering the Library, the Central Service Desk (CSD) will better serve the public while maximizing staffing.



*Desk selected, the Demco Technolink Package 8. Item ordered 12/10/2024 and has an 11-week lead time.



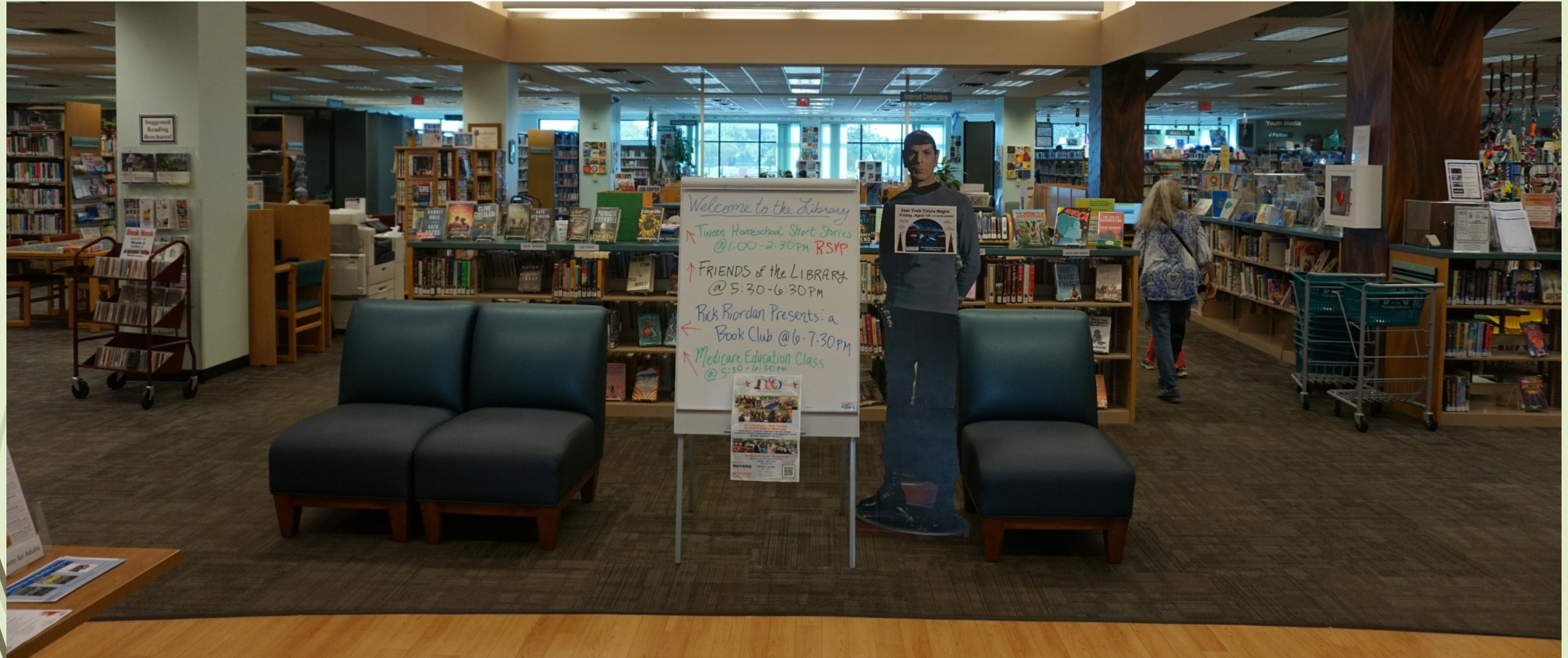
*Please note, the image above from Demco indicates that the desks are fixed, but each desk will be adjustable height. We are purchasing Technolink package 8.

Inspiration for the Central Service Desk Burleson Public Library



Location of New Central Service Desk

Planned location is facing the front door, set approximately 36" from the floor transition.



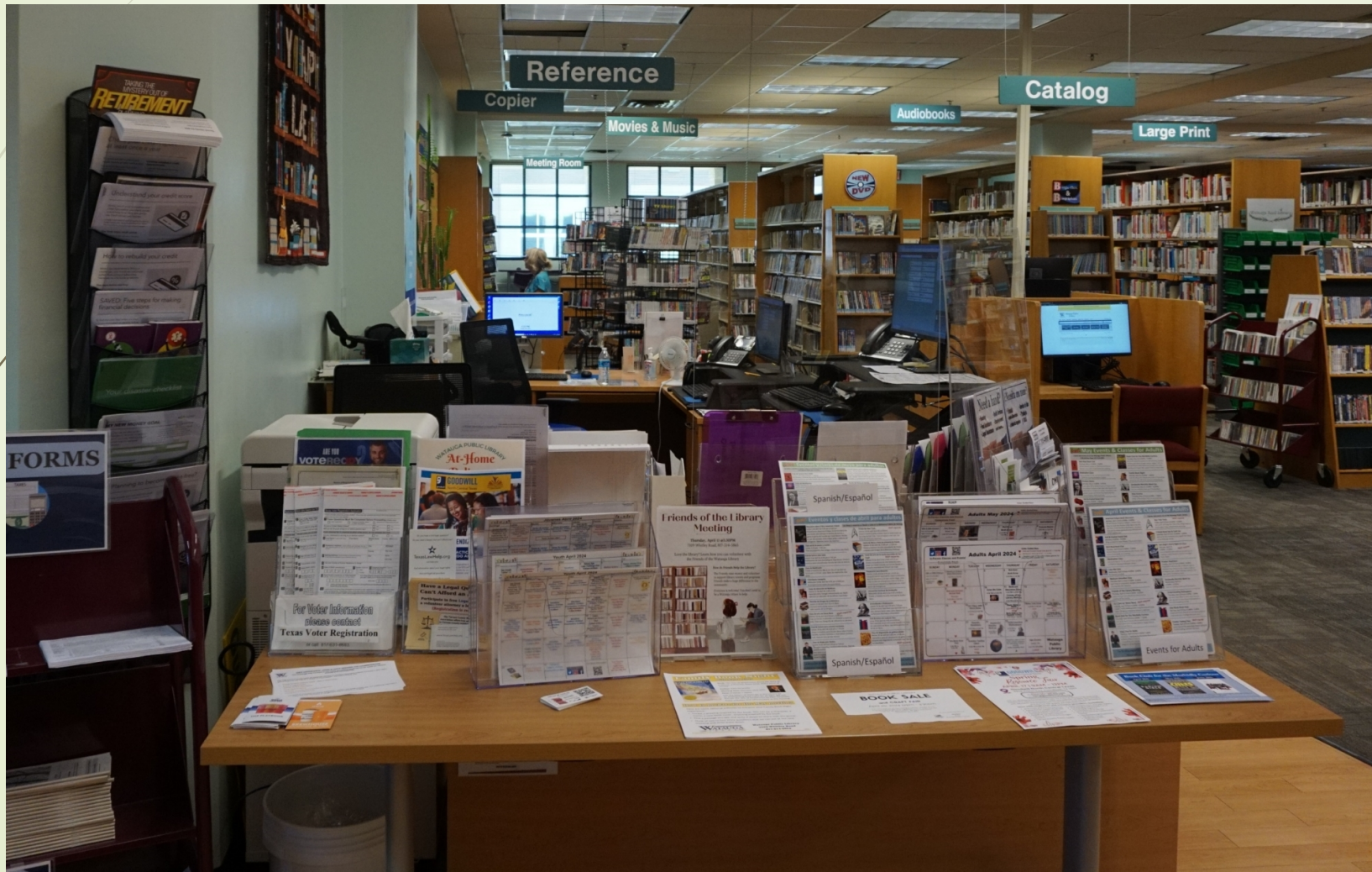
Public Works (PW) to Remove Circulation Checkout L-Shaped Counter

Self checkout kiosks to be converted to countertop and placed on back Circulation counter. Print release to move to the Central Service Desk (CSD) along with a copier/printer. The IT Department will install the Envisionware Library Document Station for scanning, copying and faxing, and reinstall the Envisionware print management system previously used at the Library.



Remove Current Reference Desks and Convert Space to Café Area

Add vending machine/s (Friends?), and an ADA compliant café table with chairs, and two lounge chairs with a powered table.

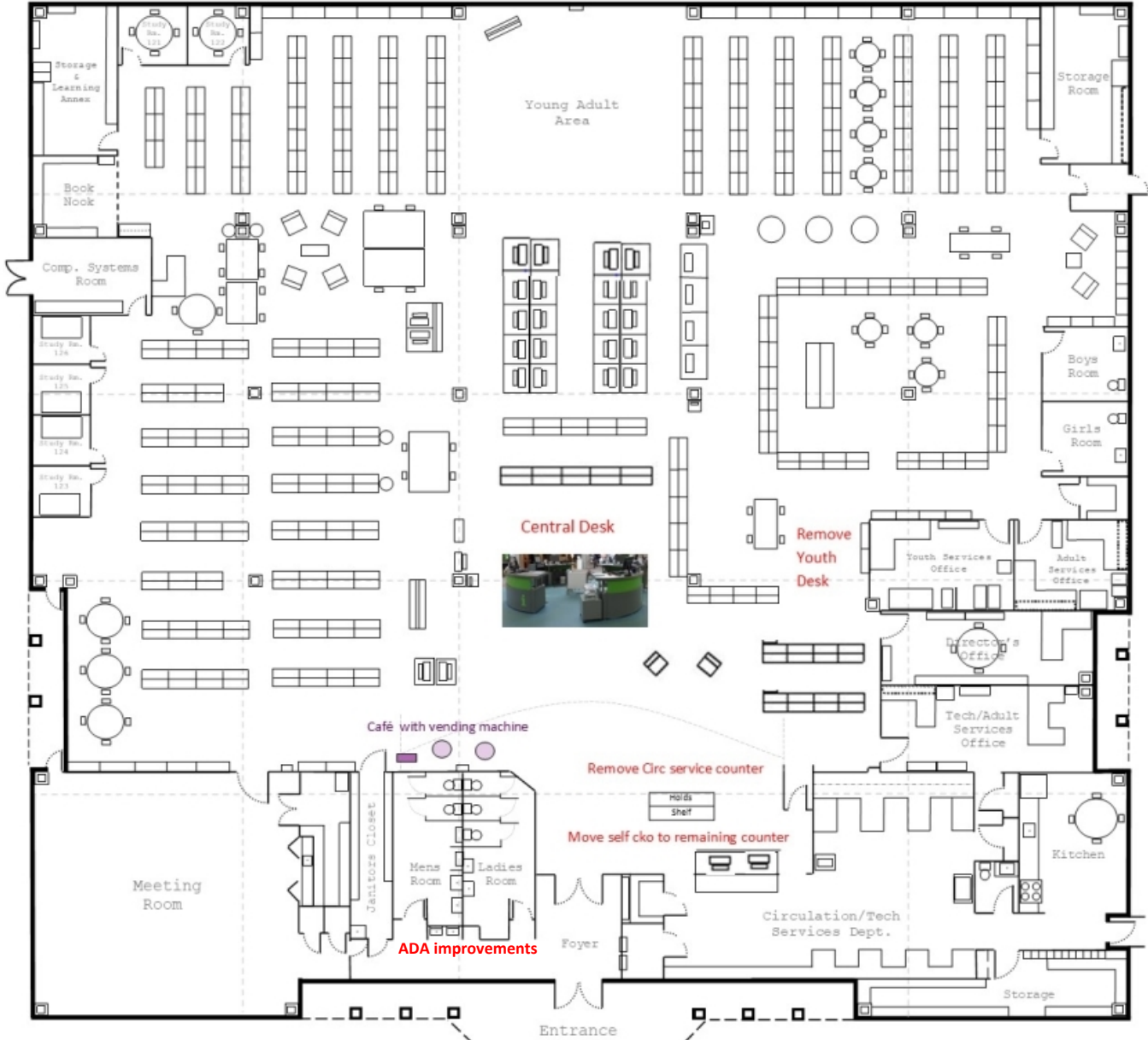


Remove Youth Services Desks

Space made open by removal of desks will remain open adding two shelving ranges to the Youth Spanish collection. Gives Youth a flexible space. Youth may add light, easy to move seating for children



Watauga Public Library Budget FY 2024-2025



What is Involved?

- Demolish the Circulation checkout counter, remove Reference Services desks, remove Youth Services desks.
- Any furniture that can't be repurposed will go to the City auction.
- Existing six staff computer stations and phones: Four move to the CSD, two move to create two additional staff stations.
- Two RFID staff antennas from the Circulation Service Desk will move to the CSD.
- The Circulation cash register, credit card reader, receipt printers, will move to the CSD.
- Install a paging system or buzzer so the CSD staff can call for assistance.
- PW will add doors with glass above to the two open entryways leading to staff area from former Circulation checkout area
- Install library specific solutions (Envisionware) for the following patron services: copy, fax, scanning, and print management.

Since IT and PW are Working on Stuff.....

- Since power and data need to be installed for the project, IT and PW were asked to consider adding power and data elsewhere (May need to be added to budget request for FY2025-2026).
- Add additional floor and wall power for the nine powered lounge chairs and two powered end tables.
- Add additional power for flexible use and for class/event use (May need to be added to budget request for FY2025-2026).
- Five Adult public internet computers will shift to Youth use, with the four Youth Awe Learning Stations being relocated to the Easy book area. One Youth public internet computers will be placed on a Family Workstation which is a computer carrel and playpen rolled into one. *Please see image.*
- Separate project to consider: The RFID book drop has been funded and power and data need to be added to the room. Two existing book drops will need to be closed off. *Please see image.*
- Add power and data for future outdoor holds locker. *Please see images of possible exterior lockers.*
- Also funded is the addition of staff key card entry on some doors. Unsure if funded for PW this fiscal year is the installation of sliding Library public entry doors.
- PW to add ADA door openers to main public restrooms.

And We Keep Adding More Requests...

- Requested improvement of floor transitions from laminate to carpet near library entrance as well as the entryway (second set of doors). Trip hazards and do not play well with book carts.
- Staff requested that locks be installed on the back Circulation counter cabinets (and drawers?) so we can continue to utilize the storage space.
- Ask IT and PW if our four public catalog computers can be mounted to three of the columns close by where they are currently located. The mounts must be ADA compliant.
- Unexpected edit to a quote – per current sales representative, the first quote from Envisionware was missing an item that more than doubled their quote. May need to use donation funds to cover the expense.

If donations funds used, more added requests may be able to be funded with the savings from rethinking the café area by using some existing furniture (\$ 11,576.55).



What Else?

- The Library may have some disruption of service, examples: when the Circulation service counter is demolished and when power and data are installed.
- Until Public Works and IT obtain quotes, we are unsure how many recently added requests can be accommodated.

Stay Tuned!

Thank you for your time and support!

TMC Family Workstation Purchased from Demco

Two Family workstations were purchased in fiscal year 2023-2024. One will be placed in the Family Place area for parents to use with their own devices. The other will be placed next to the four Youth public internet computers.



New RFID BOOK DROP Example



Current Book Drops



Examples of Exterior Holds Lockers

Bibliotheca – please note the colored wrap is extra



Envisionware – holds locker in use at the Keller Public Library





AGENDA MEMORANDUM

DATE: December 11, 2024

TO: Honorable City Council Members

FROM: Lana Ewell, Director of Library Services

THROUGH: Sandra Gibson, Interim City Manager and Director of Finance
Linda Proskey, City Secretary

SUBJECT: Report from Trina Nosenzo on 2024 Final Survey Results of Summary Data

BACKGROUND/INFORMATION:

An overview of the 2024 Library Survey Data.

FINANCIAL IMPLICATIONS:

NA.

RECOMMENDATION/ACTION DESIRED:

Gather information.

ATTACHMENTS/ SUPPORTING DOCUMENTATION:

1. 2024 Final Survey Results Summary Data without Patron information

REVIEWED BY:

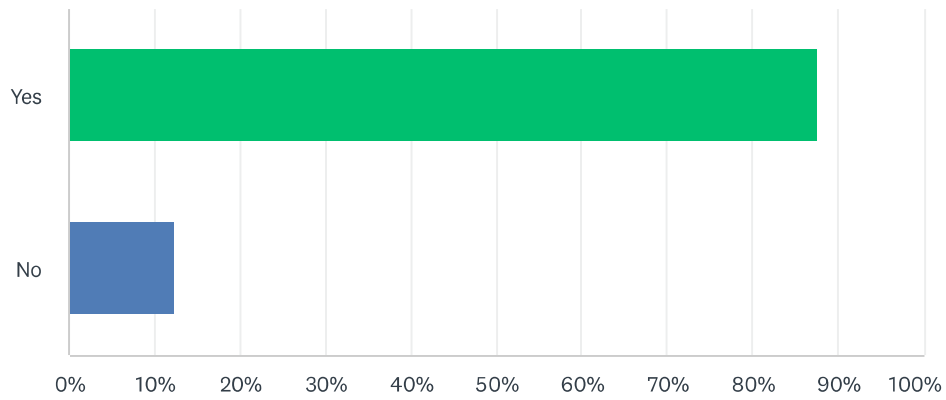
Lana Ewell, Director of Library Services
 Sandra Gibson, Interim City Manager and Director of Finance
 Linda Proskey, City Secretary

Approved - 12/11/2024
 Approved - 12/16/2024
 Final Approval -
 12/17/2024

Approved as to form for inclusion on Agenda

Q1 Do you have a library card?

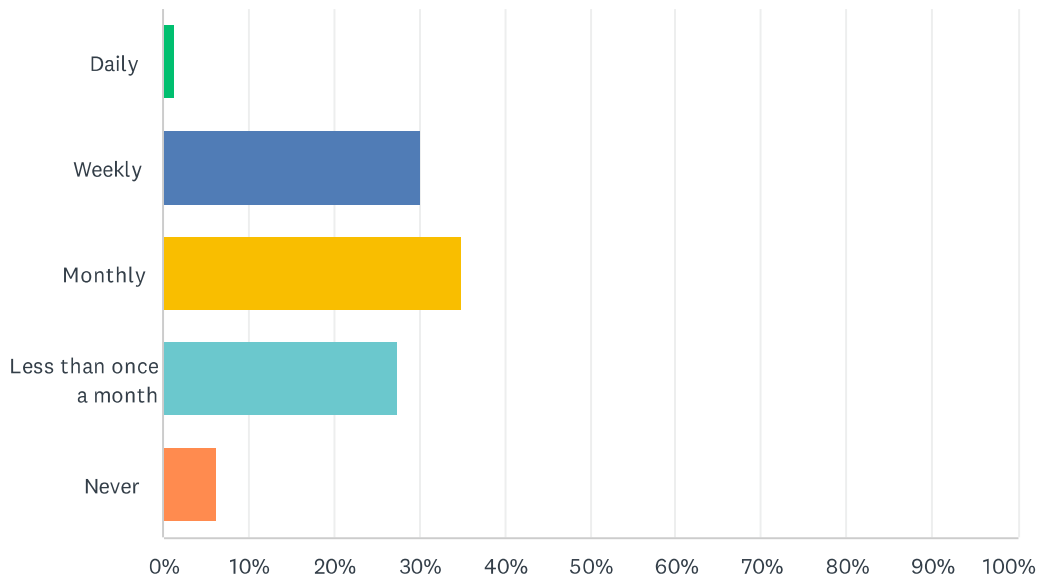
Answered: 163 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Yes | 87.73% | 143 |
| No | 12.27% | 20 |
| Total Respondents: 163 | | |

Q2 On average, how often do you visit the Watauga Public Library (WPL)?

Answered: 163 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|------------------------|------------|
| Daily | 1.23% 2 |
| Weekly | 30.06% 49 |
| Monthly | 34.97% 57 |
| Less than once a month | 27.61% 45 |
| Never | 6.13% 10 |
| TOTAL | 163 |

Q3 If you do not use the Library, please share why?

Answered: 163 Skipped: 0

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | N/A | 9/25/2024 10:00 PM |
| 2 | I live in NRH, and our library meets our immediate needs. We love the more classic feel of Watauga as well as the programs and older collections. | 9/23/2024 10:27 PM |
| 3 | I do use the library | 9/9/2024 5:53 PM |
| 4 | Only as needed. | 9/3/2024 1:23 PM |
| 5 | Check out online books from library | 9/2/2024 12:56 PM |
| 6 | We love books, I just wish there was a bigger spot for my almost 4 year old. | 9/1/2024 8:58 PM |
| 7 | I do | 9/1/2024 4:02 PM |
| 8 | N/A | 8/31/2024 2:35 PM |
| 9 | I use it often | 8/31/2024 7:33 AM |
| 10 | We come for activities or read while we are there. I worry about losing books or not getting them back on time. | 8/31/2024 5:49 AM |
| 11 | NA | 8/31/2024 2:39 AM |
| 12 | I tend to go to NRH library. | 8/30/2024 10:51 PM |
| 13 | I mostly come to adult classes | 8/30/2024 10:30 PM |
| 14 | I use Libby. No need to come in person. | 8/30/2024 9:26 PM |
| 15 | We're retired now and just don't need some of the services anymore. | 8/30/2024 9:09 PM |
| 16 | N/A | 8/30/2024 7:02 PM |
| 17 | Yes a use | 8/30/2024 6:40 PM |
| 18 | I rarely use but only for checking out genealogy information or copying it. | 8/30/2024 6:18 PM |
| 19 | I've been slacking. I'm planning on going more often. | 8/30/2024 5:25 PM |
| 20 | I do use the library. | 8/30/2024 5:17 PM |
| 21 | They don't have the books I want to read. | 8/30/2024 4:18 PM |
| 22 | Only because don't have time but frequently see fun events | 8/30/2024 3:59 PM |
| 23 | N/A | 8/30/2024 3:31 PM |
| 24 | We use it! | 8/30/2024 3:26 PM |
| 25 | Dont have the need to. | 8/30/2024 3:20 PM |
| 26 | Time | 8/30/2024 3:06 PM |
| 27 | Do not think about it with my kids schedule. Now they have started Kindergarten we may utilize it more. | 8/30/2024 2:57 PM |
| 28 | We visit monthly during the school year :) | 8/30/2024 2:48 PM |
| 29 | N/a | 8/30/2024 2:34 PM |
| 30 | I use it | 8/30/2024 4:36 AM |
| 31 | Don't have time. | 8/29/2024 9:25 PM |

Customer Input Opportunity

| | | |
|----|--|--------------------|
| 32 | I use the library more during the cold winter months when I read more. | 8/29/2024 9:19 PM |
| 33 | Prefer online books. | 8/29/2024 8:48 PM |
| 34 | I use the library frequently. | 8/29/2024 8:44 PM |
| 35 | Haven't had a chance. | 8/29/2024 8:35 PM |
| 36 | I use the library weekly | 8/29/2024 6:33 PM |
| 37 | NA | 8/29/2024 6:05 PM |
| 38 | I listen to audiobooks and use Libby and use my library card for that | 8/29/2024 6:03 PM |
| 39 | N/a | 8/29/2024 6:02 PM |
| 40 | N/A | 8/29/2024 5:57 PM |
| 41 | We do visit the library weekly, though some days when we know it will be busy we may avoid it. It can be crowded, as well as hard to navigate with a wheelchair. | 8/29/2024 5:31 PM |
| 42 | N/a | 8/29/2024 5:29 PM |
| 43 | I live in Keller but have been disappointed by the lack of foreign literacy in the Keller library. | 8/25/2024 1:51 AM |
| 44 | i use the library. | 8/9/2024 5:41 PM |
| 45 | N/A | 7/25/2024 10:51 AM |
| 46 | N/A | 7/19/2024 6:38 AM |
| 47 | NA | 7/15/2024 9:41 AM |
| 48 | NOT APPLICABLE | 7/15/2024 8:01 AM |
| 49 | I do use the library. | 7/11/2024 4:49 PM |
| 50 | NA | 7/10/2024 2:21 PM |
| 51 | N/A. | 7/6/2024 11:58 AM |
| 52 | N/A | 6/28/2024 3:36 PM |
| 53 | I do use the library. | 6/27/2024 8:20 AM |
| 54 | NA | 6/26/2024 4:21 PM |
| 55 | N/a | 6/26/2024 2:10 PM |
| 56 | I DO use the library | 6/25/2024 6:27 PM |
| 57 | I use it! Just not as often as I used to. I have purchased more books than I could have when I was younger. | 6/25/2024 11:28 AM |
| 58 | Use library. | 6/25/2024 10:01 AM |
| 59 | I am there 2-3 times per month. | 6/25/2024 7:17 AM |
| 60 | I use the library regularly. | 6/24/2024 9:22 PM |
| 61 | na | 6/24/2024 7:46 PM |
| 62 | I use the library. | 6/22/2024 11:03 AM |
| 63 | N/A, I use the library! | 6/22/2024 11:00 AM |
| 64 | I do use the library | 6/21/2024 7:40 AM |
| 65 | NA | 6/21/2024 6:54 AM |
| 66 | Because your hours don't really work for my work schedule. | 6/21/2024 5:52 AM |
| 67 | N/a | 6/21/2024 4:51 AM |
| 68 | I do | 6/21/2024 12:48 AM |

Customer Input Opportunity

| | | |
|-----|---|--------------------|
| 69 | Does not apply | 6/20/2024 10:11 PM |
| 70 | N/A | 6/20/2024 9:53 PM |
| 71 | I have digital subscriptions and a card at nrh library to access their online books. | 6/20/2024 8:33 PM |
| 72 | na | 6/20/2024 8:30 AM |
| 73 | I do use the library | 6/18/2024 7:08 PM |
| 74 | I do use it, although I wish there was story time for school age kids and more homeschool group activities | 6/13/2024 7:00 PM |
| 75 | I mainly download free digital books | 6/12/2024 8:19 PM |
| 76 | I do use the library. | 6/12/2024 11:58 AM |
| 77 | N/A | 6/11/2024 7:35 PM |
| 78 | Why WOULDN'T I use the library; it's fantastic! | 6/10/2024 1:46 PM |
| 79 | I do use the library. | 6/10/2024 12:26 PM |
| 80 | N/a | 6/10/2024 12:06 PM |
| 81 | N/A | 6/10/2024 10:59 AM |
| 82 | I have used it but it's been awhile. I would like to join an adult book club | 6/7/2024 10:51 AM |
| 83 | I have been busy with work, and it's closed when I want to go or when I get home from work. I do use the kindle book check out. | 6/6/2024 7:06 PM |
| 84 | N/a | 6/5/2024 10:46 AM |
| 85 | Time spent away from city | 6/5/2024 9:31 AM |
| 86 | My house is less than a mile from the library but the postal code is technically Haltom City and am unable to get a card | 6/5/2024 8:49 AM |
| 87 | We use it for play dates and rainy days! We live on the opposite side of rufe snow so we're not Watauga residents, that's why I don't have a library card. | 6/5/2024 8:36 AM |
| 88 | N/a | 6/5/2024 8:24 AM |
| 89 | NA | 6/4/2024 10:44 PM |
| 90 | I do use the library | 6/4/2024 10:12 PM |
| 91 | We always use the library! | 6/4/2024 9:11 PM |
| 92 | Don't read enough but I usually watch for events that look fun | 6/4/2024 8:23 PM |
| 93 | I do use the library often and recommend it to others | 6/4/2024 7:44 PM |
| 94 | I'm an adult without children. A lot of events at the library are geared toward children. | 6/4/2024 7:05 PM |
| 95 | I use it every week! | 6/4/2024 6:42 PM |
| 96 | NA | 6/4/2024 6:18 PM |
| 97 | N/A | 6/4/2024 2:32 PM |
| 98 | I use the library often | 6/2/2024 8:47 PM |
| 99 | I use the Libby app. | 6/2/2024 6:48 PM |
| 100 | Distance | 6/2/2024 10:04 AM |
| 101 | Cant find the books i want to read, and Bedford library shows what new titles they ordered and imcan put them on hold before they even arrive in the library. | 6/2/2024 7:09 AM |
| 102 | We do use it. | 6/2/2024 5:18 AM |
| 103 | I don't use the computer area because it is too open and I do not like over the shoulder looks loos | 6/2/2024 3:12 AM |

Customer Input Opportunity

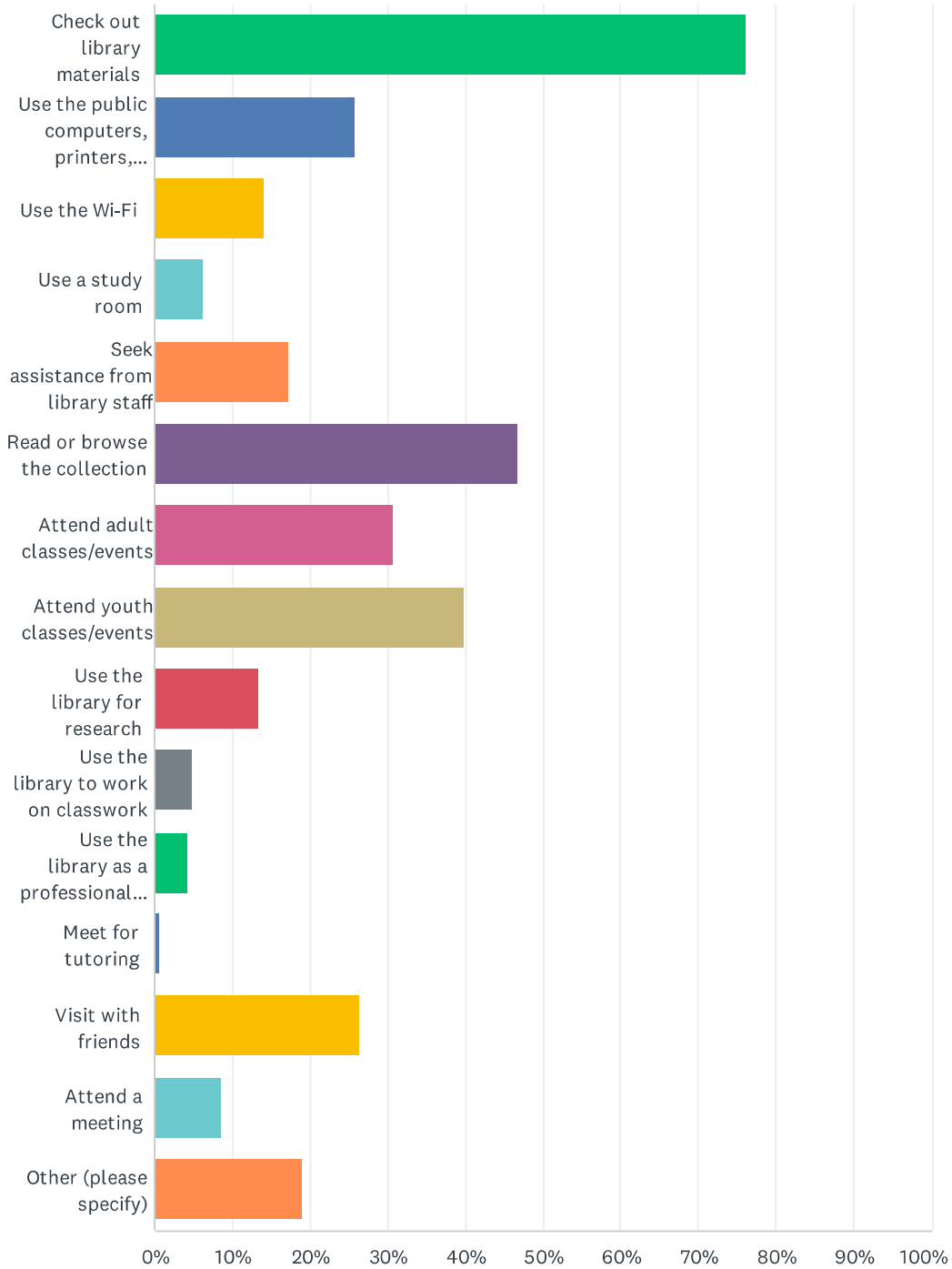
| | | |
|-----|---|--------------------|
| 104 | N/A | 6/1/2024 11:18 PM |
| 105 | Location not convenient. | 6/1/2024 8:37 PM |
| 106 | NA | 6/1/2024 5:21 PM |
| 107 | Haven't needed to in years | 6/1/2024 5:09 PM |
| 108 | n/a | 6/1/2024 4:46 PM |
| 109 | N/A, we visit weekly! | 6/1/2024 1:30 PM |
| 110 | Time | 6/1/2024 12:55 PM |
| 111 | We live in Keller but love coming to all the kids events. I grew up going to the Watauga library with my grandpa and love to still share it with my son. | 6/1/2024 12:31 PM |
| 112 | Use it, love it. | 6/1/2024 12:10 PM |
| 113 | I didn't go as often when Whitley Rd was closed. | 6/1/2024 11:55 AM |
| 114 | I use the library online and walk-in. | 6/1/2024 11:40 AM |
| 115 | I discovered the libraries on line | 6/1/2024 11:27 AM |
| 116 | I usually read books on my phone and my kids are older so they don't go to the fun things the library has for little kids. | 6/1/2024 9:49 AM |
| 117 | N/A | 6/1/2024 9:32 AM |
| 118 | N / a | 6/1/2024 9:20 AM |
| 119 | N/A | 6/1/2024 9:02 AM |
| 120 | I do use library services. | 6/1/2024 8:55 AM |
| 121 | I use it often in the summer with my grandkids and to just go and chill out | 6/1/2024 8:46 AM |
| 122 | N/A | 6/1/2024 8:22 AM |
| 123 | I do use the library. | 6/1/2024 7:56 AM |
| 124 | We LOVE the library | 6/1/2024 7:53 AM |
| 125 | Working hours makes it hard sometimes. | 6/1/2024 7:48 AM |
| 126 | I'm new to the area and babysit during the week so it's difficult for me to get a card. I would go a few times a week if I had a card | 6/1/2024 6:00 AM |
| 127 | We were not using it for the past year because of construction outside the library | 6/1/2024 3:19 AM |
| 128 | I don't have a lot of time to read so I didn't go to check out books. I used to take my daughter there a lot when she was little, but I no longer have little ones. | 6/1/2024 2:25 AM |
| 129 | N/a | 6/1/2024 1:12 AM |
| 130 | i use the library | 6/1/2024 12:51 AM |
| 131 | NA | 6/1/2024 12:32 AM |
| 132 | I do use the library | 5/31/2024 11:24 PM |
| 133 | I use the app to check out audio books, but I'm wanting to start taking my toddler to the library | 5/31/2024 11:07 PM |
| 134 | I use it! | 5/31/2024 11:03 PM |
| 135 | Na | 5/31/2024 10:45 PM |
| 136 | N/a | 5/31/2024 10:44 PM |
| 137 | Using the library | 5/31/2024 10:41 PM |
| 138 | I do use the library | 5/31/2024 10:33 PM |
| 139 | NA | 5/31/2024 10:23 PM |

Customer Input Opportunity

| | | |
|-----|--|--------------------|
| 140 | . | 5/31/2024 10:12 PM |
| 141 | N/A | 5/31/2024 10:10 PM |
| 142 | I use the library | 5/31/2024 10:10 PM |
| 143 | N/A | 5/31/2024 10:07 PM |
| 144 | Seem to not have enough time | 5/31/2024 10:06 PM |
| 145 | N/A | 5/31/2024 9:53 PM |
| 146 | We go less during the school year due to access to books there. | 5/31/2024 9:50 PM |
| 147 | I use the library | 5/31/2024 9:39 PM |
| 148 | N/A | 5/31/2024 9:26 PM |
| 149 | NA | 5/31/2024 9:15 PM |
| 150 | We do | 5/31/2024 9:12 PM |
| 151 | I regularly use the library. | 5/31/2024 8:45 PM |
| 152 | I love the WPL | 5/31/2024 8:44 PM |
| 153 | N/A | 5/31/2024 8:30 PM |
| 154 | NA | 5/31/2024 8:26 PM |
| 155 | I use it daily | 5/31/2024 8:19 PM |
| 156 | NA | 5/31/2024 8:08 PM |
| 157 | Was deterred by the construction on Whitley for a while. Also, when I'd go, the library didn't have the books I wanted to check out. | 5/31/2024 7:54 PM |
| 158 | NA | 5/31/2024 7:54 PM |
| 159 | NA | 5/31/2024 7:36 PM |
| 160 | Live in North Richland Hills | 5/31/2024 7:33 PM |
| 161 | I do | 5/31/2024 7:29 PM |
| 162 | We use it | 5/31/2024 7:23 PM |
| 163 | N/A | 5/31/2024 7:20 PM |

Q4 What do you typically do when you visit a public library? Please select all that apply.

Answered: 163 Skipped: 0



Customer Input Opportunity

| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| Check out library materials | 76.07% | 124 |
| Use the public computers, printers, copier, and/or scanner. | 25.77% | 42 |
| Use the Wi-Fi | 14.11% | 23 |
| Use a study room | 6.13% | 10 |
| Seek assistance from library staff | 17.18% | 28 |
| Read or browse the collection | 46.63% | 76 |
| Attend adult classes/events | 30.67% | 50 |
| Attend youth classes/events | 39.88% | 65 |
| Use the library for research | 13.50% | 22 |
| Use the library to work on classwork | 4.91% | 8 |
| Use the library as a professional workspace | 4.29% | 7 |
| Meet for tutoring | 0.61% | 1 |
| Visit with friends | 26.38% | 43 |
| Attend a meeting | 8.59% | 14 |
| Other (please specify) | 19.02% | 31 |
| Total Respondents: 163 | | |

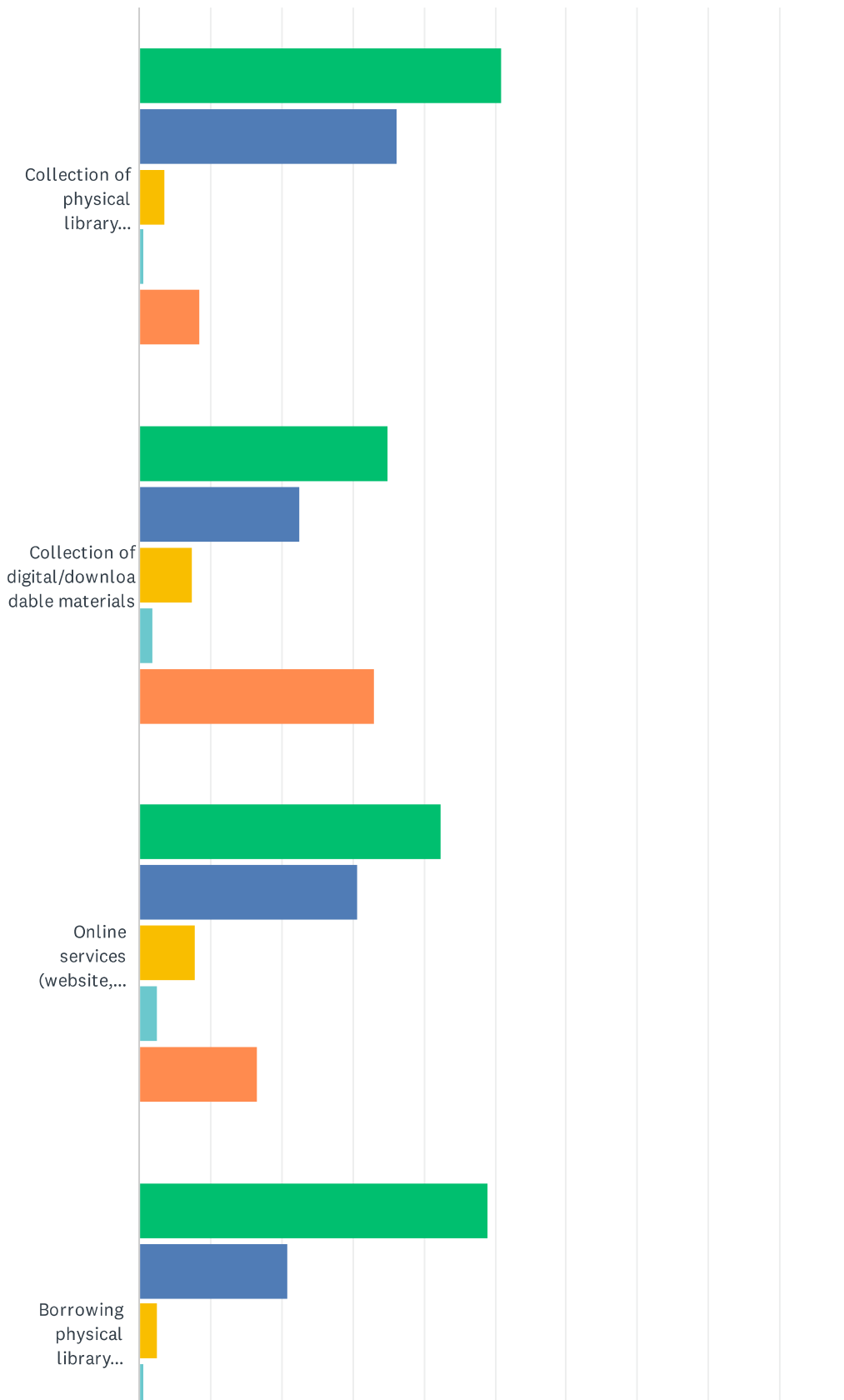
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|--------------------|
| 1 | As a place to be with my child | 9/23/2024 10:27 PM |
| 2 | Attend kid activities | 8/31/2024 2:35 PM |
| 3 | A sanctuary | 8/31/2024 5:49 AM |
| 4 | Game night | 8/30/2024 7:02 PM |
| 5 | Check out the books for sale in the back. | 8/30/2024 5:17 PM |
| 6 | Take my daughter to speech therapy | 8/30/2024 3:20 PM |
| 7 | Attended for events, like Easter for the egg hunt. | 8/30/2024 2:57 PM |
| 8 | Use children's play area and attend children's events | 8/30/2024 4:36 AM |
| 9 | STORY TIME AND CHILDREN PLAY/READ AREA | 7/15/2024 9:41 AM |
| 10 | I just love being there. A happy place. | 6/25/2024 11:28 AM |
| 11 | Occasionally bring grandchildren to play | 6/20/2024 10:11 PM |
| 12 | kids events | 6/20/2024 8:30 AM |
| 13 | Let my toddlers play and learn social skills | 6/4/2024 7:44 PM |
| 14 | Bookclub, therapy dog | 6/4/2024 6:18 PM |
| 15 | Volunteer | 6/2/2024 8:47 PM |
| 16 | Let the kids play in the family area! | 6/1/2024 1:30 PM |
| 17 | Bring my daughter to story time | 6/1/2024 12:55 PM |

Customer Input Opportunity

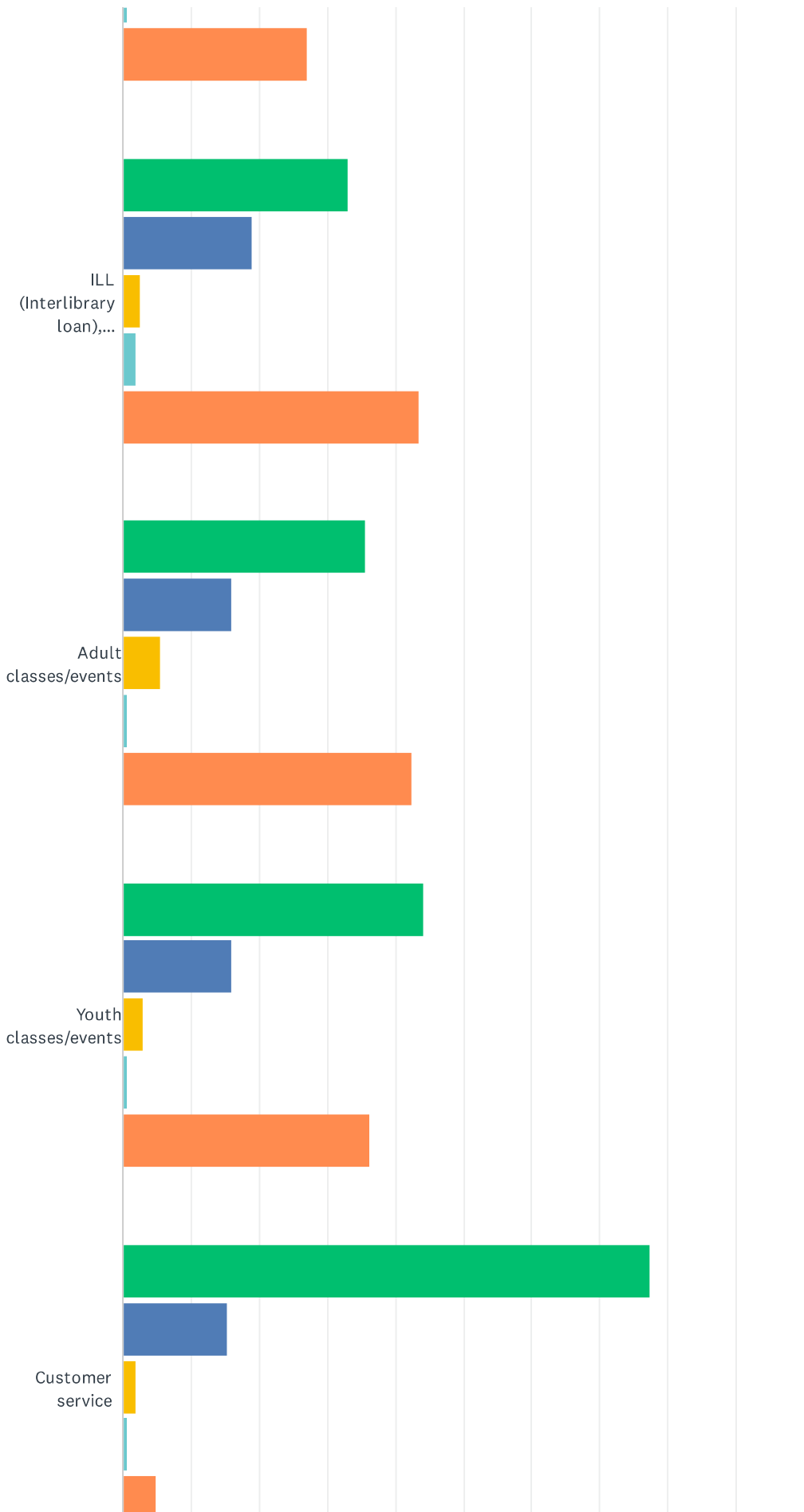
| | | |
|----|---|--------------------|
| 18 | Story time and toddler activities | 6/1/2024 12:10 PM |
| 19 | Bring my kids | 6/1/2024 11:55 AM |
| 20 | book sale | 6/1/2024 8:55 AM |
| 21 | Enjoy activities with my grandchildren during the summers | 6/1/2024 8:46 AM |
| 22 | Join mommy and me classes with my 2 grand babies and my daughter | 6/1/2024 6:00 AM |
| 23 | Toddler area, crafts, kid events | 6/1/2024 12:32 AM |
| 24 | Attend kids and family events | 5/31/2024 10:41 PM |
| 25 | Let my son play in the children's area | 5/31/2024 10:33 PM |
| 26 | Storytime | 5/31/2024 10:07 PM |
| 27 | Take my granddaughter to activites | 5/31/2024 10:06 PM |
| 28 | meet grandchildren there | 5/31/2024 9:53 PM |
| 29 | Bring Miss Frida. | 5/31/2024 9:15 PM |
| 30 | Bring my toddler to storytime, play in the play area, read him books and wistfully look at book I'd like to read some day | 5/31/2024 8:45 PM |
| 31 | Use kids space | 5/31/2024 7:54 PM |

Q5 How would you rate the following Library services?

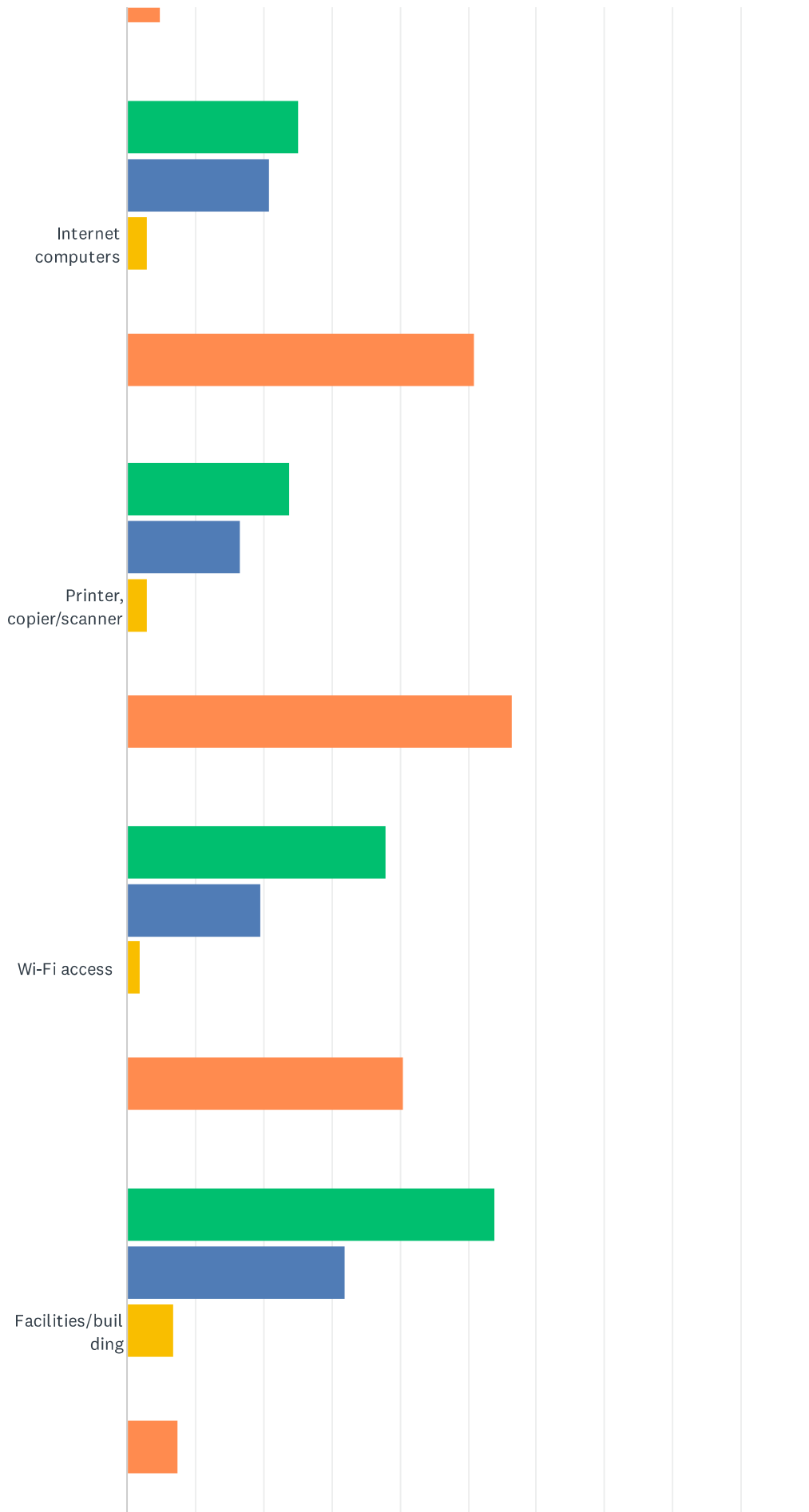
Answered: 163 Skipped: 0



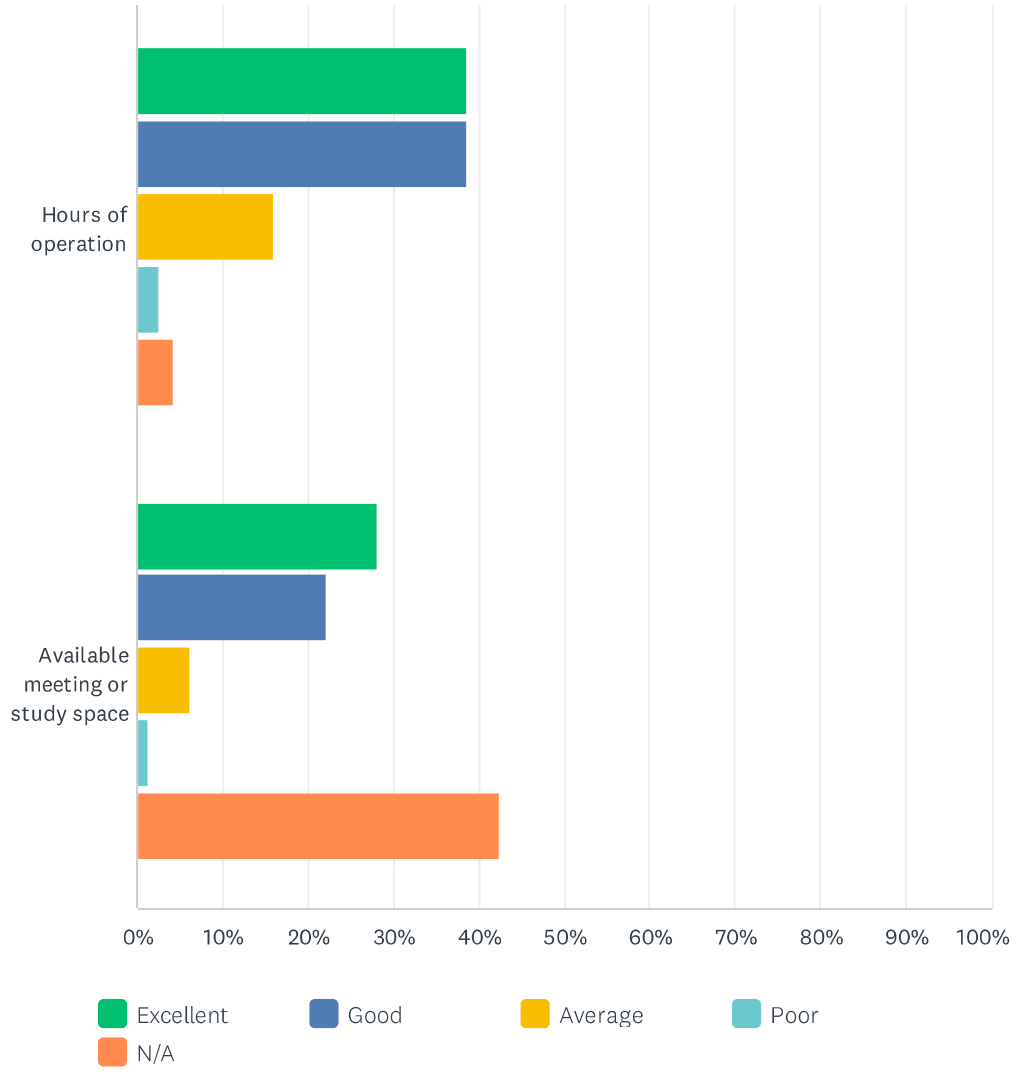
Customer Input Opportunity



Customer Input Opportunity



Customer Input Opportunity

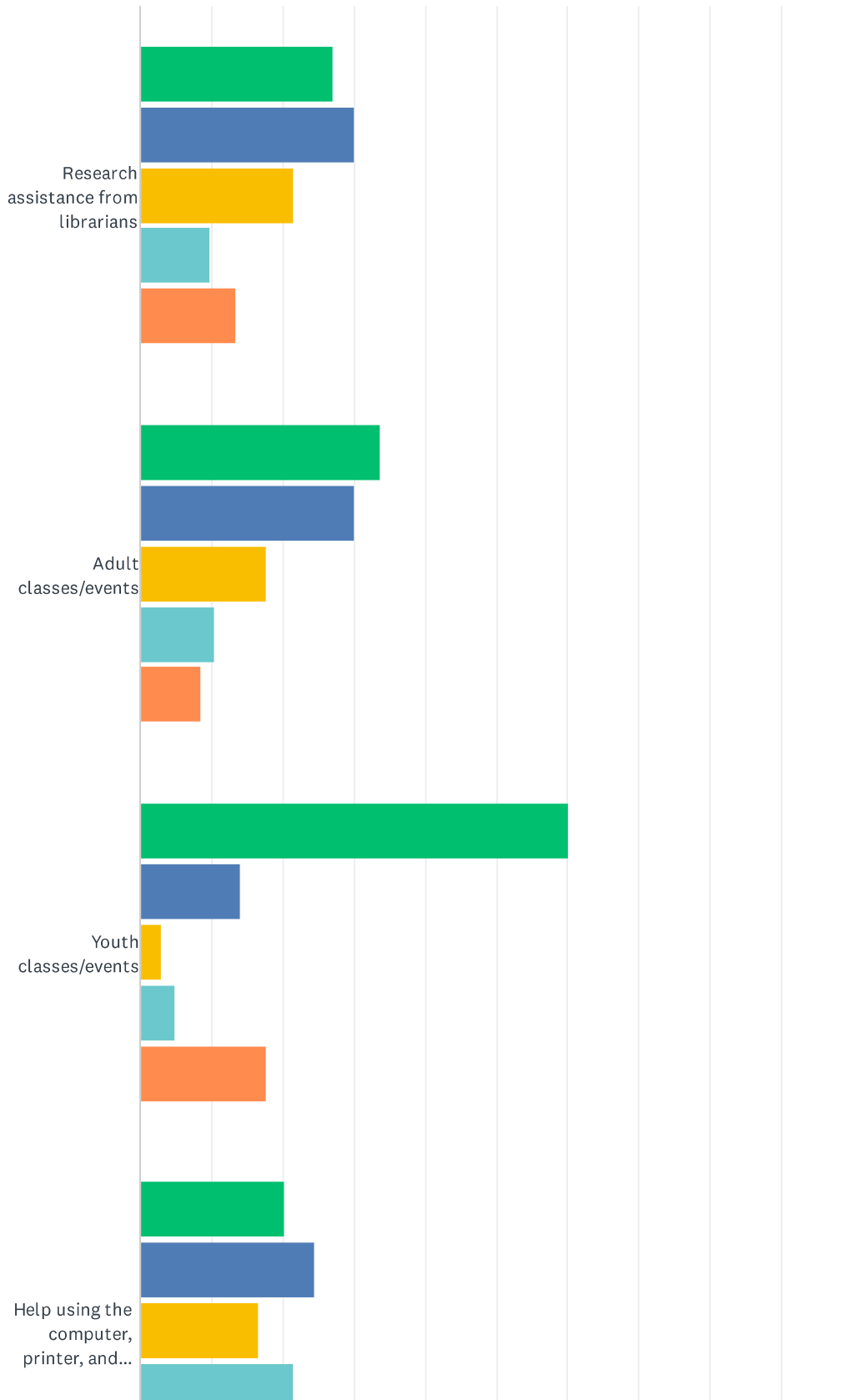


Customer Input Opportunity

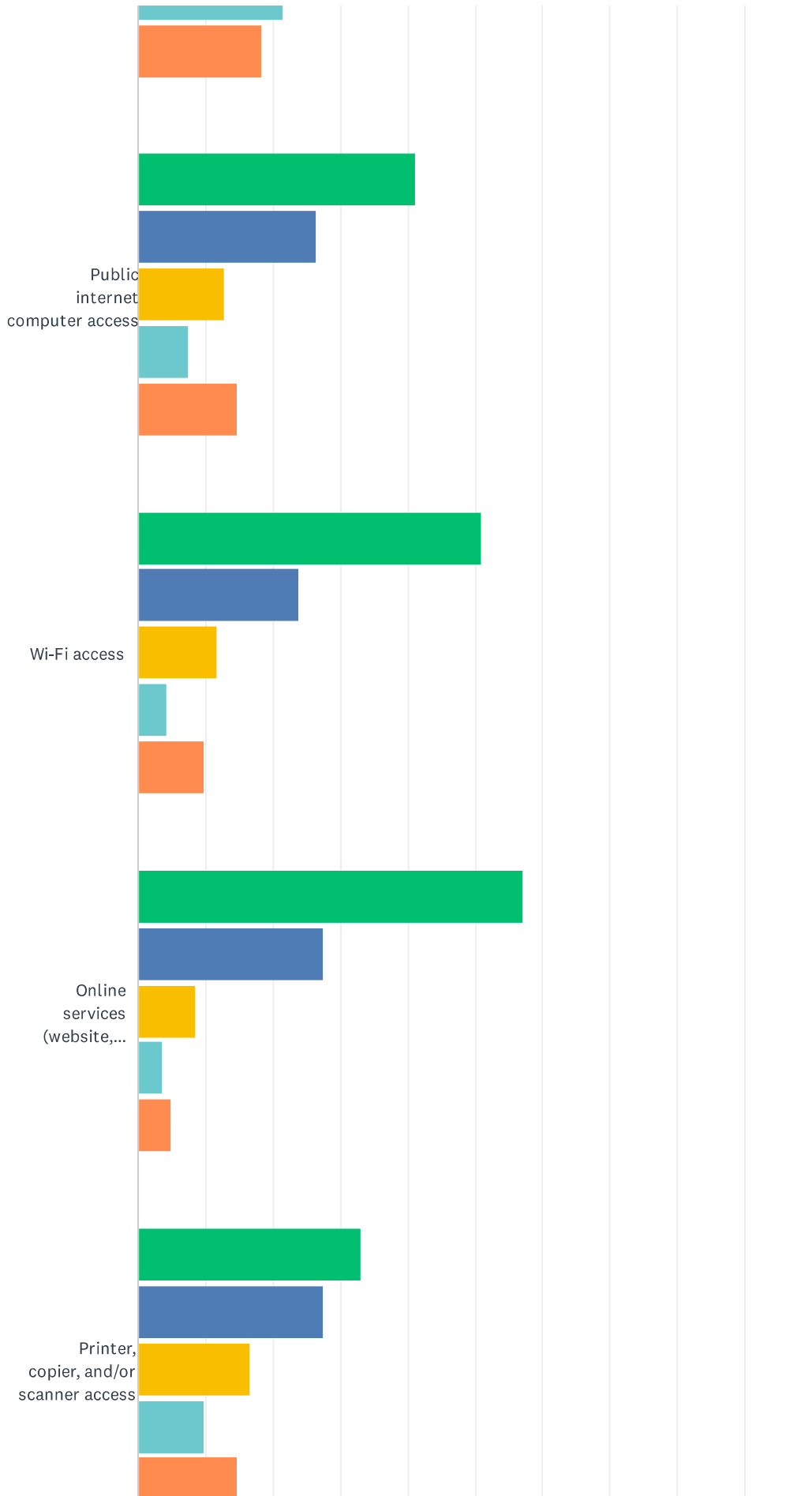
| | EXCELLENT | GOOD | AVERAGE | POOR | N/A | TOTAL | WEIGHTED AVERAGE |
|--|---------------|--------------|--------------|------------|--------------|-------|------------------|
| Collection of physical library materials | 50.92% 83 | 36.20% 59 | 3.68% 6 | 0.61% 1 | 8.59% 14 | 163 | 1.80 |
| Collection of digital/downloadable materials | 34.97% 57 | 22.70% 37 | 7.36% 12 | 1.84% 3 | 33.13% 54 | 163 | 2.75 |
| Online services (website, catalog, databases, eResources, social media presence) | 42.33% 69 | 30.67% 50 | 7.98% 13 | 2.45% 4 | 16.56% 27 | 163 | 2.20 |
| Borrowing physical library materials from the shared collection of the MetroShare Libraries consortium (11 cities) | 49.08% 80 | 20.86% 34 | 2.45% 4 | 0.61% 1 | 26.99% 44 | 163 | 2.36 |
| ILL (Interlibrary loan), borrowing from Texas libraries beyond the MetroShare Libraries | 33.13% 54 | 19.02% 31 | 2.45% 4 | 1.84% 3 | 43.56% 71 | 163 | 3.04 |
| Adult classes/events | 35.58% 58 | 15.95% 26 | 5.52% 9 | 0.61% 1 | 42.33% 69 | 163 | 2.98 |
| Youth classes/events | 44.17% 72 | 15.95% 26 | 3.07% 5 | 0.61% 1 | 36.20% 59 | 163 | 2.69 |
| Customer service | 77.30% 126 | 15.34% 25 | 1.84% 3 | 0.61% 1 | 4.91% 8 | 163 | 1.40 |
| Internet computers | 25.15% 41 | 20.86% 34 | 3.07% 5 | 0.00% 0 | 50.92% 83 | 163 | 3.31 |
| Printer, copier/scanner | 23.93% 39 | 16.56% 27 | 3.07% 5 | 0.00% 0 | 56.44% 92 | 163 | 3.48 |
| Wi-Fi access | 38.04% 62 | 19.63% 32 | 1.84% 3 | 0.00% 0 | 40.49% 66 | 163 | 2.85 |
| Facilities/building | 53.99% 88 | 31.90% 52 | 6.75% 11 | 0.00% 0 | 7.36% 12 | 163 | 1.75 |
| Hours of operation | 38.65% 63 | 38.65% 63 | 15.95% 26 | 2.45% 4 | 4.29% 7 | 163 | 1.95 |
| Available meeting or study space | 28.22% 46 | 22.09% 36 | 6.13% 10 | 1.23% 2 | 42.33% 69 | 163 | 3.07 |

Q6 How important are each of the following Library services to you?

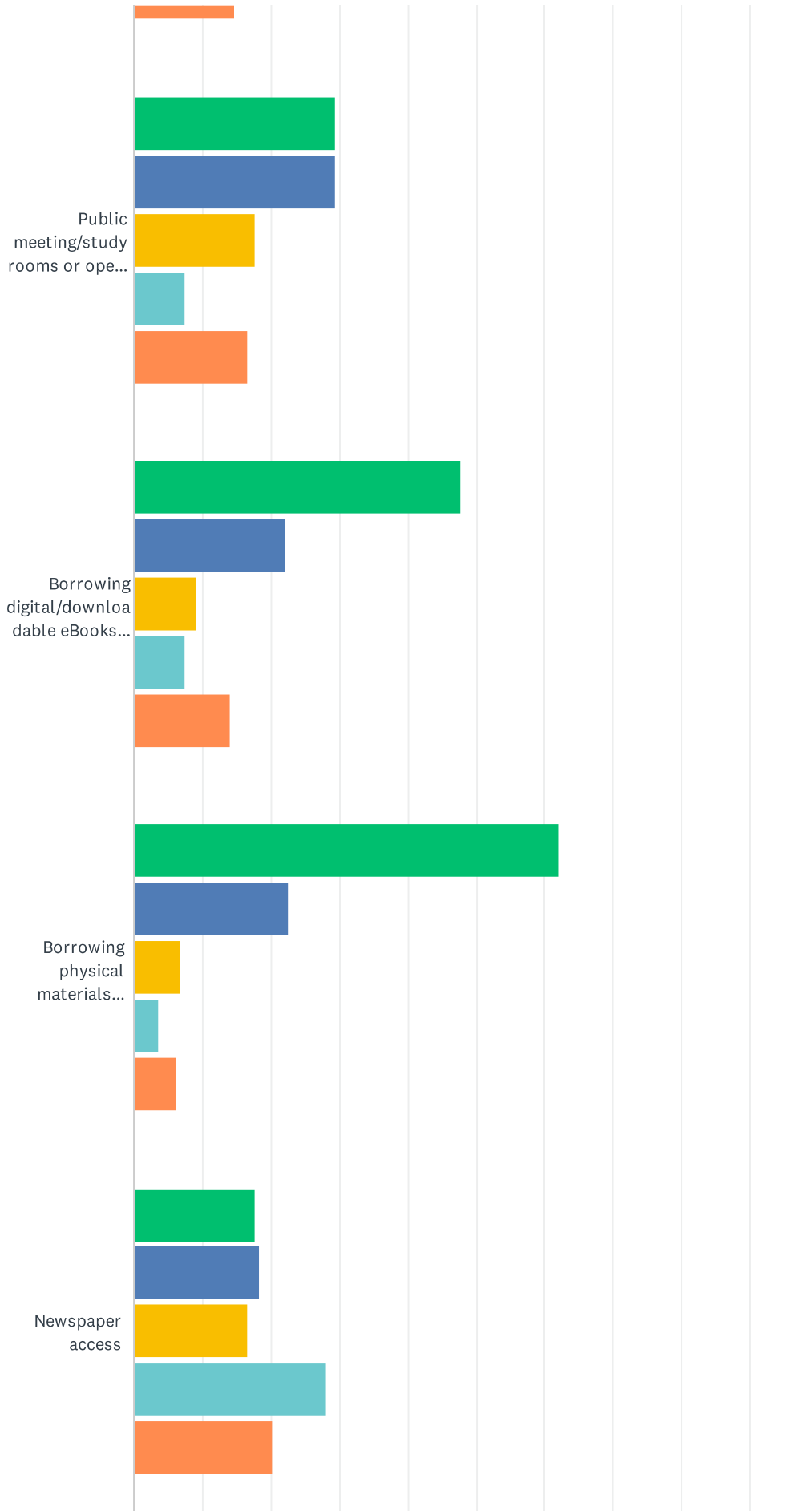
Answered: 163 Skipped: 0



Customer Input Opportunity



Customer Input Opportunity



Customer Input Opportunity

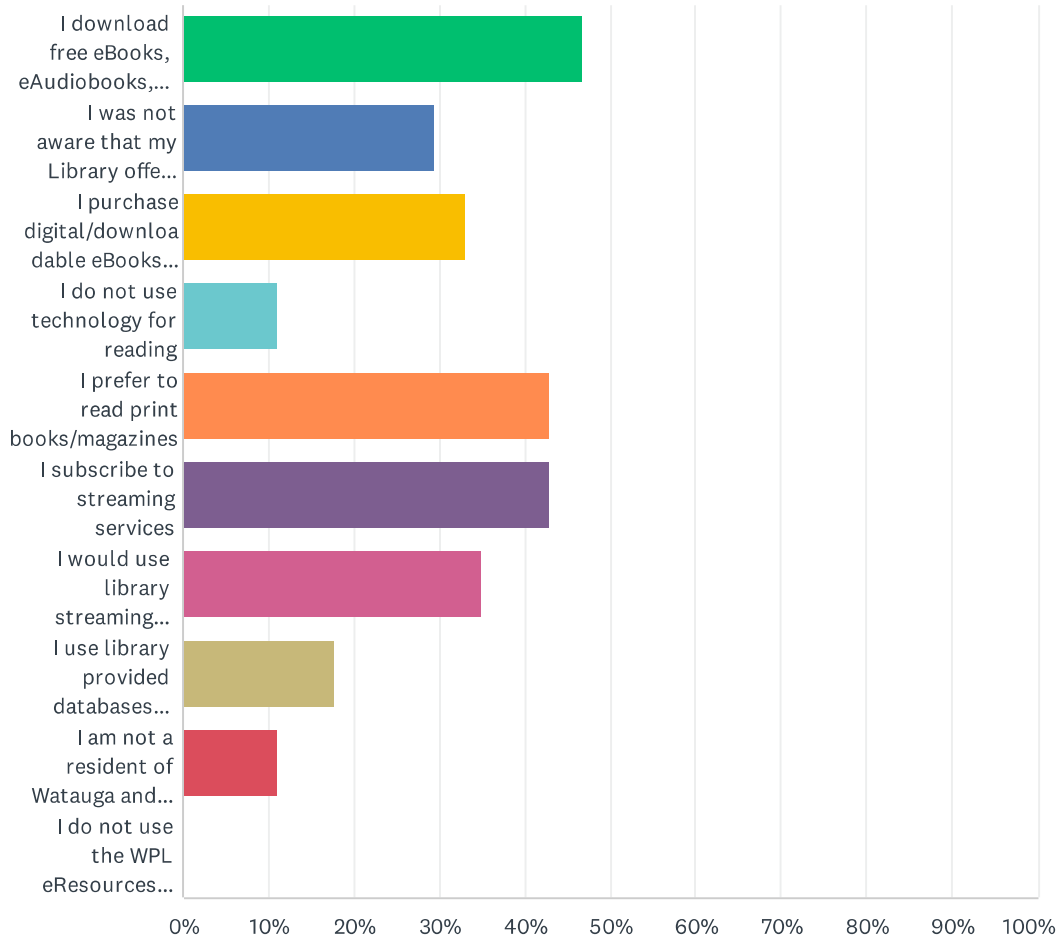
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very Import...
 ■ Important
 ■ Somewhat I...
 ■ Not Import...
■ N/A

| | VERY IMPORTANT | IMPORTANT | SOMEWHAT IMPORTANT | NOT IMPORTANT | N/A | TOTAL RESPONDENTS |
|--|----------------|--------------|--------------------|---------------|--------------|-------------------|
| Research assistance from librarians | 26.99% 44 | 30.06% 49 | 21.47% 35 | 9.82% 16 | 13.50% 22 | 163 |
| Adult classes/events | 33.74% 55 | 30.06% 49 | 17.79% 29 | 10.43% 17 | 8.59% 14 | 163 |
| Youth classes/events | 60.12% 98 | 14.11% 23 | 3.07% 5 | 4.91% 8 | 17.79% 29 | 163 |
| Help using the computer, printer, and copier/scanner | 20.25% 33 | 24.54% 40 | 16.56% 27 | 21.47% 35 | 18.40% 30 | 163 |
| Public internet computer access | 41.10% 67 | 26.38% 43 | 12.88% 21 | 7.36% 12 | 14.72% 24 | 163 |
| Wi-Fi access | 50.92% 83 | 23.93% 39 | 11.66% 19 | 4.29% 7 | 9.82% 16 | 163 |
| Online services (website, catalog, databases, eResources, social media presence) | 57.06% 93 | 27.61% 45 | 8.59% 14 | 3.68% 6 | 4.91% 8 | 163 |
| Printer, copier, and/or scanner access | 33.13% 54 | 27.61% 45 | 16.56% 27 | 9.82% 16 | 14.72% 24 | 163 |
| Public meeting/study rooms or open meeting/study space | 29.45% 48 | 29.45% 48 | 17.79% 29 | 7.36% 12 | 16.56% 27 | 163 |
| Borrowing digital/downloadable eBooks, eAudiobooks, and eMagazines | 47.85% 78 | 22.09% 36 | 9.20% 15 | 7.36% 12 | 14.11% 23 | 163 |
| Borrowing physical materials (books, DVDs, music CDs, magazines, etc.) | 61.96% 101 | 22.70% 37 | 6.75% 11 | 3.68% 6 | 6.13% 10 | 163 |
| Newspaper access | 17.79% 29 | 18.40% 30 | 16.56% 27 | 28.22% 46 | 20.25% 33 | 163 |

Q7 If you use technology in your everyday life, such as a smartphone, tablet, eReader, or computer, then please select all the following statements that apply:

Answered: 163 Skipped: 0

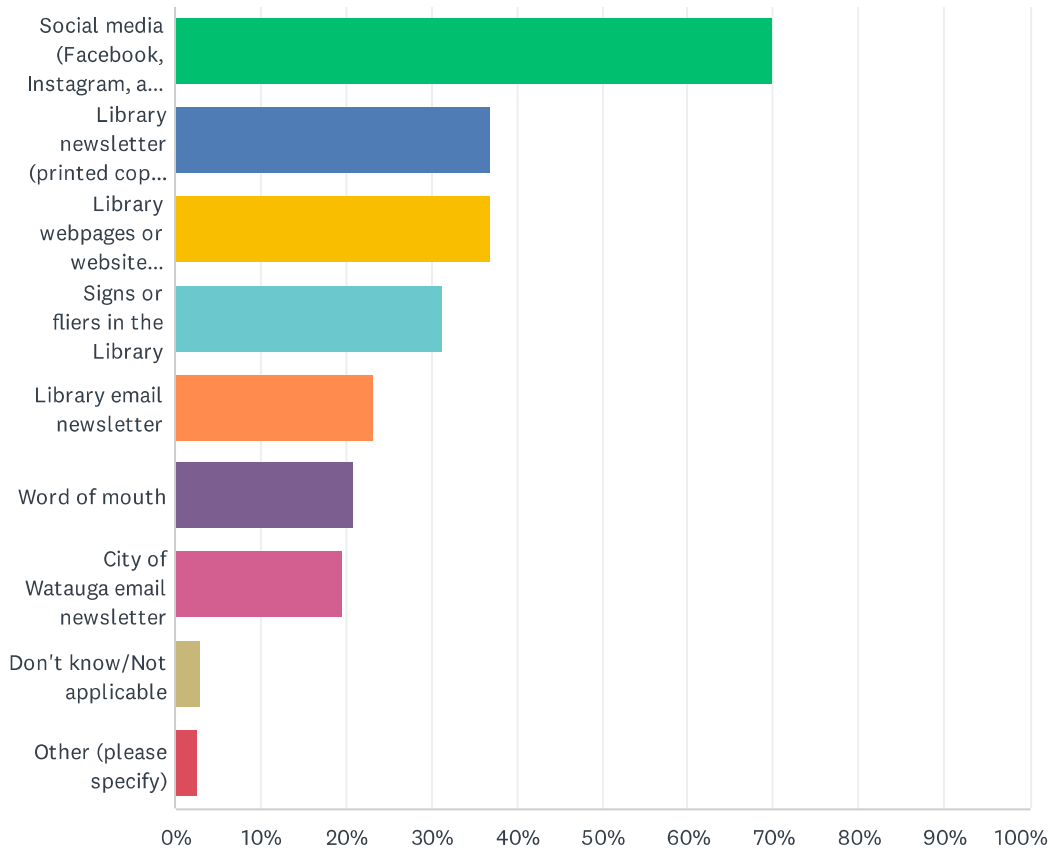


Customer Input Opportunity

| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| I download free eBooks, eAudiobooks, and eMagazines from the OverDrive/Libby app provided by my Library | 46.63% | 76 |
| I was not aware that my Library offers free digital/downloadable eBooks, eAudiobooks, and eMagazines | 29.45% | 48 |
| I purchase digital/downloadable eBooks, eAudiobooks, and/or eMagazines from an online vendor | 33.13% | 54 |
| I do not use technology for reading | 11.04% | 18 |
| I prefer to read print books/magazines | 42.94% | 70 |
| I subscribe to streaming services | 42.94% | 70 |
| I would use library streaming services if available | 34.97% | 57 |
| I use library provided databases available from the WPL's website, catalog, and public internet computer homepage. | 17.79% | 29 |
| I am not a resident of Watauga and cannot use WPL eResources (digital books, magazines, and databases) | 11.04% | 18 |
| I do not use the WPL eResources because I use the eResources my school provides. | 0.00% | 0 |
| Total Respondents: 163 | | |

Q8 How do you typically find out about Library services, classes, and events?

Answered: 163 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| Social media (Facebook, Instagram, and X/Twitter) | 69.94% | 114 |
| Library newsletter (printed copy taken from inside the library) | 36.81% | 60 |
| Library webpages or website calendar | 36.81% | 60 |
| Signs or fliers in the Library | 31.29% | 51 |
| Library email newsletter | 23.31% | 38 |
| Word of mouth | 20.86% | 34 |
| City of Watauga email newsletter | 19.63% | 32 |
| Don't know/Not applicable | 3.07% | 5 |
| Other (please specify) | 2.45% | 4 |
| Total Respondents: 163 | | |

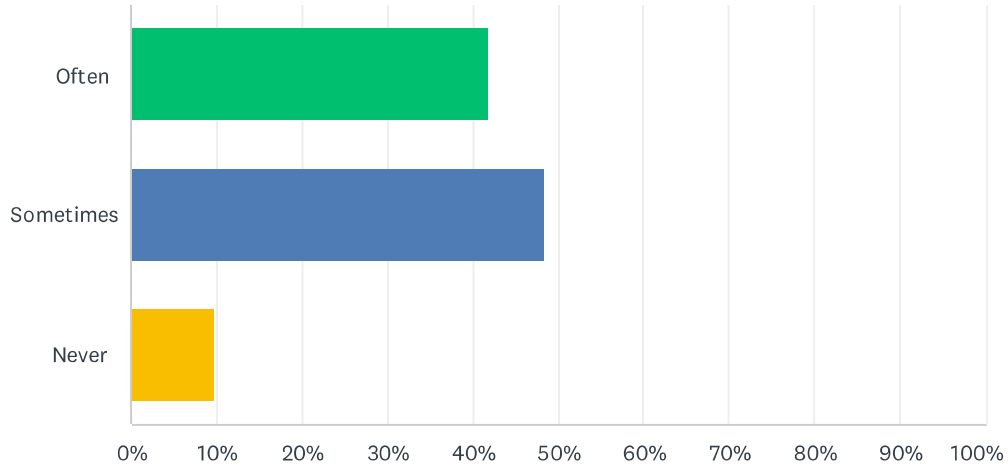
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|------|
|---|------------------------|------|

Customer Input Opportunity

| | | |
|---|--|-------------------|
| 1 | I have answered all | 6/26/2024 4:21 PM |
| 2 | see flyers at the Library | 6/25/2024 6:27 PM |
| 3 | I lived in the Watauga area for 7 years and moved to NRH but I still prefer the look and feel of the WPL! My grands love summertime reading fun! | 6/1/2024 8:46 AM |
| 4 | Wife tells me | 6/1/2024 1:12 AM |

Q9 When visiting the Library, do you typically shop, dine, or frequent Watauga businesses?

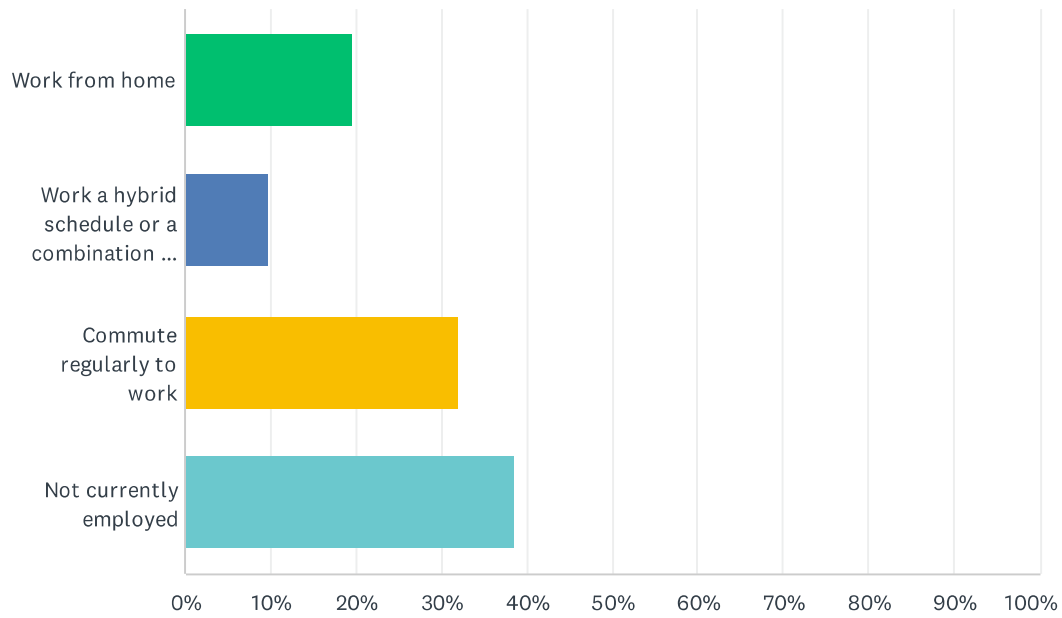
Answered: 163 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Often | 41.72% | 68 |
| Sometimes | 48.47% | 79 |
| Never | 9.82% | 16 |
| TOTAL | | 163 |

Q10 If employed, do you work from home or commute to work?

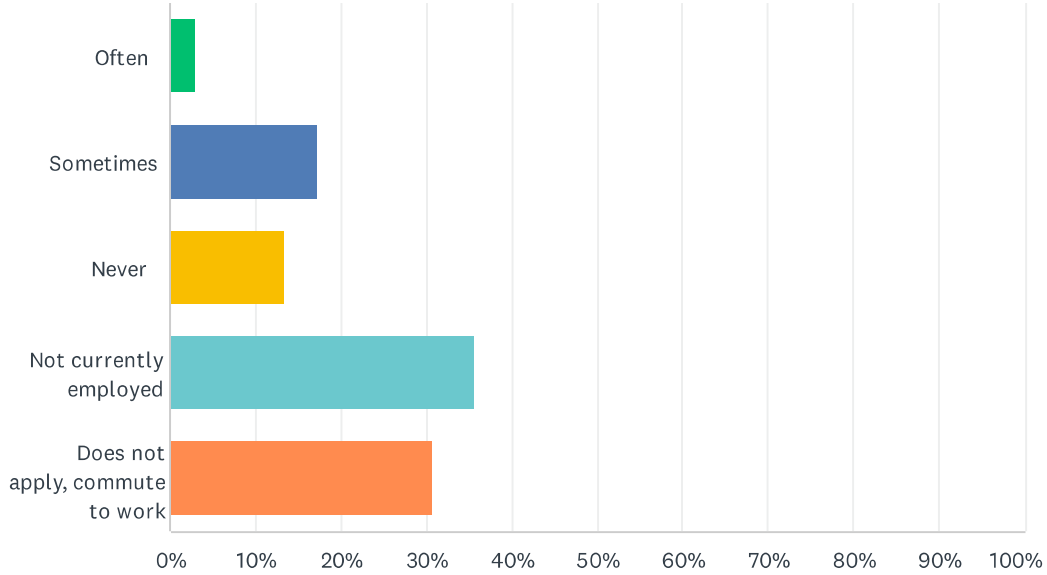
Answered: 163 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|------------|
| Work from home | 19.63% | 32 |
| Work a hybrid schedule or a combination of work from home and commute | 9.82% | 16 |
| Commute regularly to work | 31.90% | 52 |
| Not currently employed | 38.65% | 63 |
| TOTAL | | 163 |

Q11 If employed and you work from home or have a hybrid schedule, do you use the Library during your work hours?

Answered: 163 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|------------|
| Often | 3.07% | 5 |
| Sometimes | 17.18% | 28 |
| Never | 13.50% | 22 |
| Not currently employed | 35.58% | 58 |
| Does not apply, commute to work | 30.67% | 50 |
| TOTAL | | 163 |

Q12 If you visit the WPL, what do you value most about the Library?

Answered: 163 Skipped: 0

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | It's close to my home | 9/25/2024 10:00 PM |
| 2 | The atmosphere | 9/23/2024 10:27 PM |
| 3 | Staff is very helpful | 9/9/2024 5:53 PM |
| 4 | Friendly people that work at the library. | 9/3/2024 1:23 PM |
| 5 | Finding large print books for my dad to read. | 9/2/2024 12:56 PM |
| 6 | Access to books in the children's section | 9/1/2024 8:58 PM |
| 7 | N/A | 9/1/2024 4:02 PM |
| 8 | N/A | 8/31/2024 2:35 PM |
| 9 | Selection of both audio and print books! Love the library! | 8/31/2024 7:33 AM |
| 10 | All the classes and friendly help | 8/31/2024 5:49 AM |
| 11 | Kids events | 8/31/2024 2:39 AM |
| 12 | N/A | 8/30/2024 10:51 PM |
| 13 | N/A | 8/30/2024 10:30 PM |
| 14 | Public slaces | 8/30/2024 9:26 PM |
| 15 | The tasting classes are a lot of fun and a great way to meet your neighbors. | 8/30/2024 9:09 PM |
| 16 | The community aspect and how it brings together people to enjoy somewhere that is safe, friendly, and open to all. | 8/30/2024 7:02 PM |
| 17 | Accessibility | 8/30/2024 6:40 PM |
| 18 | Fold3, Heritage Quest | 8/30/2024 6:18 PM |
| 19 | Selection of materials. | 8/30/2024 5:25 PM |
| 20 | The friendly staff and the computers/internet/printers. | 8/30/2024 5:17 PM |
| 21 | Adequate parking, streamline pick up of books on hold | 8/30/2024 4:18 PM |
| 22 | N/a | 8/30/2024 3:59 PM |
| 23 | The seed trade!!!! | 8/30/2024 3:31 PM |
| 24 | Storytime. :) | 8/30/2024 3:26 PM |
| 25 | N/A | 8/30/2024 3:20 PM |
| 26 | Na | 8/30/2024 3:06 PM |
| 27 | Na | 8/30/2024 2:57 PM |
| 28 | The kids selection, and young adult selection. | 8/30/2024 2:48 PM |
| 29 | I value that it teaches my daughter to love reading and enjoy the experience of picking out new books. | 8/30/2024 2:34 PM |
| 30 | Book nook for discounted / discarded books, children's activities, homeschool functions, being apart of Metroshare | 8/30/2024 4:36 AM |
| 31 | Printed newspaper, magazines, dvds | 8/29/2024 9:25 PM |

Customer Input Opportunity

| | | |
|----|--|--------------------|
| 32 | Selection of books available. | 8/29/2024 9:19 PM |
| 33 | People/programs | 8/29/2024 8:48 PM |
| 34 | The selection of books, CDs, DVDs, etc. | 8/29/2024 8:44 PM |
| 35 | N/a | 8/29/2024 8:35 PM |
| 36 | Excellent customer service- multitude of resources - adult classes - variety of info shared | 8/29/2024 6:33 PM |
| 37 | The homeschool classes and the non fiction youth books. | 8/29/2024 6:05 PM |
| 38 | The selection of books | 8/29/2024 6:03 PM |
| 39 | N/a | 8/29/2024 6:02 PM |
| 40 | Books | 8/29/2024 5:57 PM |
| 41 | Youth activities, friendly staff, feeling of community. | 8/29/2024 5:31 PM |
| 42 | Supportive staff | 8/29/2024 5:29 PM |
| 43 | French literacy for kids | 8/25/2024 1:51 AM |
| 44 | the friendliness of all the staff and the fact that i can always find a book on what in researching. | 8/9/2024 5:41 PM |
| 45 | I value the resources that are available for each and every individual no matter the age. | 7/25/2024 10:51 AM |
| 46 | The story time for toddlers is wonderful and the selection of kids books is great. We love the toys and activities the library offers. | 7/19/2024 6:38 AM |
| 47 | The childrens area bc it gives my children an opportunity to meet other kids and learn to share. Also enjoy the opportunity to read to the children. | 7/15/2024 9:41 AM |
| 48 | NEW BOOKS | 7/15/2024 8:01 AM |
| 49 | Checking out books and books on CD | 7/11/2024 4:49 PM |
| 50 | The welcoming environment | 7/10/2024 2:21 PM |
| 51 | The staff are nice and everything seems straightforward for newcomers. | 7/6/2024 11:58 AM |
| 52 | The adult classes and events. | 6/28/2024 3:36 PM |
| 53 | The staff, events and media available. | 6/27/2024 8:20 AM |
| 54 | Having requested books available | 6/26/2024 4:21 PM |
| 55 | Good collection of books, including older books that are hard to find elsewhere | 6/26/2024 2:10 PM |
| 56 | physically picking up "held" books | 6/25/2024 6:27 PM |
| 57 | New books, graphic novels, kind staff, browsing | 6/25/2024 11:28 AM |
| 58 | Infrequent surveys. | 6/25/2024 10:01 AM |
| 59 | I LOVE the adult classes/events - I regularly attend multiple book clubs hosted by the WPL. | 6/25/2024 7:17 AM |
| 60 | Dana and the other staff. The book clubs and events for adults. | 6/24/2024 9:22 PM |
| 61 | Amount of booke | 6/24/2024 7:46 PM |
| 62 | Activities like color me calm. | 6/22/2024 11:03 AM |
| 63 | I really value the atmosphere because it's peaceful and brings me a sense of community. | 6/22/2024 11:00 AM |
| 64 | The books | 6/21/2024 7:40 AM |
| 65 | The youth staff is amazing! Preschool story time is always top notch and my grandchildren beg to attend every week. | 6/21/2024 6:54 AM |
| 66 | The staff | 6/21/2024 5:52 AM |
| 67 | Free food bank Guest presenters Fun classes Unique offerings Fun playroom | 6/21/2024 4:51 AM |

Customer Input Opportunity

| | | |
|-----|--|--------------------|
| 68 | We really love the events the library hosts, and we love how warm and inviting the children's area is for the kids. | 6/21/2024 12:48 AM |
| 69 | Variety of choices. | 6/20/2024 10:11 PM |
| 70 | Adult events | 6/20/2024 9:53 PM |
| 71 | The classes and events | 6/20/2024 8:33 PM |
| 72 | the childrens section mostly | 6/20/2024 8:30 AM |
| 73 | Nice helpful librarians | 6/18/2024 7:08 PM |
| 74 | Activity for kids and reading programs | 6/13/2024 7:00 PM |
| 75 | N/A | 6/12/2024 8:19 PM |
| 76 | Books available in my favorite genre | 6/12/2024 11:58 AM |
| 77 | A broad collection of books both physical and electronic. | 6/11/2024 7:35 PM |
| 78 | The environment | 6/10/2024 1:46 PM |
| 79 | Books. Classes. Seed bank. | 6/10/2024 12:26 PM |
| 80 | Programs for homeschool and school aged events | 6/10/2024 12:06 PM |
| 81 | Events and variety of materials available. The Metro Share addition was a great move. | 6/10/2024 10:59 AM |
| 82 | Don't use .All it's services to the public | 6/7/2024 10:51 AM |
| 83 | I like the spacious areas it has where you can sit. I also like the amount of books they have! | 6/6/2024 7:06 PM |
| 84 | A safe place for my kids to read / play | 6/5/2024 10:46 AM |
| 85 | Location | 6/5/2024 9:31 AM |
| 86 | Book selections and helpful staff | 6/5/2024 8:49 AM |
| 87 | Children's activities | 6/5/2024 8:36 AM |
| 88 | N/A | 6/5/2024 8:24 AM |
| 89 | Youth activities | 6/4/2024 10:44 PM |
| 90 | I value the diverse programs offered for both adults and youth. It's a wonderful variety that I haven't seen at any other library. | 6/4/2024 10:12 PM |
| 91 | Borrowing books my youth wants and Watauga often has it on the shelves | 6/4/2024 9:11 PM |
| 92 | Events both adult and children events | 6/4/2024 8:23 PM |
| 93 | Family atmosphere friendly staff wonderful place to bring my children to develop a love for learning | 6/4/2024 7:44 PM |
| 94 | The anime and manga selection. | 6/4/2024 7:05 PM |
| 95 | The youth services and physical books | 6/4/2024 6:42 PM |
| 96 | I enjoy coming for the adult book clubs. Bring child for fun shows (like nutcracker baller, snake encounters), book club, therapy dog, play area, computers. | 6/4/2024 6:18 PM |
| 97 | Librarians that are friendly and helpful. | 6/4/2024 2:32 PM |
| 98 | Excellent customer service, books and dvd's | 6/2/2024 8:47 PM |
| 99 | The staff are friendly and helpful. | 6/2/2024 6:48 PM |
| 100 | Programs | 6/2/2024 10:04 AM |
| 101 | Nice staff and good books. | 6/2/2024 7:09 AM |
| 102 | The youth services for young babies and toddlers. | 6/2/2024 5:18 AM |
| 103 | Having the necessary resources | 6/2/2024 3:12 AM |

Customer Input Opportunity

| | | |
|-----|---|--------------------|
| 104 | N/A | 6/1/2024 11:18 PM |
| 105 | The children events. All employees are very helpful. | 6/1/2024 8:37 PM |
| 106 | Convenient | 6/1/2024 5:21 PM |
| 107 | Internet | 6/1/2024 5:09 PM |
| 108 | Spacious and lots of young adult books | 6/1/2024 4:46 PM |
| 109 | It is very kid friendly! We love all the family focused spaces with activities for the kids and space for parents to sit. | 6/1/2024 1:30 PM |
| 110 | Activities for young kids | 6/1/2024 12:55 PM |
| 111 | Kids events | 6/1/2024 12:31 PM |
| 112 | The friendly staff. Hands down some of the kindest people who really care about their community. | 6/1/2024 12:10 PM |
| 113 | The kids activities | 6/1/2024 11:55 AM |
| 114 | Online resources | 6/1/2024 11:40 AM |
| 115 | The nearness to my home | 6/1/2024 11:27 AM |
| 116 | I haven't been in a few years | 6/1/2024 9:49 AM |
| 117 | Kids events | 6/1/2024 9:32 AM |
| 118 | The availability of a wide variety of books and movies at WPL and its MetroShare partners | 6/1/2024 9:20 AM |
| 119 | The staff is so helpful and nice. | 6/1/2024 9:02 AM |
| 120 | N/A | 6/1/2024 8:55 AM |
| 121 | The selection of materials, feel of the space and activities for kids and teens. | 6/1/2024 8:46 AM |
| 122 | Friendly staff and trending books | 6/1/2024 8:22 AM |
| 123 | All the youth programs for my kids and the great librarians that put them to life! | 6/1/2024 7:56 AM |
| 124 | I enjoy the quiet, AC, WiFi access and a space for my son to enjoy. He has found a love of reading and the Watauga library has been a huge catalyst for that. He loves going to pick out new books. | 6/1/2024 7:53 AM |
| 125 | The selection of books for my kids. | 6/1/2024 7:48 AM |
| 126 | I will visit AS SOON as I am able to. | 6/1/2024 6:00 AM |
| 127 | Children's activities | 6/1/2024 3:19 AM |
| 128 | Variety of available materials | 6/1/2024 2:25 AM |
| 129 | The staff is amazing. They go out of their way to make recommendations, assist with questions, and create a welcoming atmosphere. | 6/1/2024 1:12 AM |
| 130 | The Staff is amazing and always willing to help. | 6/1/2024 12:51 AM |
| 131 | The events, the space. | 6/1/2024 12:32 AM |
| 132 | The adult classes/events | 5/31/2024 11:24 PM |
| 133 | Variety and amount of resources | 5/31/2024 11:07 PM |
| 134 | Youth events,m like story time, wide selection of children's books in spanish | 5/31/2024 11:03 PM |
| 135 | The youth and adult programs offered are stellar. I live in NRH but go out of my way to attend many of the programs offered for myself and my kindergartener. The art programs, lego club, and reading club are amazing. Finding programs for my 5 year old is hard since many start at age 6 or 7 and up. Watauga library goes above and beyond. | 5/31/2024 10:45 PM |
| 136 | Youth events | 5/31/2024 10:44 PM |

Customer Input Opportunity

| | | |
|-----|---|--------------------|
| 137 | Catalog | 5/31/2024 10:41 PM |
| 138 | Events for toddlers | 5/31/2024 10:33 PM |
| 139 | The community built & events. | 5/31/2024 10:23 PM |
| 140 | Books, atmosphere | 5/31/2024 10:12 PM |
| 141 | The children's programs & story times are phenomenal | 5/31/2024 10:10 PM |
| 142 | The friendly staff | 5/31/2024 10:10 PM |
| 143 | The amazing staff and the number of quality events they host! | 5/31/2024 10:07 PM |
| 144 | Kids activities | 5/31/2024 10:06 PM |
| 145 | location | 5/31/2024 9:53 PM |
| 146 | Youth section/services/events | 5/31/2024 9:50 PM |
| 147 | Friendly and courteous staff | 5/31/2024 9:39 PM |
| 148 | I value the collection of books and DVDs as well as the youth activities the most. | 5/31/2024 9:26 PM |
| 149 | The staff is great! Always friendly, welcoming and it's nice to see consistent, familiar faces. GREAT offerings and programs! Also, they are up to date on what is current, trending! | 5/31/2024 9:15 PM |
| 150 | Children's activities | 5/31/2024 9:12 PM |
| 151 | The way it positively serves the community in so many aspects. | 5/31/2024 8:45 PM |
| 152 | Programs for adults and kids are most excellent in the area | 5/31/2024 8:44 PM |
| 153 | Availability of items, quiet environment, and ability to put things on hold. | 5/31/2024 8:30 PM |
| 154 | The children's programs | 5/31/2024 8:26 PM |
| 155 | I love the staff as well the entire place. I love all adult classes | 5/31/2024 8:19 PM |
| 156 | Classes | 5/31/2024 8:08 PM |
| 157 | Available materials and books. Cozy reading books. Adult programs that are outside of normal working hours... | 5/31/2024 7:54 PM |
| 158 | Kids area, kids classes, fun atmosphere | 5/31/2024 7:54 PM |
| 159 | Cleanliness | 5/31/2024 7:36 PM |
| 160 | Your Independent Author Event | 5/31/2024 7:33 PM |
| 161 | Allowing me to say yes to my children on amount of books, DVDs, games, classes whatever and knowing that it won't effect my monthly budget | 5/31/2024 7:29 PM |
| 162 | N/a | 5/31/2024 7:23 PM |
| 163 | Events | 5/31/2024 7:20 PM |

Q13 How could the Library or its services be improved, if at all?

Answered: 163 Skipped: 0

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | Extend hours or open earlier please. Also there is this one worker who is not nice like the others and she works in the children area at youth desk. | 9/25/2024 10:00 PM |
| 2 | Open on Sundays. | 9/23/2024 10:27 PM |
| 3 | Open on Sunday | 9/9/2024 5:53 PM |
| 4 | Not sure. | 9/3/2024 1:23 PM |
| 5 | I like it as it is. | 9/2/2024 12:56 PM |
| 6 | The only two things that I would improve are the amount of books available on Libby everything seems to be checked out often to the point that I don't get as much anymore. The other would be possibly a rotation of toys for children to give them other options so I am able to look for books on my own | 9/1/2024 8:58 PM |
| 7 | Update and buy new chairs/furniture | 9/1/2024 4:02 PM |
| 8 | N/A | 8/31/2024 2:35 PM |
| 9 | Sometimes it is hard to find older books that are not "classics" | 8/31/2024 7:33 AM |
| 10 | I would like it to be open earlier but I understand | 8/31/2024 5:49 AM |
| 11 | Nothing | 8/31/2024 2:39 AM |
| 12 | None | 8/30/2024 10:51 PM |
| 13 | I would like to see more daytime computer courses offered | 8/30/2024 10:30 PM |
| 14 | More meeting space | 8/30/2024 9:26 PM |
| 15 | The library could be a little bigger. | 8/30/2024 9:09 PM |
| 16 | More board games and more staff to help the already stretched professionals. | 8/30/2024 7:02 PM |
| 17 | Bilingual staff employment | 8/30/2024 6:40 PM |
| 18 | Nothing I can think of | 8/30/2024 6:18 PM |
| 19 | Not sure | 8/30/2024 5:25 PM |
| 20 | Be nice to have a bigger library with more amenities. | 8/30/2024 5:17 PM |
| 21 | Better selection of newly released books | 8/30/2024 4:18 PM |
| 22 | 1-Better study rooms . 2- when I was young I enjoyed renting movies, spending time on the kids computers, and checking out books. Keeping these fully stocked/updated will help kids without access to internet or those without the income to be able to buy books or toys. | 8/30/2024 3:59 PM |
| 23 | Gardening classes? | 8/30/2024 3:31 PM |
| 24 | Given the space you have, it's evident you make the most of it! | 8/30/2024 3:26 PM |
| 25 | N/A | 8/30/2024 3:20 PM |
| 26 | Na | 8/30/2024 3:06 PM |
| 27 | Na | 8/30/2024 2:57 PM |
| 28 | They're very friendly. And there is a huge selection of children's books that I love. I love being able to check out books on the computer as well. | 8/30/2024 2:48 PM |

Customer Input Opportunity

| | | |
|----|---|--------------------|
| 29 | N/a | 8/30/2024 2:34 PM |
| 30 | 1. The "new material request" form online didn't work last time I used it. 2. The children's computers are too antiquated and we're discouraged by that enough to not use them. They freeze up all the time. 3. Too many visitors come in with kids wearing swimwear and it's distracting and inappropriate. I assume they are using the nearby splash pad. 4. If material is requested and it's currently on loan, does communication get set out to the person who has the material that another person wants it and to return it promptly when done so that maybe the process will be sped up? 5. No security officer or police presence makes me uneasy especially when you have large crowds. Population is increasing and a police officer strolling or perched at the entrance would be appreciated. 6. The free item shop at the front of the library by the restrooms is just weird. I understand helping people in need, but there should be a more appropriate place to do this like a community center or a food bank. It looks bad there. 7. I'd like to see a drive up book return someday. | 8/30/2024 4:36 AM |
| 31 | Hours | 8/29/2024 9:25 PM |
| 32 | A drive up dropbox would be great. | 8/29/2024 9:19 PM |
| 33 | I would love to see more digital books available. | 8/29/2024 8:48 PM |
| 34 | I personally do not have any complaints. | 8/29/2024 8:44 PM |
| 35 | Be able to get a library card online for new residents. | 8/29/2024 8:35 PM |
| 36 | Offer Spanish classes for English speakers- | 8/29/2024 6:33 PM |
| 37 | I really don't like the young adult section. I have not been able to find books for my highschooler in your library and it honestly is why we don't come more often. We just want clean, fun, well written books, without sex and foul language. I also don't like the displays of the book jackets that show "PG-13" images. Whether gory or sexual. | 8/29/2024 6:05 PM |
| 38 | N/a | 8/29/2024 6:03 PM |
| 39 | N/a | 8/29/2024 6:02 PM |
| 40 | It's nice and comfortable as it is. | 8/29/2024 5:57 PM |
| 41 | More space. | 8/29/2024 5:31 PM |
| 42 | None | 8/29/2024 5:29 PM |
| 43 | Have access to French magazines for kids (milan magazines, Bayard Jeunesse, ...) and school french learners (scholastic, Lecture De France, bien-dire) | 8/25/2024 1:51 AM |
| 44 | maybe more teen events | 8/9/2024 5:41 PM |
| 45 | N/A | 7/25/2024 10:51 AM |
| 46 | More variety of books for adults. More consistent hours of operation! | 7/19/2024 6:38 AM |
| 47 | na | 7/15/2024 9:41 AM |
| 48 | OPEN SUNDAY AFTERNOONS | 7/15/2024 8:01 AM |
| 49 | More books :) | 7/11/2024 4:49 PM |
| 50 | Later hours on some days | 7/10/2024 2:21 PM |
| 51 | Please add more children's books! Especially children's chapter books that are published recently. Have multiple copies of each new children's book available too! | 7/6/2024 11:58 AM |
| 52 | More space/rooms | 6/28/2024 3:36 PM |
| 53 | Offer more e-book variety and availability. | 6/27/2024 8:20 AM |
| 54 | I would need instructions on learning to download books, audiotapes, Libby, etc. | 6/26/2024 4:21 PM |
| 55 | N/a | 6/26/2024 2:10 PM |
| 56 | I love the library and can't think of improvements except #15 | 6/25/2024 6:27 PM |
| 57 | I miss the connection to the Fort Worth system! But I know we can't change that. Those were | 6/25/2024 11:28 AM |

Customer Input Opportunity

| | | |
|----|--|--------------------|
| | wonderful years. | |
| 58 | More books of every kind. | 6/25/2024 10:01 AM |
| 59 | I am a resident of Fort Worth, but haven't found a Fort Worth library that I enjoy as much as the WPL. My kids really enjoy it too. | 6/25/2024 7:17 AM |
| 60 | The library needs a bigger space. There are often multiple events at the same time and library meeting space is not always available. Sometimes it is loud due to this and sometimes events are scheduled at times that are awkward or not at ideal times. The WPL is used by many people in the surrounding communities and is therefore unfortunately not adequately funded for all the resources it would and could provide better. The best thing would be if it could at least be expanded in some way. I know the previous bond was turned down, perhaps it's time to try again post pandemic. Another thing that does generate revenue, but not enough is through water bill donations. I purposely pay my bill with a check and not online so I can donate to the library monthly. I was told if I paid it online, the donation wasn't made. Perhaps that is something that can also be considered to generate more revenue. | 6/24/2024 9:22 PM |
| 61 | Every thing is good | 6/24/2024 7:46 PM |
| 62 | More coloring or youth activities after school hours to students can attend | 6/22/2024 11:03 AM |
| 63 | I am oftentimes not aware about certain things available in the library until it's too late so it would be better if there was more media to help advertise certain events. | 6/22/2024 11:00 AM |
| 64 | It's great now | 6/21/2024 7:40 AM |
| 65 | -NA | 6/21/2024 6:54 AM |
| 66 | Na | 6/21/2024 5:52 AM |
| 67 | Spanish classes for adults and kids | 6/21/2024 4:51 AM |
| 68 | NA | 6/21/2024 12:48 AM |
| 69 | Better access to bigger toys for children, STEM activities, etc. | 6/20/2024 10:11 PM |
| 70 | Be open on Sunday and more evening hours. | 6/20/2024 9:53 PM |
| 71 | N/a | 6/20/2024 8:33 PM |
| 72 | na | 6/20/2024 8:30 AM |
| 73 | It is well | 6/18/2024 7:08 PM |
| 74 | Additional story time for school age kids and more homeschool group activities | 6/13/2024 7:00 PM |
| 75 | N/A | 6/12/2024 8:19 PM |
| 76 | I can't think of any services in need of improvement. The librarians have always been helpful. | 6/12/2024 11:58 AM |
| 77 | An expansion of the ebook collection would be great. | 6/11/2024 7:35 PM |
| 78 | N/A | 6/10/2024 1:46 PM |
| 79 | A nicer bike rack under some shade. | 6/10/2024 12:26 PM |
| 80 | Na | 6/10/2024 12:06 PM |
| 81 | Sometimes it is hard to bring kids to events during the week and business hours. I appreciate the Saturday events or after 5 PM week events. Love the tween events since both of kids fit that definition. I do notice parents want to bring younger kids to the teen events so no kids feel excluded. | 6/10/2024 10:59 AM |
| 82 | I don't think it needs improvement | 6/7/2024 10:51 AM |
| 83 | N/A | 6/6/2024 7:06 PM |
| 84 | N/a | 6/5/2024 10:46 AM |
| 85 | More operation hours | 6/5/2024 9:31 AM |
| 86 | Update the inside of the building. Compared to the City of NRH library the WPL is very | 6/5/2024 8:49 AM |

Customer Input Opportunity

| | outdated | |
|-----|---|-------------------|
| 87 | Na | 6/5/2024 8:36 AM |
| 88 | N/A | 6/5/2024 8:24 AM |
| 89 | NA | 6/4/2024 10:44 PM |
| 90 | I think the library and its services are really great, and I can't think of any improvements. | 6/4/2024 10:12 PM |
| 91 | N/A | 6/4/2024 9:11 PM |
| 92 | More online book selections | 6/4/2024 8:23 PM |
| 93 | Im very happy with our library. | 6/4/2024 7:44 PM |
| 94 | More anime movies and manga | 6/4/2024 7:05 PM |
| 95 | N/A | 6/4/2024 6:42 PM |
| 96 | I have tried to get resources multiple times for dyslexia for children's books, not chapter book. I've found the children's librarians don't seem to have information or desire to find the information and I've left just doing the research myself. My kiddo asks for help finding something on a specific topic and we are just given a list (which is helpful) but really, as the child librarian, what is your favorite must read book about *insert topic*.. sending us on a hunt around the library isn't what we are looking for.WPL needs to expand their digital catalogue. I read between 15-20 books per month on audio and majority are from Houston. Even our book club books I've gotten from Houston. I think kids space could be updated. I also wish there was more comfy spots for adults to sit and read that aren't just up against the back wall. | 6/4/2024 6:18 PM |
| 97 | Printing is a bit of a pain. Used to be easier. | 6/4/2024 2:32 PM |
| 98 | Bigger selection of dvd's | 6/2/2024 8:47 PM |
| 99 | Please subscribe to LinkedIn Learning | 6/2/2024 6:48 PM |
| 100 | ? | 6/2/2024 10:04 AM |
| 101 | Overhaul the catalog and website to make it easier to find new books, and put them on hold. And to make it look like its from this decade :) | 6/2/2024 7:09 AM |
| 102 | I think some consistency and prioritizing weekly children's events would be helpful. The baby and toddler classes have been cancelled often and often last minute... it makes a lot of the moms feel like we aren't important to the library. For some, this is a big time to get out of the house and socialize (for both baby AND mom) and when there isn't a structured class it can get awkward or boring for the baby. And when there is a librarian leading, everyone really enjoys the class. It seems other weekly events are rarely cancelled but the baby classes aren't held with as much importance. | 6/2/2024 5:18 AM |
| 103 | Adult computer area | 6/2/2024 3:12 AM |
| 104 | The library is great | 6/1/2024 11:18 PM |
| 105 | I'm happy with the seevices | 6/1/2024 8:37 PM |
| 106 | Na | 6/1/2024 5:21 PM |
| 107 | N/a | 6/1/2024 5:09 PM |
| 108 | My kids love the kid computers and the Watauga ones are glitchy and seem to always have one that isn't working | 6/1/2024 4:46 PM |
| 109 | Better computers for the kids, they always seem to be broken. | 6/1/2024 1:30 PM |
| 110 | No comment | 6/1/2024 12:55 PM |
| 111 | N/a | 6/1/2024 12:31 PM |
| 112 | N/A | 6/1/2024 12:10 PM |
| 113 | I think y'all do great! | 6/1/2024 11:55 AM |
| 114 | Become a FamilySearch.org affiliate library (it's free): | 6/1/2024 11:40 AM |

Customer Input Opportunity

| | https://www.familysearch.org/en/help/helpcenter/article/how-do-we-become-an-affiliate-library | |
|-----|---|--------------------|
| 115 | Open more hours | 6/1/2024 11:27 AM |
| 116 | Maybe better hours? I remember the last time I tried to go they were closed and it was in the middle of the day. | 6/1/2024 9:49 AM |
| 117 | Morning times for kids events | 6/1/2024 9:32 AM |
| 118 | N/a | 6/1/2024 9:20 AM |
| 119 | The library is great. | 6/1/2024 9:02 AM |
| 120 | N/A | 6/1/2024 8:55 AM |
| 121 | I love it just the way it is! | 6/1/2024 8:46 AM |
| 122 | Utilize trending themes "booktok", ratings such as spicy levels (levels of romance and such scenes) 🌶️. Etc | 6/1/2024 8:22 AM |
| 123 | More different type of events for all ages. | 6/1/2024 7:56 AM |
| 124 | I would like to see more youth classes for elementary ages kids. | 6/1/2024 7:53 AM |
| 125 | It is great. | 6/1/2024 7:48 AM |
| 126 | The process for getting a library card to be quicker | 6/1/2024 6:00 AM |
| 127 | Not sure | 6/1/2024 3:19 AM |
| 128 | There could be more notice of events and activities that are upcoming. | 6/1/2024 2:25 AM |
| 129 | Adding additional staff . | 6/1/2024 1:12 AM |
| 130 | Have a computer lab and offer 3d printing | 6/1/2024 12:51 AM |
| 131 | Can't think of anything right now | 6/1/2024 12:32 AM |
| 132 | I really enjoy the classes, so if we could get even more I'd love that. | 5/31/2024 11:24 PM |
| 133 | More young youth events | 5/31/2024 11:07 PM |
| 134 | A Spanish story time! | 5/31/2024 11:03 PM |
| 135 | I always find the website hard to find and use. I think this because half the information such as thw event calender is on the Watauga City Website while the catalog is on an entirely different site. I have to really dig for what I am looking for by clicking through several screens on the Watauga City page. I think a more user friendly website would be beneficial | 5/31/2024 10:45 PM |
| 136 | N/a | 5/31/2024 10:44 PM |
| 137 | Add more hours | 5/31/2024 10:41 PM |
| 138 | N/a I have been so pleased with the library all around | 5/31/2024 10:33 PM |
| 139 | Larger digital selection. | 5/31/2024 10:23 PM |
| 140 | Not sure | 5/31/2024 10:12 PM |
| 141 | The building gets CROWDED. Y'all have outgrown the space. We've been pushed into standing room only numerous times for events and performances. I think a larger building would be massively beneficial. | 5/31/2024 10:10 PM |
| 142 | Offer more class opportunities and times ,as they tend to fill up early | 5/31/2024 10:10 PM |
| 143 | More RAM or processing abilities for the public computers. Notice there is often a few regularly needing reboots because programs stall or freeze. | 5/31/2024 10:07 PM |
| 144 | Nothing | 5/31/2024 10:06 PM |
| 145 | offer more electronic options | 5/31/2024 9:53 PM |
| 146 | Update work tables and areas to be more modern/comfortable to encourage people to stay longer. | 5/31/2024 9:50 PM |

Customer Input Opportunity

| | | |
|-----|---|-------------------|
| 147 | Reexam hours of availability | 5/31/2024 9:39 PM |
| 148 | Some of the activities are around 4:30 and while students are out of school, many adults work until 5:00 so it is difficult to make them. A later time might be beneficial. | 5/31/2024 9:26 PM |
| 149 | NA | 5/31/2024 9:15 PM |
| 150 | NA | 5/31/2024 9:12 PM |
| 151 | Sometimes it's difficult because of how crowded events are, but I think that just speaks to how excellent the library is. | 5/31/2024 8:45 PM |
| 152 | Overdrive and Libby has limit issues | 5/31/2024 8:44 PM |
| 153 | More social media presence for upcoming events. | 5/31/2024 8:30 PM |
| 154 | NA | 5/31/2024 8:26 PM |
| 155 | Nothing I can think of | 5/31/2024 8:19 PM |
| 156 | Better availability and variety for ebooks. The waitlist for new books is often more than 6 months | 5/31/2024 8:08 PM |
| 157 | Not sure | 5/31/2024 7:54 PM |
| 158 | Require parents to stay with tweens and younger | 5/31/2024 7:54 PM |
| 159 | Better website!! | 5/31/2024 7:36 PM |
| 160 | Keep up the great work! | 5/31/2024 7:33 PM |
| 161 | If they get remodeled adding a maker space and an automatic return | 5/31/2024 7:29 PM |
| 162 | N/a | 5/31/2024 7:23 PM |
| 163 | Drive thru | 5/31/2024 7:20 PM |

Q14 How does the Library benefit you or the community?

Answered: 163 Skipped: 0

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | A fun place for kids that love to read. | 9/25/2024 10:00 PM |
| 2 | In a multitude of ways. A free space for learning | 9/23/2024 10:27 PM |
| 3 | Great help to seniors | 9/9/2024 5:53 PM |
| 4 | Find information and computers. | 9/3/2024 1:23 PM |
| 5 | Good, free entertainment. Plenty of resources available. | 9/2/2024 12:56 PM |
| 6 | The library is a great place to go and learn new things as well as meet new people | 9/1/2024 8:58 PM |
| 7 | It benefits us alot! | 9/1/2024 4:02 PM |
| 8 | N/A | 8/31/2024 2:35 PM |
| 9 | No community should be without a solid library for all - I may not use it to its fullest any more but would hate for families to go without it! | 8/31/2024 7:33 AM |
| 10 | See all the above. Libraries are the community. | 8/31/2024 5:49 AM |
| 11 | Provides a sense of community and unity | 8/31/2024 2:39 AM |
| 12 | Book check out, research | 8/30/2024 10:51 PM |
| 13 | Adult classes Computers and WiFi | 8/30/2024 10:30 PM |
| 14 | Libraries are very important for a community. They benefit education, reading, and community culture. All reside ts should have public access to books. | 8/30/2024 9:26 PM |
| 15 | The adult tasting classes are a fun way to learn about different foods. | 8/30/2024 9:09 PM |
| 16 | The library represents a place that welcomes all, regardless of creed, belief, or background. The vast knowledge that can be had, enjoyed, and shared is a great break from any form of social media. | 8/30/2024 7:02 PM |
| 17 | I can take copies when o need them | 8/30/2024 6:40 PM |
| 18 | You can never stop learning. | 8/30/2024 6:18 PM |
| 19 | So many resources. | 8/30/2024 5:25 PM |
| 20 | By being here. Not every town is fortunate to have a library. | 8/30/2024 5:17 PM |
| 21 | I don't have to spend money on books that I only use as a reference or will only read once. | 8/30/2024 4:18 PM |
| 22 | Increased access to resources | 8/30/2024 3:59 PM |
| 23 | I love coming here with my kids!! Libraries are extremely important to me and my kids because we cannot afford to always buy new books and movies. Also we do not have a printer at home. | 8/30/2024 3:31 PM |
| 24 | It has been a great way to get to know other moms and children in the community! | 8/30/2024 3:26 PM |
| 25 | N/A | 8/30/2024 3:20 PM |
| 26 | Gives adults and children the opportunity to use internet or do research if not available at home. | 8/30/2024 3:06 PM |
| 27 | A safe placefor our children to come and read a variety of books. | 8/30/2024 2:57 PM |
| 28 | It has helped my daughter improve her reading. I love the seed library. We have enjoyed several events there, our favorite was the snake guy. | 8/30/2024 2:48 PM |

Customer Input Opportunity

| | | |
|----|--|--------------------|
| 29 | The library provides opportunities for residents to have access to many different resources and programs, without cost being a prohibitive factor. | 8/30/2024 2:34 PM |
| 30 | Creates free events, excellent resource for your learning needs, connects people with same interests | 8/30/2024 4:36 AM |
| 31 | Access to books, internet | 8/29/2024 9:25 PM |
| 32 | The library allows me to enjoy a variety of books that I can't afford to purchase on my own. | 8/29/2024 9:19 PM |
| 33 | Library plays a huge role in child development/activities. | 8/29/2024 8:48 PM |
| 34 | It provides many resources, a wide catalog of books, a place to volunteer, and a meet-up spot. | 8/29/2024 8:44 PM |
| 35 | I've seen it do alot of events that get kids involved in activities. | 8/29/2024 8:35 PM |
| 36 | Enriches our lives- keeps us informed | 8/29/2024 6:33 PM |
| 37 | The homeschool classes are great! | 8/29/2024 6:05 PM |
| 38 | Provides needed resources. | 8/29/2024 6:03 PM |
| 39 | N/a | 8/29/2024 6:02 PM |
| 40 | Books | 8/29/2024 5:57 PM |
| 41 | Providing so many resources, activities and events for the community. | 8/29/2024 5:31 PM |
| 42 | N/a | 8/29/2024 5:29 PM |
| 43 | providing a space to relax, enjoy books and magazines. | 8/25/2024 1:51 AM |
| 44 | the library gives back. | 8/9/2024 5:41 PM |
| 45 | It benefits myself and the community as a whole to have access to valuable learning and personal resources at a very low cost and to be able to provide WiFi access to those who may not be able to have access to internet at home. | 7/25/2024 10:51 AM |
| 46 | Free story time for kids and free books to borrow. Literacy is important! | 7/19/2024 6:38 AM |
| 47 | Gives my family an opportunity to read books we can not afford and play area to meet friends. | 7/15/2024 9:41 AM |
| 48 | ALLOWS STUDENTS TO ACCESS INFORMATION THEY NEED FOR SCHOOL/STUDY | 7/15/2024 8:01 AM |
| 49 | Allowed me to read books and not have to own them all. I'm a book dragon who has run out of places for more books. ;) | 7/11/2024 4:49 PM |
| 50 | It gives me a great place to meet people | 7/10/2024 2:21 PM |
| 51 | I can read mentor texts to help strengthen my writing skills. | 7/6/2024 11:58 AM |
| 52 | It brings the community together. I have met people in the community that I would typically not meet. | 6/28/2024 3:36 PM |
| 53 | Plenty of opportunities to borrow media and a great place to meet for events. Also plenty of events for my son. | 6/27/2024 8:20 AM |
| 54 | Provides me books I need for my book club of personal friends. I also like to listen to the music at the amphitheater when I learn about it at the library | 6/26/2024 4:21 PM |
| 55 | Provides much needed resources, keeping up with my family of voracious readers and supplementing our homeschool curriculum | 6/26/2024 2:10 PM |
| 56 | I enjoy the music by the lake...when I know about it | 6/25/2024 6:27 PM |
| 57 | Provide books, materials, WiFi, etc for children and seniors!! Also I'm a walker, and like to do long walks. I duck in and use the restroom and get a drink when nearby!! And enjoy the air conditioning haha! Thank you. | 6/25/2024 11:28 AM |
| 58 | Quite place to learn | 6/25/2024 10:01 AM |
| 59 | I'm so glad that I can pay for a library card, since I am no longer a Watauga resident. | 6/25/2024 7:17 AM |
| 60 | It is a great place located in the middle of the city that everyone can use for free. It is for all | 6/24/2024 9:22 PM |

Customer Input Opportunity

people and hopefully can meet your needs regardless of what they are.

| | | |
|----|--|--------------------|
| 61 | Na | 6/24/2024 7:46 PM |
| 62 | Activities, resources, books | 6/22/2024 11:03 AM |
| 63 | It allows me to participate in fun events and gives me resources for school and learning. | 6/22/2024 11:00 AM |
| 64 | Gives access to books and other materials to everyone | 6/21/2024 7:40 AM |
| 65 | With large variety of classes offered | 6/21/2024 6:54 AM |
| 66 | Provides resources for all. | 6/21/2024 5:52 AM |
| 67 | All the things. Keep it up! | 6/21/2024 4:51 AM |
| 68 | We utilize the library so much! Borrowing books and movies, attending events, meeting up with friends, playing with the toys, etc. | 6/21/2024 12:48 AM |
| 69 | Provides an intellectual hub. | 6/20/2024 10:11 PM |
| 70 | Brings the community together having events. | 6/20/2024 9:53 PM |
| 71 | My mother and best friend are both residents, I am not. But we use the adult evening classes to spend time together. The number of events/ classes the watauga library offers especially in the evening makes it a great place for famil time. | 6/20/2024 8:33 PM |
| 72 | na | 6/20/2024 8:30 AM |
| 73 | Not too far from home or the park | 6/18/2024 7:08 PM |
| 74 | Great for kids to have a place to be and get together | 6/13/2024 7:00 PM |
| 75 | N/A | 6/12/2024 8:19 PM |
| 76 | Provides a wide range of reading material that we would otherwise have to purchase or just do without. | 6/12/2024 11:58 AM |
| 77 | The library is an incredible place to open yourself up to new information and ideas without a financial commitment. | 6/11/2024 7:35 PM |
| 78 | Great resource and educational. | 6/10/2024 1:46 PM |
| 79 | It's an educational facility. The seed bank is also nice. | 6/10/2024 12:26 PM |
| 80 | Place to gather with friends and access resources and activities for schooling | 6/10/2024 12:06 PM |
| 81 | Offering a safe place for people to go and socialize. Bringing materials to people who cannot afford to purchase. | 6/10/2024 10:59 AM |
| 82 | I especially think a library is still important for people that can't afford internet services or a computer 😞 | 6/7/2024 10:51 AM |
| 83 | I believe that the library is an important asset/resource for everyone. You can get anything you can think of, and can use the computer/resources they have. | 6/6/2024 7:06 PM |
| 84 | Benefit greatly from the learning kits / games we wouldn't normally have access to | 6/5/2024 10:46 AM |
| 85 | Serves as a positive image to the county. | 6/5/2024 9:31 AM |
| 86 | I think libraries are great place for children and older adults to take classes or do the reading programs. When my children were younger I would take them to the library all the time. | 6/5/2024 8:49 AM |
| 87 | Provides a great space for play and meeting new friends. | 6/5/2024 8:36 AM |
| 88 | Since I wfh, it gives my daughter and I a great opportunity to leave the house for a little bit | 6/5/2024 8:24 AM |
| 89 | Great for family | 6/4/2024 10:44 PM |
| 90 | The library benefits me and the community by offering so many free services | 6/4/2024 10:12 PM |
| 91 | I have a voracious reader in my toddler. We borrow books practically weekly and the library is a greatly appreciated (free!) place to visit | 6/4/2024 9:11 PM |

Customer Input Opportunity

| | | |
|-----|--|-------------------|
| 92 | Place to meet people in area and place for children to enjoy books | 6/4/2024 8:23 PM |
| 93 | The library has provided a safe place for my children to play and learn. Homeschooling resources to start off on our preschool journey and so much more. | 6/4/2024 7:44 PM |
| 94 | Social clubs like crochet or art | 6/4/2024 7:05 PM |
| 95 | Providing free services. The library is invaluable | 6/4/2024 6:42 PM |
| 96 | Love the community events. Love the book club. | 6/4/2024 6:18 PM |
| 97 | It is a place to provide both knowledge and social interaction. | 6/4/2024 2:32 PM |
| 98 | Free WiFi and computers, lending of books and dvd's, programs and activites | 6/2/2024 8:47 PM |
| 99 | Libraries are important.to communities. All citizens need access to the services that are provided and it's especially helpful for our youth and young kids educational upbringing. | 6/2/2024 6:48 PM |
| 100 | Programs | 6/2/2024 10:04 AM |
| 101 | Access to knowledge and books is most beneficial | 6/2/2024 7:09 AM |
| 102 | It's a lovely place to get together/meet other families in the area. | 6/2/2024 5:18 AM |
| 103 | Gives a chance to learn for anyone who wants too | 6/2/2024 3:12 AM |
| 104 | A great resource for learning and research. As well as access to work remotely, use technology available to search and prepare for careers. And very important to young children not in school yet to learn and join activities. | 6/1/2024 11:18 PM |
| 105 | They provide needed services that the residents need. They also very helpful. | 6/1/2024 8:37 PM |
| 106 | Entertainment | 6/1/2024 5:21 PM |
| 107 | Jobs | 6/1/2024 5:09 PM |
| 108 | Books for me and my kids | 6/1/2024 4:46 PM |
| 109 | Many good events for kids, storytimes, good place to meet up with friends and play and read books. We love checking out lots of books weekly too! I love getting books on the Libby app as well! | 6/1/2024 1:30 PM |
| 110 | No comment | 6/1/2024 12:55 PM |
| 111 | I love the community outreach | 6/1/2024 12:31 PM |
| 112 | It's a safe inclusive space that is a great for growing little minds | 6/1/2024 12:10 PM |
| 113 | a safe fun space for my kids | 6/1/2024 11:55 AM |
| 114 | The library allows people to learn new things. | 6/1/2024 11:40 AM |
| 115 | Being open to the public! All people big or little have a wonderful resource at the ready! | 6/1/2024 11:27 AM |
| 116 | It gives people the opportunity to have access to multiple things that may not be easily available to everyone. | 6/1/2024 9:49 AM |
| 117 | Activities | 6/1/2024 9:32 AM |
| 118 | Provides great events for the community and an opportunity to meet others in a safe, public space. Provides an extensive collection of library materials. | 6/1/2024 9:20 AM |
| 119 | The library has a great selection of books and resources. They set up job fairs and classes. Computers, printers, fax, and scanner for people who don't have access to them at home. | 6/1/2024 9:02 AM |
| 120 | Makes internet available for youth and others. Makes reading books available for everyone. | 6/1/2024 8:55 AM |
| 121 | Library brings a sense of community allowing families from the city and those surrounding it to come together in an inviting space! | 6/1/2024 8:46 AM |
| 122 | Open access to a world of many escapes | 6/1/2024 8:22 AM |
| 123 | Let's us get away from home and get my kids active. | 6/1/2024 7:56 AM |

Customer Input Opportunity

| | | |
|-----|--|--------------------|
| 124 | It's a safe, free space for people to come to enjoy their families and their community. It's a great place for children to learn. | 6/1/2024 7:53 AM |
| 125 | It is a great place for my kids to get excited about reading. | 6/1/2024 7:48 AM |
| 126 | I hear many great things from neighbors and can't wait to see for myself | 6/1/2024 6:00 AM |
| 127 | Gives youth inexpensive things to do | 6/1/2024 3:19 AM |
| 128 | Having access to Wi-Fi and computers for people that don't have them at home is incredibly important for studies, job searches and research. | 6/1/2024 2:25 AM |
| 129 | I can't begin to describe how the library impacts the community at large, but I'll try: Allows for research Is a wonderful third place Welcomes all Open to new ideas A community | 6/1/2024 1:12 AM |
| 130 | we love all the events and encouraging reading | 6/1/2024 12:51 AM |
| 131 | The toddler time and baby story time!! | 6/1/2024 12:32 AM |
| 132 | It offers opportunities for the community to stay connected through events and classes and also offers a resource for adults and kids to stay engaged and active in reading and research. | 5/31/2024 11:24 PM |
| 133 | Offer so many services and make books available in various ways | 5/31/2024 11:07 PM |
| 134 | Events to keep children busy especially ones that don't get go to school. | 5/31/2024 11:03 PM |
| 135 | By providing amazing, unique programs to both adults and children. I truly wish NRH library had the diversity of programs Watauga did. | 5/31/2024 10:45 PM |
| 136 | Offers my homeschoolers opportunities to meet other kids | 5/31/2024 10:44 PM |
| 137 | It gives more educational support, family events | 5/31/2024 10:41 PM |
| 138 | The library benefits the community by hosting events as well as weekly storytimes for kids. I have seen my child grow so much confidence over the last several months that we have been attending library storytime | 5/31/2024 10:33 PM |
| 139 | It's a place of welcoming & education. Our library is my favorite part of Watauga. | 5/31/2024 10:23 PM |
| 140 | Interests a lot of people | 5/31/2024 10:12 PM |
| 141 | Promoting early literacy skills and interest! My kids and kids I've nannied have enjoyed story times and children's offerings for many years. | 5/31/2024 10:10 PM |
| 142 | Free events for the lower income families. | 5/31/2024 10:10 PM |
| 143 | This library hosts so many community events, which strengthen the bonds of neighbors. Staff also provide a wealth of knowledge and activities for the smaller children up to the oldest adult to grow and develop, in a safe and welcoming environment!! | 5/31/2024 10:07 PM |
| 144 | Conveniently located | 5/31/2024 10:06 PM |
| 145 | provides access to materials and programs | 5/31/2024 9:53 PM |
| 146 | We have used WPL in our family for no less than 20 years. We just keep taking the next generation there. For a small library you are amazing and offer so much. | 5/31/2024 9:50 PM |
| 147 | It is the center of Watauga's community! | 5/31/2024 9:39 PM |
| 148 | The library benefits my family and the community by providing reading materials and activities. I personally don't use the internet or computers but see many other people making use of them. | 5/31/2024 9:26 PM |
| 149 | Amazing offerings for all ages. | 5/31/2024 9:15 PM |
| 150 | Activities and great books | 5/31/2024 9:12 PM |
| 151 | In so many ways. The free events and classes and the books available for us have had such a positive impact on our life. | 5/31/2024 8:45 PM |
| 152 | Brings community together and promotes reading | 5/31/2024 8:44 PM |
| 153 | Having free resources and events. | 5/31/2024 8:30 PM |

Customer Input Opportunity

| | | |
|-----|---|-------------------|
| 154 | It provides so many great events for kids of all ages. | 5/31/2024 8:26 PM |
| 155 | It helps with learning from art classes to music | 5/31/2024 8:19 PM |
| 156 | Offers community. Furthers education. Social outlet. | 5/31/2024 8:08 PM |
| 157 | Wide variety and range of free resources and free spaces for all ages/members of the community to use. | 5/31/2024 7:54 PM |
| 158 | Fun activities, resources to encourage my kid to read more | 5/31/2024 7:54 PM |
| 159 | Activities for the whole family family | 5/31/2024 7:36 PM |
| 160 | Allows for independent authors like me to connect with a new audience. | 5/31/2024 7:33 PM |
| 161 | It lets everyone enjoy the programs in safe environment, and allows all languages and backgrounds to grow together in knowledge | 5/31/2024 7:29 PM |
| 162 | Lots of fun things for youth. | 5/31/2024 7:23 PM |
| 163 | Community events | 5/31/2024 7:20 PM |

Q15 What additional services would you like your Library to provide?

Answered: 163 Skipped: 0

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | More homeschool events. | 9/25/2024 10:00 PM |
| 2 | N/A | 9/23/2024 10:27 PM |
| 3 | Great services | 9/9/2024 5:53 PM |
| 4 | Tax help/investments | 9/3/2024 1:23 PM |
| 5 | Don't know. | 9/2/2024 12:56 PM |
| 6 | I would love for there to be reading time for kids at times where people with jobs are able to take their kids also. | 9/1/2024 8:58 PM |
| 7 | Can't think of anything | 9/1/2024 4:02 PM |
| 8 | N/A | 8/31/2024 2:35 PM |
| 9 | None that come to mind | 8/31/2024 7:33 AM |
| 10 | Cooking classes for adults and kids. An arts and crafts area. | 8/31/2024 5:49 AM |
| 11 | Provides enough services | 8/31/2024 2:39 AM |
| 12 | None | 8/30/2024 10:51 PM |
| 13 | More computer classes | 8/30/2024 10:30 PM |
| 14 | Electronic newspapers | 8/30/2024 9:26 PM |
| 15 | More free adult classes | 8/30/2024 9:09 PM |
| 16 | Coffee bar. | 8/30/2024 7:02 PM |
| 17 | EsL classes | 8/30/2024 6:40 PM |
| 18 | Nothing I can think of. | 8/30/2024 6:18 PM |
| 19 | Not sure | 8/30/2024 5:25 PM |
| 20 | Cannot think of anything. | 8/30/2024 5:17 PM |
| 21 | Christian book reading group | 8/30/2024 4:18 PM |
| 22 | I wasn't aware of free E-books. I would use if possible to rent for full semesters . | 8/30/2024 3:59 PM |
| 23 | Makers spaces would be really cool. Space to come sew or knit/crochet. More classes for infants also. | 8/30/2024 3:31 PM |
| 24 | We love the community events like big truck day, storytime, and others. More is more. | 8/30/2024 3:26 PM |
| 25 | N/A | 8/30/2024 3:20 PM |
| 26 | NA | 8/30/2024 3:06 PM |
| 27 | Na | 8/30/2024 2:57 PM |
| 28 | I think y'all offer a great variety. | 8/30/2024 2:48 PM |
| 29 | N/a | 8/30/2024 2:34 PM |
| 30 | Security presence as stated earlier | 8/30/2024 4:36 AM |
| 31 | More adult activities | 8/29/2024 9:25 PM |

Customer Input Opportunity

| | | |
|----|---|--------------------|
| 32 | Not sure. | 8/29/2024 9:19 PM |
| 33 | Nothing I can think of. WPL does an awesome job! | 8/29/2024 8:48 PM |
| 34 | N/A | 8/29/2024 8:44 PM |
| 35 | N/a | 8/29/2024 8:35 PM |
| 36 | Spanish classes for English speakers | 8/29/2024 6:33 PM |
| 37 | More homeschool classes! | 8/29/2024 6:05 PM |
| 38 | N/a | 8/29/2024 6:03 PM |
| 39 | N/a | 8/29/2024 6:02 PM |
| 40 | N/A | 8/29/2024 5:57 PM |
| 41 | I can't think of any! | 8/29/2024 5:31 PM |
| 42 | Delivery service | 8/29/2024 5:29 PM |
| 43 | More high quality educative events for k-12 kids or family oriented cultural events (theater, ballet, singing, ...) | 8/25/2024 1:51 AM |
| 44 | N/A | 8/9/2024 5:41 PM |
| 45 | No suggestions at the moment. | 7/25/2024 10:51 AM |
| 46 | None come to mind. | 7/19/2024 6:38 AM |
| 47 | NA | 7/15/2024 9:41 AM |
| 48 | MY NEEDS ARE COVERED | 7/15/2024 8:01 AM |
| 49 | Job fairs After being in the job market for 8 months, I really need a job soon. | 7/11/2024 4:49 PM |
| 50 | Practical skills classes | 7/10/2024 2:21 PM |
| 51 | Nothing else I can think of, but please add multiple copies of children chapter books in the future! | 7/6/2024 11:58 AM |
| 52 | Cooking classes, Bible studies. | 6/28/2024 3:36 PM |
| 53 | Maybe one monthly event hosted somewhere other than the library possibly off library hours so it is more accessible to those with conflicting work hours. | 6/27/2024 8:20 AM |
| 54 | NA | 6/26/2024 4:21 PM |
| 55 | Ability for homeschoolers to check out books by semester | 6/26/2024 2:10 PM |
| 56 | I would need instructions on how to download free digital/downloadable eBooks, eAudiobooks, and eMagazines | 6/25/2024 6:27 PM |
| 57 | More digital materials if possible. I use a kindle some. | 6/25/2024 11:28 AM |
| 58 | Don't know. | 6/25/2024 10:01 AM |
| 59 | NA | 6/25/2024 7:17 AM |
| 60 | Continue to offer great programs and events for adults, children, and families. | 6/24/2024 9:22 PM |
| 61 | Na | 6/24/2024 7:46 PM |
| 62 | Paper flyers for monthly community/recreational activities in the city | 6/22/2024 11:03 AM |
| 63 | There are none that I can think of, it has everything I need. | 6/22/2024 11:00 AM |
| 64 | Na | 6/21/2024 7:40 AM |
| 65 | NA | 6/21/2024 6:54 AM |
| 66 | Na | 6/21/2024 5:52 AM |
| 67 | Spanish classes for adults and kids | 6/21/2024 4:51 AM |

Customer Input Opportunity

| | | |
|-----|---|--------------------|
| 68 | Having other items to check out. I've seen other libraries with equipment to check out, like tools and science equipment, and other random things like cake pans and games and puzzles. | 6/21/2024 12:48 AM |
| 69 | Hands on STEM activities with coaching. | 6/20/2024 10:11 PM |
| 70 | More adult free classes and events shows. Low cost copies. | 6/20/2024 9:53 PM |
| 71 | N/a | 6/20/2024 8:33 PM |
| 72 | na | 6/20/2024 8:30 AM |
| 73 | ? | 6/18/2024 7:08 PM |
| 74 | More activities for kids | 6/13/2024 7:00 PM |
| 75 | N/A | 6/12/2024 8:19 PM |
| 76 | I can't think of any right now. | 6/12/2024 11:58 AM |
| 77 | Book fairs or broader events. | 6/11/2024 7:35 PM |
| 78 | N/A | 6/10/2024 1:46 PM |
| 79 | None. | 6/10/2024 12:26 PM |
| 80 | 3d printing? | 6/10/2024 12:06 PM |
| 81 | During COVID you had take-home kits, and it would be nice to bring those back. | 6/10/2024 10:59 AM |
| 82 | Can't think of anything at the present time | 6/7/2024 10:51 AM |
| 83 | N/A | 6/6/2024 7:06 PM |
| 84 | N/a | 6/5/2024 10:46 AM |
| 85 | None | 6/5/2024 9:31 AM |
| 86 | NA | 6/5/2024 8:49 AM |
| 87 | Perhaps more homeschool events during the school year that are earlier in the day. | 6/5/2024 8:36 AM |
| 88 | N/A | 6/5/2024 8:24 AM |
| 89 | NA | 6/4/2024 10:44 PM |
| 90 | I would love to be able to check out board games. | 6/4/2024 10:12 PM |
| 91 | More digital music/ movie download | 6/4/2024 9:11 PM |
| 92 | Continue, I absolutely love all the services | 6/4/2024 8:23 PM |
| 93 | Im happy with our library | 6/4/2024 7:44 PM |
| 94 | More art classes if possible | 6/4/2024 7:05 PM |
| 95 | Not sure | 6/4/2024 6:42 PM |
| 96 | Add to digital catalog | 6/4/2024 6:18 PM |
| 97 | N/A | 6/4/2024 2:32 PM |
| 98 | Makerspace | 6/2/2024 8:47 PM |
| 99 | LinkedIn Learning | 6/2/2024 6:48 PM |
| 100 | More adult programs | 6/2/2024 10:04 AM |
| 101 | Not sure | 6/2/2024 7:09 AM |
| 102 | N/a | 6/2/2024 5:18 AM |
| 103 | Not sure | 6/2/2024 3:12 AM |
| 104 | Great as is | 6/1/2024 11:18 PM |
| 105 | None | 6/1/2024 8:37 PM |

Customer Input Opportunity

| | | |
|-----|---|--------------------|
| 106 | Na | 6/1/2024 5:21 PM |
| 107 | Clothes | 6/1/2024 5:09 PM |
| 108 | more homeschooling resources | 6/1/2024 4:46 PM |
| 109 | Open earlier during the week on Mondays and Thursdays. | 6/1/2024 1:30 PM |
| 110 | No comment | 6/1/2024 12:55 PM |
| 111 | N/a | 6/1/2024 12:31 PM |
| 112 | N/a | 6/1/2024 12:10 PM |
| 113 | N/A | 6/1/2024 11:55 AM |
| 114 | PLEASE bring back Consumer Reports online! It would be nice if WPL offered museum passes. Some libraries loan out various types of cake pans, sewing machines, and tools. Love the libraries that have cooking demonstrations which they invite cookbook authors and local chefs in to do a cooking or baking demos. I've also attended library events where they bring in someone to help people understand how to cut the cable, save money, and go with streaming or antenna TV. With all the cash strapped people in Watauga, it would be great if they learned how to cut their cable TV, and learn how to cook/bake at home. Also, I bet many people don't know how to live in their means, how to balance a checkbook, save money, budget. You may consider having someone in to lecture/teach financial/accounting classes. | 6/1/2024 11:40 AM |
| 115 | Maybe more help for seniors | 6/1/2024 11:27 AM |
| 116 | N/a | 6/1/2024 9:49 AM |
| 117 | None | 6/1/2024 9:32 AM |
| 118 | N/a | 6/1/2024 9:20 AM |
| 119 | Can't think of anything else. | 6/1/2024 9:02 AM |
| 120 | I like it as is. | 6/1/2024 8:55 AM |
| 121 | N/A | 6/1/2024 8:46 AM |
| 122 | Broadcasting more adult groups, and vary locations (sip and read night at a speak easy, etc) | 6/1/2024 8:22 AM |
| 123 | Just more different events for the youth. They are already amazing at what they bring out! | 6/1/2024 7:56 AM |
| 124 | I'm not sure if their is already a class for kids who are struggling to read, but I think that would be a great service the library could provide. I know Watauga has a lot of at risk youth and many of them could use additional learning resources outside of school. | 6/1/2024 7:53 AM |
| 125 | They are just fine. | 6/1/2024 7:48 AM |
| 126 | Maybe Zumba class | 6/1/2024 6:00 AM |
| 127 | Kids 8-10 activities | 6/1/2024 3:19 AM |
| 128 | Resumē development | 6/1/2024 2:25 AM |
| 129 | I love the classes and the now board game selection is fabulous | 6/1/2024 1:12 AM |
| 130 | a computer lab | 6/1/2024 12:51 AM |
| 131 | NA | 6/1/2024 12:32 AM |
| 132 | Crafts would be kind of neat to see | 5/31/2024 11:24 PM |
| 133 | NA | 5/31/2024 11:07 PM |
| 134 | Spanish story time for young children! | 5/31/2024 11:03 PM |
| 135 | Na. Keep doing a great job. | 5/31/2024 10:45 PM |
| 136 | Na | 5/31/2024 10:44 PM |
| 137 | N/A | 5/31/2024 10:41 PM |

Customer Input Opportunity

| | | |
|-----|--|--------------------|
| 138 | Afternoon story time hours, a bimonthly basis would be nice | 5/31/2024 10:33 PM |
| 139 | Not sure. | 5/31/2024 10:23 PM |
| 140 | Not sure | 5/31/2024 10:12 PM |
| 141 | No notes :) | 5/31/2024 10:10 PM |
| 142 | ASL classes | 5/31/2024 10:10 PM |
| 143 | Currently the Watauga Library staff is consistently exceeding in all its functions. Truly this library hosts the most consistent, inclusive, diverse and engaging events, collections and activities of any I have seen in our area. I am very grateful for their outstanding efforts! | 5/31/2024 10:07 PM |
| 144 | I like everything | 5/31/2024 10:06 PM |
| 145 | I see many options so I am not sure, they do not apply to me though. If there was a meeting room for local support groups or groups it would bring more people to the library so they would see the services. | 5/31/2024 9:53 PM |
| 146 | A WPL app that I can directly download to my kindle and checkout books. | 5/31/2024 9:50 PM |
| 147 | Special classes- ie: Language and sign language, more art class opportunities and special events | 5/31/2024 9:39 PM |
| 148 | N/A | 5/31/2024 9:26 PM |
| 149 | NA | 5/31/2024 9:15 PM |
| 150 | More art classes for kids | 5/31/2024 9:12 PM |
| 151 | None. | 5/31/2024 8:45 PM |
| 152 | Resume review | 5/31/2024 8:44 PM |
| 153 | N/A | 5/31/2024 8:30 PM |
| 154 | NA | 5/31/2024 8:26 PM |
| 155 | More video streaming new releases. | 5/31/2024 8:19 PM |
| 156 | More Ebooks!! Cake pan library/checkout | 5/31/2024 8:08 PM |
| 157 | Not sure | 5/31/2024 7:54 PM |
| 158 | NA | 5/31/2024 7:54 PM |
| 159 | Bilingual story times for kids | 5/31/2024 7:36 PM |
| 160 | Whatever you like | 5/31/2024 7:33 PM |
| 161 | Memberships for local attractions we can check out. Maker space, | 5/31/2024 7:29 PM |
| 162 | N/a | 5/31/2024 7:23 PM |
| 163 | None | 5/31/2024 7:20 PM |



AGENDA MEMORANDUM

DATE: November 8, 2024
TO: Honorable City Council Members
FROM: Linda Proskey, City Secretary
THROUGH: Linda Proskey, City Secretary
SUBJECT: Consider the approval of the September 10, 2024 Library Board Meeting Minutes

BACKGROUND/INFORMATION:

Minutes from the September 10, 2024 Library Board Meeting

FINANCIAL IMPLICATIONS:

None

RECOMMENDATION/ACTION DESIRED:

ATTACHMENTS/ SUPPORTING DOCUMENTATION:

1. Library Meeting September 10, 2024 Draft Minutes

REVIEWED BY:

Lana Ewell, Director of Library Services

Sandra Gibson, Interim City Manager and Director of Finance

Linda Proskey, City Secretary

Approved as to form for inclusion on Agenda

Approved - 1/7/2025

Approved - 1/7/2025

Final Approval - 1/7/2025



MINUTES

WATAUGA LIBRARY BOARD REGULAR MEETING WATAUGA CITY HALL COUNCIL CHAMBERS TUESDAY, SEPTEMBER 10, 2024 6:00 PM

CALL TO ORDER

Vice Chairperson Neal called the meeting to order at 6:08 pm.

ROLL CALL

The meeting convened with the following members present:

Kip Woodruff
Lindsey Neal
Kristen Chapman
Sian Brannon
Henrietta Egenti
Whitney Isbell

Chairperson/Place 7 (Absent w/notice)
Vice-Chairperson/Place 1
Secretary/Place 6
Place 3
Place 4 (Absent w/notice)
Place 5

and
Arthur Miner
Andrew Neal
Lisa Benavidez
Lana Ewell

Mayor
City Council Liaison
Assistant to the City Secretary
Director of Library Services

ANNOUNCEMENTS

There were no announcements.

PUBLIC COMMENT

No requests for public comment were received.

PUBLIC TESTIMONY FOR ACTION ITEMS

No requests for public testimony were received.

REPORTS

1. Library Director's Report

Lana Ewell presented a report on the library's activities from April to July. Circulation increased by 13.65%, while program attendance was down by 14.89%. However, the

programs that were held saw a slight increase in attendance by 3.56%. Study room usage rose by 25.36%, and volunteer hours were up by 35.19%. The library also saw a 13.18% increase in web page views. Notable summer programs included "Big Vehicle Day," which had 1,206 attendees, a popular snake encounter with 600 participants, and a petting zoo that attracted 418 people.

When asked about the surge in volunteer hours, Lana explained that a majority of the volunteers were youth, although adults also contributed. There were also challenges in running GED and ESL programs, with limited success in finding instructors. Lana shared that there might be a new teacher who could help resolve these issues, though finding qualified instructors has been a struggle, even with partnerships with organizations like Goodwill. The discussion touched on the possibility of collaborating with local school districts or utilizing volunteer teachers to support these programs, though financial constraints and teacher availability continue to be obstacles.

CONSENT AGENDA

1. Discuss and consider action on the May 14, 2024 Library Board Meeting Minutes

Board Member Brannon made a motion to approve the minutes. Board Member Isbell seconded the motion.

Motion carried 4-0-0-2.

Ayes, Neal, Chapman, Isbell, Bannon,

Nays: None

Abstain: None

Absent: Woodruff, Egenti

ACTION ITEMS

1. Consideration and action on amendments to the Library Confidentiality Policy

Lana Ewell, Library Director presented the item. Ewell discussed an updated confidentiality policy, which involved revising and streamlining several existing policies. Most of the changes aimed to shorten and clean up the documents by removing outdated details and improving terms. The library's confidentiality policy, in particular, was reduced from six pages to two, eliminating unnecessary instructions that were no longer relevant.

Secretary Chapman made a motion to approve the amendments as presented. Board Member Brannon seconded the motion.

Motion carried 4-0-0-2.

Ayes, Neal, Chapman, Isbell, Bannon,

Nays: None

Abstain: None

Absent: Woodruff, Egenti

2. Consideration and action on amendments to the Interlibrary Loan Policy

Lana Ewell, Director of Library Services, explained that the changes occurred due to a state-mandated switch in the Integrated Library System (ILS). The document revisions reflect the new system and aim to streamline the content and shorten the text.

Secretary Chapman made a motion to approve the amendments as presented. Board Member Brannon seconded the motion.

Motion carried 4-0-0-2.

Ayes, Neal, Chapman, Isbell, Bannon,
Nays: None
Abstain: None
Absent: Woodruff, Egenti

3. Consideration and action on amendments to the Insect Infestation Policy

Lana Ewell, Director of Library Services, introduced a new policy being implemented by many libraries nationwide in response to issues with insects being in returned books. Haltom City recently passed a similar policy. The goal is to establish a structured approach for handling these situations. Ewell also provided additional documents to offer more context on the issue.

Board Member Isbell made a motion to approve the amendments as presented. Secretary Chapman seconded the motion.

Motion carried 4-0-0-2.

Ayes, Neal, Chapman, Isbell, Bannon,
Nays: None
Abstain: None
Absent: Woodruff, Egenti

4. Consideration and action on amendments to the Circulation Policy

Lana Ewell, Director of Library Services, explains that the circulation policy document has been streamlined, reducing it from seven pages to three by refining the terminology while preserving its functionality. There was a discussion and clarification regarding the expiration of the teacher card, which is valid for the school year. Cathy Nguyen clarified that the teacher card typically expires at the end of the school year (from September to May), but for teachers involved in summer school, it extends until the end of the summer session (usually May to August).

Board Member Brannon made a motion to approve the amendments as presented. Board Member Brannon seconded the motion.

Motion carried 4-0-0-2.

Ayes, Neal, Chapman, Isbell, Bannon,
Nays: None
Abstain: None
Absent: Woodruff, Egenti

ITEMS FOR FUTURE AGENDAS

There were no Items for future agendas

ADJOURNMENT

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Vice Chairperson Neal adjourned the meeting at 6:28 p.m.

Approved: this _____ day of _____, 2024

Signed: this _____ day of _____, 2024

APPROVED:

ATTEST:

Kip Woodruff, Chairperson

Kristen Chapman, Secretary