

Library Board Minutes January 15, 2020

APPROVED

STATE OF TEXAS §
COUNTY OF TARRANT §
CITY OF BEDFORD §

The Library Board of the City of Bedford, Texas, met in regular session at 7:00 p.m. in the Library, 2424 Forest Ridge Drive on the 20th day of November 2019 to review items on the regular agenda and to hear staff reports, with the following members present, constituting a quorum:

Present:

Margaret Carroll
Jim Davis
Susan Hampton
Stacy Herron
Lori Irvin
Janet Key
Gayle Roland

Also Present:

Councilman Tom Burnett
Maria Redburn
Caroline Tait

Absent:

Kameron Lewellen
Michaeldae Reinhardt

(The following items were considered in accordance with the official agenda posted on the 10th day of January 2020.)

CALL TO ORDER

Board Chairperson Carroll called the meeting to order at 7:05 p.m.

ROLL CALL/INTRODUCTIONS

APPROVAL OF MINUTES

**1. Consider approval of the following Library Board minutes:
November 20, 2019 regular session.**

Board Member Davis made a motion to approve the minutes. Motion was seconded by Board Member Roland. Motion passed unanimously.

NEW BUSINESS

2. Discussion and review of Library Satisfaction Survey and presentation for City Council on Tuesday, January 28.

APPROVED

The Library Satisfaction Survey was administered from October 1 – November 30, 2019. It was available online and in print. The survey was filled out by 545 people which is a 60% increase from 2018. Caroline Tait presented the survey results Power Point to Library Advisory Board. Library Advisory Board made the following recommendations:

- Present information on the number of survey respondents at the beginning of the presentation
- Move the Survey Grade results to the end of the presentation
- Move Focus Areas to the beginning of the presentation
- Move Top Ranked Library Services to the beginning of the presentation
- Place Customer Service Ranking after Top Ranked Library Services slide
- Intersperse quotes between graph slides
- Place Enrich, Empower and Transform slides after graphs

3. Discussion and report of library closure from March 30 – April 3.

The Library will be closed from March 30 – April 3 for a deep clean of the facilities that will include painting of public areas, replacement of carpet in high traffic areas and the Teen Room, and replacement of light fixtures. In addition, signage will be added to Children's Area shelving and collections will be shifted. Information Technology staff will upgrade existing wireless routers which will improve the user experience. Firmware patches will be done to the thin client servers.

4. Announcement of upcoming Volunteer Lunch and Learn on Monday, January 20.

Lunch and Learn is actually on Friday, January 17 from 11:30 – 1:00 pm. The Lunch and Learn is an opportunity for volunteers to learn about changes in the library and socialize with each other.

REPORTS

5. Discussion and distribution of Library Director's Report.

See attached report.

NEXT MEETING

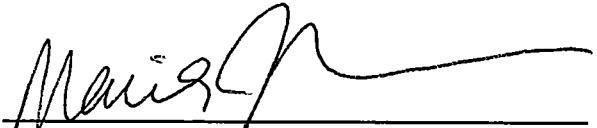
6. The next meeting of the Library Advisory Board is Wednesday, February 19, 2020.

ADJOURNMENT

The meeting was adjourned at 8:15 p.m. by Margaret Carroll.

1st by Board Member Davis

2nd by Board Member Hampton



**Maria Redburn, Acting as Secretary
Bedford Public Library Advisory Board**