

APPROVED

STATE OF TEXAS §

COUNTY OF TARRANT §

CITY OF BEDFORD §

The Library Board of the City of Bedford, Texas, met at 7:00 p.m. in the Library, 2424 Forest Ridge Drive on the 19th day of January 2022 to review items on the regular agenda and to hear staff reports, with the following members present, constituting a quorum:

Present:

Dave Bowersock
Jim Davis
Susan Hampton
Stacy Herron
Lori Irvin
Janet Key

Also Present:

Dan Cogan
Caroline Tait
Maria Redburn

(The following items were considered in accordance with the official agenda posted on the 14th day of January 2022.)

CALL TO ORDER

Board Member Key called the meeting to order at 7:01 p.m.

ROLL CALL/INTRODUCTIONS

PUBLIC COMMENTS

No public comments were given.

APPROVAL OF MINUTES

**1. Consider approval of the following Library Board minutes:
November 17 regular session.**

Board Member Hampton made a motion to approve the minutes as read. Motion was seconded by Board Member Irvin. Motion passed unanimously.

NEW BUSINESS

2. Report on Annual Library Statistics for FY 2020-2021.

Library Director Maria Redburn shared the following statistics:

- 107,035 visitors and circulated 405,965 items

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- Print materials accounted for 67% of all circulated items
- Digital materials accounted for 12% of all items circulated.
- DVD circulation decreased 41%
- Teen Materials increased 18%
- Library of Things increased 27%
- Number of Programs offered decreased 61%
- Program attendance decreased 51%
- Arts & Culture represented 42% of programs offered

PowerPoint, Library Statistics, and Program Overview are attached.

3. Report on Public Service Management.

The Library was able to replace the Public Services Management System used to reserve computers, print, wirelessly print, fax, and scan in December. The new system includes:

- MyPC allows users to view computer availability and make online reservations via a smartphone, tablet, or computer. This creates a self-service environment, drastically reducing staff involvement.
- Web-Print enables mobile printing from any device, including smartphones and tablets at any location. Combined with PaperCut's *Find-Me* printing feature, users can securely release their job from any supporting MFD/Printer. Web-Print is simple to deploy and use and is fully integrated into PaperCut's standard print charging, accounting, and quota account methods.
- Wireless Printing enables users send print jobs to the library from anywhere. It is easy to upload documents to the ePRINTit cloud and securely retrieve their documents from any enabled ePRINTit print station.
- ScanEZ provides patrons high speed scanning, copying, and faxing. Users can also restore old, faded photos and documents with Vivid-Pix software. Translation to text and audio is also available in many languages.

The Library Advisory Board asked Maria to do a demonstration of the new system at the February Board Meeting.

4. Report on Roku Project.

The Library will begin circulating Rokus in February to the public. Library staff have run into problems with streaming services that are not setup for institutional accounts. Rokus will check out for one week. Patrons will be able to enjoy the following streaming services:

- Acorn TV
- Apple TV
- Disney+
- Funimation
- HBO Max
- Hulu
- Netflix

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OLD BUSINESS

5. Report on Library Satisfaction Survey.

Library Satisfaction Survey results were distributed to Board members. The Library received 395 responses this year which is 22.5% decline in participants. The survey was advertised in the Bedford Connection, Library E-Newsletter, City/Library social media accounts, Residential Outreach, and on the website. Comparing responses to the previous year, numbers remained stable.

Ms. Redburn reported:

- 95.3% of respondents Strongly Agreed or Agreed that the Library is meeting their households library needs
- 98% of respondents rated the Ability of Library Staff to Quickly Assist them as Excellent or Good
- 96% of respondents rated the Friendliness of Staff as Excellent or Good
- 96% of respondents rated the Knowledge of Staff as Excellent or Good
- 87% of respondents gave an overall grade of an A to the Library
- 84% of respondents rated the expanded hours as Excellent or Good

Services in Priority Order

1. Checking out Materials
2. Getting information
3. Drive-up Window
4. Using Computer or Internet
5. Free Wi-Fi
6. Using ebook/audiobooks
7. Youth classes and events
8. Adult classes and events

Survey Comparison and Survey Results are attached.

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

Board report attached.

NEXT MEETING

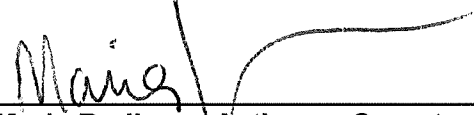
7. The next meeting of the Library Advisory Board is Wednesday, February 16, 2022.

ADJOURNMENT

Motion to adjourn was made by Board Member Davis and seconded by Board Member Hampton.

The meeting was adjourned at 8:15 p.m. by Janet Key.

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A handwritten signature in black ink, appearing to read "Maria", written over a horizontal line.

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