



City of Denton

City Hall
215 E. McKinney St.
Denton, Texas 76201
www.cityofdenton.com

Meeting Agenda

Library Board

Tuesday, November 22, 2022

5:30 PM

Meeting Room at the North Branch Library, 3020
N. Locust St., Denton, Texas

Special Called Meeting

After determining that a quorum is present, the Library Board of the City of Denton, Texas will convene in a Special Called Meeting on Tuesday, November 22, 2022, at 5:30 p.m. in the Meeting Room at the North Branch Library at 3020 N. Locust, Denton Texas at which the following items will be considered:

1. PRESENTATION FROM MEMBERS OF THE PUBLIC

This section of the agenda permits a person to make comments regarding public business on items not listed on the agenda. This is limited to two speakers per meeting with each speaker allowed a maximum of four (4) minutes.

2. ITEMS FOR CONSIDERATION

- A. [LB22-063](#) Consider adoption of the minutes of September 12, 2022.
- B. [LB22-064](#) Receive an informational report and hold a discussion regarding the Friends of the Denton Public Libraries.
- C. [LB22-065](#) Receive an informational report and hold a discussion regarding the Emily Fowler Library Foundation.
- D. [LB22-066](#) Receive a report, hold a discussion, and give staff direction regarding an appeal request for a library suspension issued to a patron on September 29, 2022.
- E. [LB22-067](#) Receive a report, hold a discussion, and give staff direction regarding:
 - Library Staffing Update
 - Additional Fall Programs
 - Partner Program Agreements
- F. [LB22-068](#) Receive a report, hold a discussion, and consider recommending approval of the following Denton Public Library Policy updates:
 - Library Meeting Room Policy
 - Circulation Services Policy
- G. [LB22-069](#) Receive a report, hold a discussion, and give staff direction regarding data received from focus group meetings, community meetings, and an online survey to update the library strategic plan.

3. CONCLUDING ITEMS

A. Under Section 551.042 of the Texas Open Meetings Act, respond to inquiries from the Library Board or the public with specific factual information or recitation of policy, or accept a proposal to place the matter on the agenda for an upcoming meeting AND Under Section 551.0415 of the Texas Open Meetings Act, provide reports about items of community interest regarding which no action will be taken, to include: expressions of thanks, congratulations, or condolence; information regarding holiday schedules; an honorary or salutary recognition of a public official, public employee, or other citizen; a reminder about an upcoming event organized or sponsored by the governing body; information regarding a social, ceremonial, or community event organized or sponsored by an entity other than the governing body that was attended or is scheduled to be attended by a member of the governing body or an official or employee of the municipality; or an announcement involving an imminent threat to the public health and safety of people in the municipality that has arisen after the posting of the agenda.

CERTIFICATE

I certify that the above notice of meeting was posted on the official website (<https://tx-denton.civicplus.com/242/Public-Meetings-Agendas>) and bulletin board at City Hall, 215 E. McKinney Street, Denton, Texas, on November 18, 2022, in advance of the 72-hour posting deadline, as applicable, and in accordance with Chapter 551 of the Texas Government Code.

CITY SECRETARY

NOTE: THE CITY OF DENTON'S DESIGNATED PUBLIC MEETING FACILITIES ARE ACCESSIBLE IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT. THE CITY WILL PROVIDE ACCOMMODATION, SUCH AS SIGN LANGUAGE INTERPRETERS FOR THE HEARING IMPAIRED, IF REQUESTED AT LEAST 48 HOURS IN ADVANCE OF THE SCHEDULED MEETING. PLEASE CALL THE CITY SECRETARY'S OFFICE AT 940-349-8309 OR USE TELECOMMUNICATIONS DEVICES FOR THE DEAF (TDD) BY CALLING 1-800-RELAY-TX SO THAT REASONABLE ACCOMMODATION CAN BE ARRANGED.



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Legislation Text

File #: LB22-063, **Version:** 1

AGENDA CAPTION

Consider adoption of the minutes of September 12, 2022.

MINUTES
CITY OF DENTON
DENTON PUBLIC LIBRARY BOARD
Emily Fowler Central Library Meeting Room – September 12, 2022

After determining that a quorum was present, the Denton Public Library Board convened on Monday, September 12, 2022, at 5:30 p.m. The meeting was held at the Emily Fowler Central Library Meeting Room at 502 Oakland St., Denton, Texas. Chair Cleopatra Birckbichler, Vice-Chair Ling Jeng, and Members Laura Cantu, Dallas Guill, and Sandy Swan were in attendance.

PRESENT: Cleopatra Birckbichler, Ling Jeng, Laura Cantu, Dallas Guill, and Sandy Swan

ABSENT: Jean Greenlaw

STAFF PRESENT: Jennifer Bekker, Cynthia Carter, Kobie Clarke

GUESTS: Lucinda Breeding-Gonzales

1. PRESENTATION FROM MEMBERS OF THE PUBLIC

NONE

2. ITEMS FOR CONSIDERATION

A. LB22-047

Consider approval of the minutes of the August 8, 2022, meeting.

The Board accepted and approved amended minutes of the August 8, 2022, meeting. Sandy Swan motioned for approval, Ling Jeng seconded, all in favor.

B. LB22-043

The Board received an informational report regarding the Friends of the Denton Public Libraries.

- There have been no changes since the last Library Board meeting.

C. LB22-042

The Board received an informational report regarding the Emily Fowler Library Foundation.

- There have been no changes since the last Library Board meeting.

D. LB22-044

The Board received a report, held a discussion, and gave staff direction regarding TexShare card limits and full-service resident account renewal periods.

- *TexShare card limits*- Denton Public Library participates in the Texas State Library and Archive Commission's TexShare Card Program. The program allows individuals with library accounts from any other participating library in Texas to also check out items from Denton Public Library.

Currently TexShare card users may check out one item at a time from Denton Public Library. A survey of area public libraries indicated that most libraries allow five checkouts at a time for TexShare card users. To remain consistent with other Denton Public Library account limits for youth courtesy, DISD Books2Go, and temporary resident accounts, library staff recommend increasing the limit to three items at a time.

- *Account renewal periods*- Full-service resident accounts must currently be renewed annually. Library patrons frequently share that they are frustrated with the frequency of renewal. If an account is expired, patrons cannot place holds, access digital materials, or check out items until the account is renewed. After surveying other area public libraries, it was discovered that the majority had a two, three, or five-year renewal period. All other account types (non-resident, youth courtesy, DISD Books2Go, temporary resident, etc.) would retain the current renewal periods

Library staff recommend changing the renewal period for full-service resident accounts to three years.

Sandy Swan motioned for approval, Dallas Guill seconded, all in favor.

E. LB22-046

The Board received a report, held a discussion, and considered approval of the additional fall classes and events at the Denton Public Library:

The Library Board approved library fall 2022 classes and events at the August 8, 2022 Board meeting. Two additional classes have been proposed. They were not included in the original list of approved events as the presenter had not been finalized at the time of the Board review of programs.

The two programs are:

- Tarot 101 October 4 at 7pm Learn the basics of the tarot at this class hosted by a teacher from local metaphysical shop Bewitched Denton.
- Healing Crystals 101 September 27 at 7 pm Learn about the different types of crystals and what they do. This workshop will be hosted by a teacher from local metaphysical shop Bewitched Denton.

Sandy Swan motioned for approval, Laura Cantu seconded, all in favor.

F. LB22-048

The Board received a report, held a discussion, and gave staff direction regarding Denton Public Library being awarded a 2023 Texas Reads Grant.

Denton Public Library has been awarded a \$7,252 Texas Reads Grant from the Texas State Library and Archives Commission. The grant is funded through the Institute of Museum and Library Services (LS-252486-OLS-22). The grant award will fund a StoryWalk® along the sidewalk trail in Fred Moore Park. The StoryWalk® will include 20 sign posts with 1-2 book pages. Park visitors and trail walkers can follow the path to read the entire story. Books will be changed at least quarterly and may additionally be changed for special events or holidays.

G. LB22-045

Receive a report, hold a discussion, and give staff direction regarding the Denton Public Library Strategic Plan.

The Texas State Library and Archives Commission (TSLAC) requires all public libraries to have a regularly updated strategic plan as part of the state accreditation process. The Denton Public Library's current strategic plan was initially for 2019-2021. The plan was extended one year due to the COVID pandemic. A new five-year strategic plan is being developed for implementation in 2023.

As part of the strategic planning process, library leadership is seeking input from all library staff members, Library Board members, Friends of the Library members, and Denton community members. Input from all groups will be used to develop the new strategic plan.

The Library conducted a SOAR (strengths, opportunities, aspirations, results) analysis with Library Board Members and received direction regarding the library's vision and values.

Data collected will be used to clarify the Library's goals and plan for future projects and initiatives.

3. CONCLUDING ITEMS None.

The Meeting adjourned at 7:12 p.m.

Cleopatra Birckbichler, President

Cynthia Carter, Administrative Assistant
City of Denton, TX

Minutes approved on: _____



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Legislation Text

File #: LB22-064, **Version:** 1

AGENDA CAPTION

Receive an informational report and hold a discussion regarding the Friends of the Denton Public Libraries.



AGENDA INFORMATION SHEET

DEPARTMENT: Library

ACM: Christine Taylor

DATE: November 22, 2022

SUBJECT

Receive an informational report and hold a discussion regarding the Friends of the Denton Public Libraries.

BACKGROUND

The Friends of the Denton Public Libraries is a nonprofit organization that supports the Denton Public Library through community service and fundraising to provide materials and equipment to improve and extend Library services. This report provides an update on the organization's activities and fundraising efforts.

The Executive Board of the Friends of the Denton Public Libraries met Thursday, October 13, at 5:30 p.m. During the meeting, the Board discussed 2023 Book Sale Dates and the \$20 book bag price. As part of the Library Director's Report, Jennifer Bekker gave an update on 2022 outstanding Friends funded projects (Exhibit 2) and requested to delay a 2023 funding request until the end of the year since so many 2022 projects are still outstanding. Traditionally, the library makes its funding request at the October Friends Board meeting and the request is voted on at the January meeting. The Board approved that the library will submit its 2023 funding requests in December via e-mail. The Board will then discuss the requests and vote on the funding requests at the January 2023 meeting. Teen Librarian, Rachel Reeves, also spoke about a fundraising and awareness opportunity with her January and February Lyla Lee author events. The publishers allow the author's titles to be purchased by the Friends at a deep discount and then sold during the author events for retail cost. The Friends would be able to keep any profits. The Friends voted to move forward and have the books ordered for the events and have a Friends member at the event to sell the books for the author signing.

2022 Friends Big Book Sales (in North Branch Meeting Room):

Saturday, November 12 10 a.m.-4 p.m. with 9:15-10 a.m. Friends member early access

2023 Friends Big Book Sales (in North Branch Meeting Room)

Saturday, February 4

Saturday, May 13

Saturday, August 12

Saturday, October 14

EXHIBITS

1. Agenda Information Sheet-Friends
2. 2022 Friends Funded Project Updates

Respectfully submitted:
Jennifer Bekker
Director of Libraries

Prepared by:
Jennifer Bekker
Director of Libraries

**Denton Public Library
Funding Request 2022**

| Item | Cost | Vendor | Notes |
|--|----------|---|---|
| Author Programming | | | |
| Summer 2022 Author Visits | \$500 | | Children’s Authors Gary Weiland- <i>Fischer’s Accident</i> (\$300) and Martha Samaniego Calderon- <i>Vitamina T for Tacos</i> and <i>Behind My Mask/Detras de Mi Cubrebocas</i> (\$200) |
| Fall 2022 Author Visits | \$2,500 | | *Tentative* Matthew Eshbaugh-Soha- <i>The President and the Supreme Court</i> , Amy Jivani- <i>Meera’s Flowers</i> and <i>More Than Words</i> , True Crime Author Panel: Donna Fielder- <i>What Evil Lurks</i> , Jeanette Laredo- <i>A Guide to the Gothic</i> , Jody Hadlock- <i>The Lives of Diamond Bessie</i> |
| Author Programing TOTAL | \$3,000 | Summer author visits have been completed and came in under budget. Fall author visits are happening now and reimbursement memos for September and October events will be in the Friends mailbox by October 19, 2022. | |
| Emily Fowler Central Library | | | |
| Replace Puppet Stage | \$5,500 | | Replacing damaged and aging puppet stage used during StoryTimes (FOL covers ½ the cost and library pays ½ the cost—current estimates are \$11,000 for the puppet stage) |
| Fowler TOTAL | \$5,500 | Project expected to begin shortly. A faux wall will be built in the meeting room with window doors that open for a puppet stage. The project had to wait until the City’s new fiscal year began on October 1. Facilities has requested bids from contractors. A final quote is expected by 10/21/22 and then the project will be scheduled. The project is anticipated to take 1-2 weeks to complete. | |
| North Branch Library | | | |
| Replace Puppet Stage | \$5,500 | | Replacing damaged and aging puppet stage used during StoryTimes (FOL covers ½ the cost and library pays ½ the cost—current estimates are \$11,000 for the puppet stage) |
| North TOTAL | \$5,500 | Project has been delayed and staff have had to restart the bidding process. The project is for a freestanding puppet stage. A vendor will be selected by 10/21/22 and the project will move forward as quickly as the vendor can complete the project. | |
| Summer Reading Challenge (previously approved at January 2022 Friends Board meeting) | | | |
| Incentive books for 2019 Summer Reading Challenge | \$6,000 | Scholastic; Baker & Taylor | Prize books for 2022 Summer Reading Challenge participants who read 5 hours during the program. Most purchases are for baby, children’s, and teen books. |
| SRC TOTAL | \$6,000 | Complete & fully reimbursed | |
| Library TOTAL 2022 Request: | \$20,000 | | |



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Legislation Text

File #: LB22-065, **Version:** 1

AGENDA CAPTION

Receive an informational report and hold a discussion regarding the Emily Fowler Library Foundation.



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AGENDA INFORMATION SHEET

DEPARTMENT: Library

ACM: Christine Taylor

DATE: November 22, 2022

SUBJECT

Receive an informational report and hold a discussion regarding the Emily Fowler Library Foundation.

BACKGROUND

The Emily Fowler Library Foundation is a nonprofit organization that supports the Denton Public Library's mission. This report provides an update on the Foundation's activities, goals, and fundraising efforts.

The Foundation currently has a \$100,000 CD that came to maturity in early April, 2022. The Foundation checking account has a balance of \$6,441.51 as of the latest statement in October, 2022. The Foundation's goal is to focus on bequests or planned giving donations that can be used for large scale Library initiatives or capital projects.

There have been no changes since the last meeting.

Foundation Trustee Cary Cates will be moving in 2022 and the Library Board appoints replacement Foundation Trustees. The replacement Trustee would need to have a background in finance and be able to submit the annual IRS filing for the organization.

RECOMMENDATION

Board members gather information in November to submit Foundation Trustee nominations at December 12, 2022 Library Board meeting.

EXHIBITS

1. Agenda Information Sheet-Foundation

Respectfully submitted:
Jennifer Bekker
Director of Libraries

Prepared by:
Jennifer Bekker
Director of Libraries



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Legislation Text

File #: LB22-066, **Version:** 1

AGENDA CAPTION

Receive a report, hold a discussion, and give staff direction regarding an appeal request for a library suspension issued to a patron on September 29, 2022.



AGENDA INFORMATION SHEET

DEPARTMENT: Library

ACM: Christine Taylor

DATE: November 22, 2022

SUBJECT

Receive a report, hold a discussion, and give staff direction regarding an appeal request for a library suspension issued to a patron on September 29, 2022.

BACKGROUND

Per the Library Rules of Conduct, attached as Exhibit 2, a patron issued a library suspension may appeal their suspension by submitting a letter of appeal. The appeal will be brought to the Library Board for discussion and the Board will provide a recommendation to the Director of Libraries:

Procedure for Appeals

Persons may request a review of a library issued no-trespass order based on the following procedures. An appeal must be submitted in writing to the Library Ejection/Trespass Review Committee as visits in person to any DPL location are prohibited.

The written appeal must be received at the following address within 30 days of the date the notice is issued. This appeal process shall only apply to any no-trespass notice issued by a library employee and shall not apply to a criminal trespass notice issued by a police officer.

Denton Public Library
Ejection/Trespass Review Committee
502 Oakland Street
Denton, TX 76201

The appeal must include an address at which the library may correspond with the individual making an appeal. The Review Committee, comprised of members of the Denton Library Board, will review timely filed appeals at their regularly scheduled meeting, and make a recommendation to the Director of Libraries, who will respond in writing within 60 days of the receipt of the appeal.

A library suspension of one year was issued to patron Christopher Jones on September 29, 2022 for vandalizing library property at Emily Fowler Central Library. The suspension was issued after Mr. Jones was witnessed by staff throwing a library newspaper away. The incident was captured on camera and shows Mr. Jones tearing the newspaper and throwing it away. The incident report is attached as Exhibit 3. Mr. Jones refused the suspension and police were called to issue the suspension on behalf of the library and escort Mr. Jones from the library.

On Monday, October 3, an appeal letter from Mr. Jones, attached as Exhibit 4, was found slipped under the front door of the Emily Fowler Central Library.

OPTIONS

The library seeks a recommendation from the Library Board regarding the appeal and whether to uphold the suspension, reduce the suspension, or waive the suspension.

EXHIBITS

1. Agenda Information Sheet-Appeal
2. Library Rules of Conduct Policy
3. 9-29-22 Incident Report
4. Appeal Request

Respectfully submitted:
Jennifer Bekker
Director of Libraries

Prepared by:
Jennifer Bekker
Director of Libraries



DENTON PUBLIC LIBRARY

RULES OF CONDUCT

Effective February 2, 2007

Approved by the Denton Library Board, August 28, 2006
Last amended, September 22, 2016

POLICY STATEMENT: The Denton Public Library encourages people of all ages to visit the library. Those using the library and its resources have the right to expect a reasonably clean, safe and comfortable environment that supports appropriate library services. In order to protect these rights, the users of the Denton Public Library are expected to comply with the *Rules of Conduct* listed in this directive.

The *Rules of Conduct* applies to all library premises, including buildings, interior and exterior, and all grounds controlled and operated by the Denton Public Library. The *Rules of Conduct* applies to all individuals entering the library or who are on the library premises.

Any person who violates Rules 1-3 listed below while in or on library premises will be immediately reported to the appropriate law enforcement agency and will be ejected and issued a criminal no-trespass order from the Denton Police for all Denton Public Library premises.

Any person issued a no-trespass order who then re-enters any Denton Public Library location is subject to arrest. The prohibition from entering any Denton Public Library shall be effective from the issuance of the notice.

Any adult person issued a no-trespass order from either library staff or Denton Police is excluded from the library and shall lose all library privileges for a period of one year. Minor (teens 11-17) offenders may be excluded by use of a library trespass for periods of 30, 60, 90 days or six months as determined by library employees.

With approval by the Director of Libraries, persons who commit especially egregious offenses or exhibit an ongoing threat to the community may have a trespass notice extended for an additional year for a total of a two-year enforcement period.

The following are violations of the Library's Rules of Conduct:

1. Commits or attempts to commit any activity that would constitute a violation of any federal, state, or local criminal statute or ordinance.
2. Is under the influence of any controlled substance or intoxicating liquor.
3. Possesses, sells, distributes or consumes any alcoholic beverage, except as allowed at a library-approved event where the person is legally authorized to sell, distribute, or consume alcoholic beverages.

Any person who violates the following rules listed below while in or on library premises will be given one warning at the discretion of Library staff. If the person fails to adhere to the warning, then the person will be asked to leave the premises for the day. Subsequent offenses by that person may result in an issuance of a no-trespass order and immediate ejection and exclusion from all Denton Public Library premises.

4. Engages in conduct that disrupts or interferes with the normal operation of the library or that disturbs library staff or individuals. Such conduct includes, but is not limited to, disregard of staff directives, abusive or threatening language or gestures, unreasonably loud or boisterous physical behavior, talking or noise;
5. Intentionally destroys, damages, or defaces any library or other individual's property;
6. Solicits, petitions, distributes written materials or canvass for political, charitable or religious purposes in the Library building, including the doorway or vestibule of any such Library building or in a manner on the library premises that unreasonably interferes with or impedes access to the library;
7. Brings in articles that create a hazard for other library customers by their size, condition or substance;
8. Fails to maintain control of personal items or by leaving items unattended, allowing items to block access to Library walkways, materials or equipment, or by allowing items to interfere with a library staff member or individual's use of the library;
9. Personal possessions (except for bicycles) may not be left unattended outside the library building. If sitting outside, a customer must keep their possessions with them in a neat, orderly or contained manner.
10. Personal possessions such as grocery bags, trash bags, backpacks, bedrolls, shopping bags and carts, and luggage left outside the Library facilities are subject to **disposal**.

11. Uses, stores or parks bicycles, skates, roller blades, skateboards, motorized or non-motorized scooters and shopping carts (except for motorized ADA assistive devices, wheelchairs, walkers, and strollers) in or on library premises. Bicycles must be parked in designated areas;
12. Operates roller skates, skateboards or other similar devices inside library buildings, including, but not limited to, vestibules or covered doorways;
13. Interferes with the free passage of library staff or customers in or on the library premises;
14. Smokes, uses tobacco products or electronic smoking devices in or on library premises;
15. Brings animals in or on library premises, other than those assisting customers with disabilities or for the purpose of Library approved events or programs.
16. Violates the library's Internet and Computer Use Policy. Certain violations of the library's Internet and Computer Use Policy may also be a violation of Rule of Conduct #1;
17. Sleeps, or gives the appearance of sleeping, in or on library premises;
18. Improperly uses library restrooms, including but not limited to, washing or drying clothes, bathing or shaving;
19. Lying down and sleeping on library property, having feet on furniture or blocking aisles, exits or entrances;
20. Moves library furniture from where it is placed by library staff;
21. Uses equipment at a volume that disturbs others;
22. Leaves one or more children under the age of eight (8), who reasonably appear to be unsupervised or unattended, anywhere in or on library premises;
23. Fails to wear shoes or shirts at all times on library premises. Exceptions will be made for children under the age of three (3) years old;
24. Solicits money or donations in or on Library premises without prior permission from the library;
25. Sells merchandise or services in or on Library premises without prior permission from the library;
26. Uses photography, film, or television equipment in or on library premises without prior permission from the library.

27. Any individual whose bodily hygiene is offensive so as to constitute a significant nuisance to other persons will be required to leave the building until such time as the condition is corrected.

Procedure for Appeals

Persons may request a review of a library issued no-trespass order based on the following procedures. An appeal must be submitted in writing to the Library Ejection/Trespass Review Committee as visits in person to any DPL location are prohibited.

The written appeal must be received at the following address within 30 days of the date the notice is issued. **This appeal process shall only apply to any no-trespass notice issued by a library employee and shall not apply to a criminal trespass notice issued by a police officer.**

Denton Public Library
Ejection/Trespass Review Committee
502 Oakland Street
Denton, TX 76201

The appeal must include an address at which the library may correspond with the individual making an appeal. The Review Committee, comprised of members of the Denton Library Board, will review timely filed appeals at their regularly scheduled meeting, and make a recommendation to the Director of Libraries, who will respond in writing within 60 days of the receipt of the appeal.

DENTON PUBLIC LIBRARY**LIBRARY INCIDENT REPORT**

TO BE COMPLETED AND SENT TO THE DIRECTOR WITHIN 24 HOURS –
PLEASE INCLUDE TRESPASS FORMS ETC.

INCIDENT DATE: 09/29/2022 **LIBRARY:** Emil Fowler Central Library

DESCRIPTION OF PERSON(S) INVOLVED:

| | |
|---------------------------------------|------------------------------------|
| PERSON 1 | |
| NAME : Christopher Scott Jones | |
| ADDRESS : Unknown | |
| PHONE | OTHER ID MARKS See Photo |
| SEX | AGE |
| RACE | HEIGHT |

DESCRIBE WHAT HAPPENED, WHEN, AND PERSON INVOLVED:

Emily Fowler Central Library staff members had noticed over the previous few days before 09/29/2022 that the current issue of the Dallas Morning News had gone missing from the branch. Staff noticed that Christopher Scott Jones was seen taking copies of the paper and had it with him in the building but were unable to find out what happened to them and had no proof that he was the one that took them. The library did receive numerous complaints from customers looking for the current issues of the paper.

On the evening on 09/29/2022 Kimberly Wells saw him stuffing items into the upstairs library trash and some items were on the floor when he left. When Kimberly Wells went to clean up the area, she found one of the items was a shredded and stained copy of the current Dallas Morning News. (Video backed up that he had placed it there and it can be found at Incident Reports – Throwing Paper Away). Kimberly also took a photo of the damaged newspaper.

Due to his destruction (probably over a number of days) of the Dallas Morning News he was issued a one year library suspension for vandalism. When he returned on 09/30/2022 Mr. Jones refused to acknowledge Kimberly when she tried to issue it and she told him that if he did not leave, she would have to call someone to escort him out. He still refused to leave, the police were called, and they issued him the Library Suspension. They asked if she wanted to issue a Criminal Trespass and she said the suspension would work at this time unless he refused to leave. After being spoken to by the police Mr. Jones left. The police told him that if he returned to any branch within the year it would be upgraded to a Criminal Trespass. He said he understood.

Mr. Jones had made himself known to numerous staff members by asking about extending his limits on the public computers but continued to attempt to sign in even when all his sessions were expired. He

approached numerous staff members over and over on the same day and did not acknowledge the information he was given. On 09/28/2022 He convinced one staff member to sign him in with no limits due to claiming he had a test but that was not the case. On the evening of 09/29/2022 after throwing the paper upstairs Chuck Voellinger noticed he was on a computer downstairs that had been signed into by someone else. That session was ended, and the card expired. While this was not enough to warrant a trespass, these numerous warnings had made it clear to the staff that Mr. Jones would not follow directives by staff. The destruction of library property was what led to the one year library suspension.

Time Police/Medic called: 9:15AM on 09/30 **Time of Arrival:** 9:25AM

Officers Responding: Newton **Date:** 09/30/2022

Staff Reporting: Kimberly Wells **Date:** 09/30/2022

Library Manager (signature):  **Date:** 9/30/22







DENTON PUBLIC LIBRARY NOTICE OF LIBRARY SUSPENSION

Name of Person Notified: Christopher Scott Jones

Date of Library Suspension: 09/30/22

Your visitor privileges to all Denton Public Library facilities are suspended for a period of 12 days/weeks/months. This means that you may not be on the property of any Denton Public Library Facility from 9/30/22 to 9/30/23.

These locations are:

Emily Fowler Central Library – 502 Oakland St.

North Branch Library – 3020 N. Locust St.

South Branch Library – 3228 Teasley Lane

Your access to the Denton Public Library will be restored on 9/30/23.

Reason for Suspension:

Vandalism, Using someone elses card

Per Library Staff Member:

Kimberly Wells
Name

[Signature]
Signature

09/30/22
Date

Procedure for Appeal:

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APPEAL LETTER

DENTON PUBLIC LIBRARY

Hello, my name is _____ I feel as if I was suspended or banned by your library illegally. Being from out of town, and given the circumstances, I feel I have done everything and more, to adhere and follow all rules and by-laws that the library has put forth. The allegations of both vandalism and using another person's library card are both false accusations. For the charge of vandalism, I DID NOT destroy or damage any newspaper, which is the item in question. The newspaper was simply dirty, and I left at the table I was sitting at, therefore I feel no damage was done AT ALL. Also, when it comes to "using" someone else's library card, I am innocent here, well, I never literally took or stole anyone's library card. At worst, I was on an empty computer checking my email or doing my case studies for my doctoral program. This being said, I have a lot to say about the ENTIRE situation, including adding some info that might stop some harmful criminal activity. Meaning, basically I have been suffering from illegal activity for a long time, here in the North Texas area. Several libraries have "made up" or brought allegations against me, to NO avail. NO criminal charges have lead to convictions nor have I ever been violent EVER, at any public library to this date. A lot of the animosity stems from jealousy of a man working on a doctorate degree carrying a 4.0 GPA. This being said, not hearing the full amount of proof, I suffer from being on an active voice print, to where people in the library or society as a whole, can hear my thoughts + verbal words at about an 83 percent accuracy rate. This has been traumatizing to a point, that it's tough to function while in public. While trying to complete HW, often times staff + other visitors can be heard, chastising me verbally, mainly saying "I don't want to hear voices anymore, I NEEDS to leave." Basically, blaming me for the fact that they don't want to hear my voiceprint any longer. When I have made several statements, to the FBI, informing them I'd like to be OFF a voiceprint for EVER, ASAP. With this the FBI, stated I could NO longer call them at all, which leads me to my next point. The FBI Austin, has a lot to do and, state of TX with the drama that's been ensuing at the library. Besides being on a voiceprint, that the FBI put on me for no apparent reason, with stalking, has been a huge issue for a lot of the employees as well as myself. Basically, via virtual voiceprints, the following names:

need to be investigated very thoroughly, as well as agencies. Miche
 Hopkins, Jeremiah Jenkins, Norma Davis, Allison Hertzog, Melaine
 Lerena, Kara Bramblette, Andrea Gray, Derrick Townsend, Matthew
 Ryan Schapery, Jonathan Paiz, IDA, "Long Beach" Kingston Jenkins,
 Noble, TCCC staff + inmates, FBI Austin, Austin PD, Lewisville PD, and
 ALL TX residents. Although, this is just an appeal letter, please take it
 as a formal statement, to help not only myself, but the ENTIRE sta
 of TX. To continue, not only do I feel these individuals and agencies
 are the culprits of federal stalking, but more importantly, tampering as in
 Everyday that I attended this library, I had trouble breathing or issues.
 feeling weak via sedatives coming from the AC unit/HVAC system. This
 happened everyday, as I was nearing the completion of some important
 assignments, that would help to complete the course. Meaning I'm not
 blaming the library, but I feel like some tampering is being done,
 for the fact that many people including myself, were complaining
 of having troubles breathing or not really drinking water as far
 as the water, when I drank it, my heart started to race, and I
 felt faint, just about every sip. Now relevant that is to the
 situation, although I feel the reason I received this suspension notice
 because most places have trouble, everywhere I go, and blame me.
 When in essence, I am just a normal person, who may be reaching
 but just would like to add this in here, for investigation? In the
 end, I'd ask for immediate re-instatement or a reduction in the
 number of days, I am suspended? Please let me know as soon
 as possible, with ANY information you have? Email is the preferred
 method of contact, christopher.s.jones@my.trident.edu Lastly
 I am confused at the fact, that I am suspended from the two
 other branches in North + South being that I've NEVER step foot
 in those branches, so I do not understand why those suspensions
 would be in place? Please can you explain or have those particula
 branches removed?

PLEASE give to POLICE FBI CIA AND US
 30 60 80.2
 84 84 5462
 84 84 402
 90 90 02
 + 84 0
 402 2

78.2
 5 392
 354
 42
 40

MURDER
 AFON
 MURDERING

Sincerely,
 Christopher Jones



City of Denton

City Hall
215 E. McKinney St.
Denton, Texas 76201
www.cityofdenton.com

Legislation Text

File #: LB22-067, Version: 1

AGENDA CAPTION

Receive a report, hold a discussion, and give staff direction regarding:

- Library Staffing Update
- Additional Fall Programs
- Partner Program Agreements



AGENDA INFORMATION SHEET

DEPARTMENT: Library

ACM: Christine Taylor

DATE: November 22, 2022

SUBJECT

Receive a report, hold a discussion, and give staff direction regarding:

- Library Staffing Update
- Additional Fall Programs
- Partner Program Agreements

BACKGROUND

Library Staffing Update

The library department is experiencing significant staffing changes. Two new full-time positions were added as part of the new FY22-23 budget.

- 1-full-time Cataloging Librarian—Interviews are scheduled for the week of November 15.
- 1-full-time Adult Services Librarian-North Branch—Stacey Irish-Keffer, North Branch Youth Services Librarian, has accepted the position. She will transition from Youth Services Librarian to Adult Services Librarian effective the week of November 26. This change will result in a vacant Youth Services Librarian at North Branch.

Two members of the library leadership team who have been with the library for 25 years or more are retiring this fall.

- Circulation Supervisor—Jill Saltsman is retiring in mid-November. The new Circulation Supervisor, Jason Mims, will start November 21.
- Technical Services Manager—The position closes 11:59 p.m. November 18. We plan to have the new Manager start as soon as possible, before Jennifer Reaves retires at the end of December. Jennifer will need to train the new manager.

In addition, the North Branch Manager also submitted their resignation effective October 3, 2022. After posting the position and interviewing internal and external candidates, Rebecca Ivey, South Branch Youth Services Librarian, has accepted the position, effective the week of November 26. Rebecca brings a background of management, professional leadership, and experience creating and completing projects. That change will result in a vacant Youth Services Librarian at South Branch.

During the budget process, the library requested two new part-time positions: 1-part-time Library Assistant III to assist with technology and 1-part-time Library Assistant II at South Branch. A request to turn an existing part-time Library Assistant II to a full-time Library Assistant II was also part of the budget request. Those three positions were not funded in this year's budget.

Additional Fall Programs

The Library Board approved library fall 2022 classes and events at the August 8, 2022 Board meeting. They were not included in the original list of approved events as the hosting organization approached library staff with a proposal on September 30, 2022 with a grant-related deadline of November 30, 2022. The additional classes were proposed and included in the October 10, 2022 Library Board agenda, but could not be reviewed as there was no quorum. The library would like to provide an update on the programs:

Building and Repairing Your Credit Score

October 17 or 19 at 5:30 pm

Learn all about how to identify and remove barriers that adversely impact your credit at this workshop taught by Legal Aid of NorthWest Texas. The class will cover credit reports, credit repair, and improving credit scores. Ages 18+.

The event helped three attendees as they learned information, asked questions, and got step by step instructions to improve their credit scores.

Budgeting and Navigating Your Finances for Young Adults

November 1 or 8 at 5:30 pm

Young adults and college students are invited to this free class taught by Legal Aid of NorthWest Texas. The class will cover budgeting, student loans, and preparing young people to navigate financial issues. Ages 17+.

This class had one attendee. There were several comments about the need for financial literacy classes on this social media post. One commenter noted that the scheduled time was too early for their schedule.

Partner Program Agreements

The library has two agreements going before City Council as consent agenda items on November 15, 2022. The agreements clarify roles and responsibilities for the library and for partner organizations. One agreement is for recurring in-house library services or events that are presented or performed by partner agencies. The other agreement is for outreach events. The proposed ordinance and agreements are attached as Exhibit 2.

EXHIBITS

1. Agenda Information Sheet
2. Partner Program Agreements

Respectfully submitted:
Jennifer Bekker
Director of Libraries

Prepared by:
Jennifer Bekker
Director of Libraries

ORDINANCE NO. _____

AN ORDINANCE OF THE CITY OF DENTON, A TEXAS HOME-RULE MUNICIPAL CORPORATION, AUTHORIZING THE CITY MANAGER TO EXECUTE CONTRACTS REGARDING PARTNER AGENCY PROGRAM SERVICES FOR IN HOUSE LIBRARY SERVICES AND OUTREACH PROGRAMMING FOR THE DENTON PUBLIC LIBRARY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Denton Public Library (the “Library”) coordinates with local organizations and businesses (each, a “Partner Agency”) to provide services for the Library;

WHEREAS, the City Council recognizes that the services provided by each such Partner Agency meet a public purpose and provide a governmental function; and

WHEREAS, the City Council recognizes the Library’s need to execute these agreements from time to time without additional City Council authority; NOW, THEREFORE,

THE COUNCIL OF THE CITY OF DENTON HEREBY ORDAINS:

SECTION 1. That the findings and recitations contained in the preamble of this ordinance are incorporated herein by reference and are made a part of this ordinance.

SECTION 2. The City Council approves the form agreements, attached hereto as Exhibit A (In House Library Programming) and Exhibit B (Outreach Library Programming), for use in formalizing Partner Agency relationships to further Library programs, subject to all applicable federal, state, and local laws.

SECTION 3. Upon finalizing a program with a Partner Agency, the Library will prepare a contract, substantially in the same form as Exhibit A or Exhibit B, as applicable, for execution by the City Manager or their designee without any further authority, guidance, or direction from the City Council. The City Manager, or their designee, is further authorized to carry out the rights, duties, obligations, and responsibilities of the City related thereto.

SECTION 4. The City Council of the City of Denton, hereby expressly delegates the authority to take any additional actions that are deemed necessary or advisable by the City Manager, or their designee, or may be required or permitted to be performed by the City of Denton under this ordinance to the City Manager of the City of Denton, or their designee.

SECTION 5. The Library will provide a report to City Council in the Friday Report, or other appropriate method, regarding programs that are contracted for using this delegated authority.

SECTION 6. This ordinance shall become effective immediately upon its passage and approval.

The motion to approve this ordinance was made by _____ and seconded by _____. This ordinance was passed and approved by the following vote [____ - ____]:

| | Aye | Nay | Abstain | Absent |
|--|-------|-------|---------|--------|
| Mayor Gerard Hudspeth: | _____ | _____ | _____ | _____ |
| Vicki Byrd, District 1: | _____ | _____ | _____ | _____ |
| Brian Beck, District 2: | _____ | _____ | _____ | _____ |
| Jesse Davis, District 3: | _____ | _____ | _____ | _____ |
| Alison Maguire, District 4: | _____ | _____ | _____ | _____ |
| Brandon Chase McGee, At Large Place 5: | _____ | _____ | _____ | _____ |
| Chris Watts, At Large Place 6: | _____ | _____ | _____ | _____ |

PASSED AND APPROVED this the _____ day of _____, 2022.

GERARD HUDSPETH, MAYOR

ATTEST:
ROSA RIOS, CITY SECRETARY

BY: _____

APPROVED AS TO LEGAL FORM:
MACK REINWAND, CITY ATTORNEY

BY: Marcella Lunn
Digitally signed by Marcella Lunn
DN: cn=Marcella Lunn, o,
ou=City of Denton,
email=marcella.lunn@cityof
denton.com, c=US
Date: 2022.11.04 11:33:57
-05'00'

Exhibit A

Partner Agency Agreement

Denton Public Library coordinates with registered non-profit organizations and other local businesses and organizations in the North Texas area to offer services and programs to Denton community members. Services and programs must support the Denton Public Library mission and priorities.

Whereas, Denton Public Library recognizes that the services provided by Partner Agency meet a public purpose and provide a governmental function;

NOW, THEREFORE, the parties hereto, in consideration of the mutual covenants and conditions contained herein and pursuant to the authority permitted under the laws of the State of Texas, promise and agree as follows:

This agreement (the "Agreement") is intended to outline the service/program site-based agreements between Denton Public Library and _____ (Partner Agency), pertaining to _____ (Program Name). This agreement begins on _____ and ends on _____. The agreement may be renewed annually if agreed upon by both parties by completing a new agreement form. The agreement may be cancelled by either party with at least 30 days notice of cancellation.

Direct case management or mental health counseling or treatment may not be conducted as part of library/partner agency services or programs.

Denton Public Library and _____ agree to collaborate and communicate regularly to ensure the success of the coordinated services and programs. Partner and Library representatives will meet at minimum once prior to each library programming season (January-April, May-August, September-December) to discuss priorities, goals, performance, and logistics.

Meeting Dates: _____

LOGISTICS

Denton Public Library will provide the partner agency with indicated items below as part of the service/program:

- ☐ Use of a Study, Conference, or Meeting Room during scheduled service/program times
- ☐ Use of a library laptop while providing service (Note: user files will not be retained on the laptop)

☐ Copy Machine/Printer to make up to _____ copies/prints per _____ as part of provided services/programs to patrons.

☐ Space on library "Community Information" bulletin board for service/program announcements

☐ Inclusion of the provided services/programs in library Classes & Events flier

☐ Inclusion of the provided services/programs in library social media marketing

☐ Equipment (please list) _____

☐ Notify provider at least _____ weeks in advance of planned library closures.

☐

Other:

The partner will provide Denton Public Library with the following as part of the service/program:

☐ Administration and operational planning and fiscal oversight of the service or program

☐ Fiscal responsibility for the service/program

☐ Responsibility for selecting, vetting, and supervising service/program team members

☐ Service/program descriptions for requested marketing

☐ Monitor the progress of the services/programs and provide regular updates to the library. Update reports will be submitted ☐ monthly ☐ quarterly ☐ during scheduled Library/Partner meetings

☐

Other: _____

SERVICE/PROGRAM INFORMATION

Service/program description:

Number of hours and schedule when service/program will be provided:

Types services provided to the public by partner agency as part of the service/program:

The service/program will be held at:

☐ Emily Fowler Central Library
Library

☐ North Branch Library

☐ South Branch

Neither party is an agent, employee or joint enterprise of the other, and each party is responsible for its own actions, forbearance, negligence and deeds, and for those of its agents or employees.

Each party shall ensure that all applicable laws and ordinances have been satisfied with respect to any action taken by such party pursuant to this Agreement.

CONTACT INFORMATION

Library Site Contact Information:

Partner Agency Contact Information:

LIABILITY

- A. It is understood and agreed between the parties that each party hereto shall be responsible for its own and its employees' acts of negligence in connection with this Agreement. Neither party shall be responsible for any negligent act or omission of the other party or its employees in connection with this Agreement. It is specifically agreed that, as between the parties, each party to this Agreement shall be individually and respectively responsible for responding to, dealing with, insuring against, defending, and otherwise handling and managing liability and potential liability of itself and its employees pursuant to this Agreement.
- B. Notwithstanding the foregoing, each party hereto reserves and expressly does not waive any immunity or defense available at law or in equity, including governmental immunity, for any claim or cause of action whatsoever that may arise or result from the services provided and/or any circumstances arising under this Agreement. These provisions are solely for the benefit of the parties hereto and are not for the benefit of any person or entity not a party hereto; this Agreement shall not be interpreted nor construed to give any claim or cause of action to any third party. Neither party shall be held legally liable for any claim or cause of action arising pursuant to or out of the services provided under this Agreement, except as specifically provided

by law. Where injury or property damages results from the joint or concurrent negligence of both parties, liability, if any, shall be shared by each party based on comparative responsibility in accordance with the applicable laws of the State of Texas, subject to all defenses available to them, including governmental immunity.

- C. This Agreement is expressly made subject to the parties' governmental immunity under the Texas Civil Practice and Remedies Code and all applicable federal, state, and local laws, rules, regulations, ordinances, and policies. Nothing in this Agreement shall be deemed to waive, modify, or amend any legal defense available at law or in equity to either party or to create any legal rights or claim on behalf of any third party. Neither party waive, modify, or alter, to any extent whatsoever, the availability of the defense of governmental immunity under the laws of the State of Texas.

MISCELLANEOUS

- A. Each party has the full power and authority to enter into and perform this Agreement and the person signing this Agreement on behalf of each party has been properly authorized and empowered to enter into this Agreement. The persons executing this Agreement hereby represent that they have authorization to sign on behalf of their respective party.
- B. In the event any one or more of the provisions contained in this Agreement shall be held, for any reason, to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect the other provisions and the Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained in this Agreement.
- C. This Agreement shall be binding upon the parties hereto, their successors, heirs, personal representatives, and assigns. Neither party will assign or transfer an interest in this Agreement without the prior written consent of the other party.
- D. By entering into this Agreement, the parties do not create any obligations, express or implied, other than those set forth herein, and this Agreement shall not create any rights in, or claims by, third parties who are not signatories to this Agreement.
- E. This Agreement shall be interpreted in accordance with the laws of the State of Texas and venue of any cause of action concerning this Agreement shall be in a court of competent jurisdiction sitting in Denton County, Texas.
- F. This Agreement, together with any referenced exhibits and attachments, constitutes the entire agreement between the parties hereto, and any prior agreement, assertion, statement, understanding, or other commitment occurring during the term of this Agreement, or subsequent

thereto, has no legal force or effect whatsoever, unless properly executed in writing in accordance with Section II.A, and if appropriate, recorded as an amendment of this Agreement.

- G. Failure of any party, at any time, to enforce a provision of this Agreement, shall in no way constitute a waiver of that provision nor in any way affect the validity of this Agreement or the right of either party thereafter to enforce each provision hereof. No term of this Agreement shall be deemed waived or any breach excused unless the waiver shall be in writing and signed by the party claimed to have waived. Furthermore, any consent to or waiver of a breach will not constitute consent to or waiver or excuse of any other different or subsequent breach.
- H. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and constitute one and the same instrument.
- I. Each party agrees that this Agreement and any other documents to be delivered in connection herewith may be electronically signed, and that any electronic signatures appearing on this Agreement or such other documents are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

[Signature Page to Follow]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their authorized officers thereon the day and the year first above written.

SIGNATURES OF BOTH PARTIES

Library Site Coordinator

| | | |
|-----------|--------------|-------|
| _____ | _____ | _____ |
| Signature | Printed Name | Date |

Director of Libraries

| | | |
|-----------|--------------|-------|
| _____ | _____ | _____ |
| Signature | Printed Name | Date |

Partner Agency Supervisor/Administrator

| | | |
|-----------|--------------|-------|
| _____ | _____ | _____ |
| Signature | Printed Name | Date |

Exhibit B

Partner Agency Outreach Agreement

Denton Public Library coordinates with local organizations and businesses in Denton to provide library DPL2Go (Denton Public Library 2 Go) outreach services to targeted Denton community groups or individuals.

Whereas Denton Public Library recognizes that the services provided by Partner Agency meet a public purpose and provide a governmental function;

NOW, THEREFORE, the parties hereto, in consideration of the mutual covenants and conditions contained herein and pursuant to the authority permitted under the laws of the State of Texas, promise and agree as follows:

This agreement (the "Agreement") is intended to outline the DPL2Go outreach service/program agreements between Denton Public Library and

_____ (Partner Agency), pertaining to
_____ (Program Name). This agreement begins on _____ and ends on _____. The agreement may be renewed annually if agreed upon by both parties by completing a new agreement form. The agreement may be cancelled by either party with at least 30 days notice of cancellation.

Denton Public Library and _____ agree to collaborate and communicate regularly to ensure the success of the coordinated services and programs. Partner and Library representatives will meet at minimum once prior to each library programming season (January-April, May-August, September-December) to discuss priorities, goals, performance, and logistics.

Meeting Dates: _____

DPL2Go services and programs must remain free to the public. No admission or participant fees may be charged.

LOGISTICS

Denton Public Library will provide the partner agency with indicated items below as part of the service/program:

- ☐ Present a prepared literacy, educational, or enriching class or event for a specified audience
- ☐ Information table about Denton Public Library
- ☐ Library card sign up
- ☐ Coordinate with the partner organization to host a partner organization prepared and executed event at the partner location as a DPL2Go event.

- ☐ Manage StoryWalk® displays
- ☐ Have print and or audiovisual materials delivered for the Book Stop program
 - ☐ quarterly ☐ bi-monthly
- ☐ Inclusion of the provided services/programs in library Classes & Events flier
- ☐ Inclusion of the provided services/programs in library social media marketing
- ☐ Supplies/Equipment (please list) _____
- ☐ Other: _____

The partner will provide the following as part of the service/program:

- ☐ A safe and appropriate location to conduct DPL2Go activities
- ☐ Table and chairs for DPL2Go activities
- ☐ Display StoryWalk® pages in a prominent storefront location using library provided display supplies
- ☐ Provide dedicated shelving or space for Book Stop materials with signage about the program
- ☐ Responsibility for selecting, vetting, and supervising partner organization service/program team members engaged with DPL2Go activities
- ☐ Marketing and promotion of DPL2Go services/programs
- ☐ Service/program descriptions for requested marketing
- ☐ Supplies/Equipment (please list) _____
- ☐ Other: _____

SERVICE/PROGRAM INFORMATION

Service/program description:

Number of hours and schedule when service/program will be provided:

Types services provided to the public by Denton Public Library as part of the service/program:

Types services provided to the public by _____ (Partner Organization) as part of the service/program:

Location where the service/program will be held or displayed:

Neither party is an agent, employee or joint enterprise of the other, and each party is responsible for its own actions, forbearance, negligence and deeds, and for those of its agents or employees.

Each party shall ensure that all applicable laws and ordinances have been satisfied with respect to any action taken by such party pursuant to this Agreement.

CONTACT INFORMATION

Library Site Contact Information:

Partner Agency Contact Information:

LIABILITY

- D. It is understood and agreed between the parties that each party hereto shall be responsible for its own and its employees' acts of negligence in connection with this Agreement. Neither party shall be responsible for any negligent act or omission of the other party or its employees in connection with this Agreement. It is specifically agreed that, as between the parties, each party to this Agreement shall be individually and respectively responsible for responding to, dealing with, insuring against, defending, and otherwise handling and managing liability and potential liability of itself and its employees pursuant to this Agreement.

- E. Notwithstanding the foregoing, each party hereto reserves and expressly does not waive any immunity or defense available at law or in equity, including governmental immunity, for any claim or cause of action whatsoever that may arise or result from the services provided and/or any circumstances arising under this Agreement. These provisions are solely for the benefit of the parties hereto and are not for the benefit of any person or entity not a party hereto; this Agreement shall not be interpreted nor construed to give any claim or cause of action to any third party. Neither party shall be held legally liable for any claim or cause of action arising pursuant to or out of the services provided under this Agreement, except as specifically provided by law. Where injury or property damages results from the joint or concurrent negligence of both parties, liability, if any, shall be shared by each party based on comparative responsibility in accordance with the applicable laws of the State of Texas, subject to all defenses available to them, including governmental immunity.
- F. This Agreement is expressly made subject to the parties' governmental immunity under the Texas Civil Practice and Remedies Code and all applicable federal, state, and local laws, rules, regulations, ordinances, and policies. Nothing in this Agreement shall be deemed to waive, modify, or amend any legal defense available at law or in equity to either party or to create any legal rights or claim on behalf of any third party. Neither party waive, modify, or alter, to any extent whatsoever, the availability of the defense of governmental immunity under the laws of the State of Texas.

MISCELLANEOUS

- J. Each party has the full power and authority to enter into and perform this Agreement and the person signing this Agreement on behalf of each party has been properly authorized and empowered to enter into this Agreement. The persons executing this Agreement hereby represent that they have authorization to sign on behalf of their respective party.
- K. In the event any one or more of the provisions contained in this Agreement shall be held, for any reason, to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect the other provisions and the Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained in this Agreement.
- L. This Agreement shall be binding upon the parties hereto, their successors, heirs, personal representatives, and assigns. Neither party will assign or transfer an interest in this Agreement without the prior written consent of the other party.
- M. By entering into this Agreement, the parties do not create any obligations, express or implied, other than those set forth herein, and this Agreement shall not create any rights in, or claims by, third parties who are not signatories to this Agreement.

- N. This Agreement shall be interpreted in accordance with the laws of the State of Texas and venue of any cause of action concerning this Agreement shall be in a court of competent jurisdiction sitting in Denton County, Texas.
- O. This Agreement, together with any referenced exhibits and attachments, constitutes the entire agreement between the parties hereto, and any prior agreement, assertion, statement, understanding, or other commitment occurring during the term of this Agreement, or subsequent thereto, has no legal force or effect whatsoever, unless properly executed in writing in accordance with Section II.A, and if appropriate, recorded as an amendment of this Agreement.
- P. Failure of any party, at any time, to enforce a provision of this Agreement, shall in no way constitute a waiver of that provision nor in any way affect the validity of this Agreement or the right of either party thereafter to enforce each provision hereof. No term of this Agreement shall be deemed waived or any breach excused unless the waiver shall be in writing and signed by the party claimed to have waived. Furthermore, any consent to or waiver of a breach will not constitute consent to or waiver or excuse of any other different or subsequent breach.
- Q. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and constitute one and the same instrument.
- R. Each party agrees that this Agreement and any other documents to be delivered in connection herewith may be electronically signed, and that any electronic signatures appearing on this Agreement or such other documents are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

[Signature Page to Follow]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their authorized officers thereon the day and the year first above written.

SIGNATURES OF BOTH PARTIES

Library Coordinator

| | | |
|-----------|--------------|-------|
| _____ | _____ | _____ |
| Signature | Printed Name | Date |

Director of Libraries

| | | |
|-----------|--------------|-------|
| _____ | _____ | _____ |
| Signature | Printed Name | Date |

Partner Organization

| | | |
|-----------|--------------|-------|
| _____ | _____ | _____ |
| Signature | Printed Name | Date |



City of Denton

City Hall
215 E. McKinney St.
Denton, Texas 76201
www.cityofdenton.com

Legislation Text

File #: LB22-068, Version: 1

AGENDA CAPTION

Receive a report, hold a discussion, and consider recommending approval of the following Denton Public Library Policy updates:

- Library Meeting Room Policy
- Circulation Services Policy



AGENDA INFORMATION SHEET

DEPARTMENT: Library

ACM: Christine Taylor

DATE: November 22, 2022

SUBJECT

Receive a report, hold a discussion, and consider recommending approval of the following Denton Public Library Policy updates:

- Library Meeting Room Policy
- Circulation Services Policy

BACKGROUND

The following policy updates are recommended to the Library Board:

Library Meeting Room Policy-Exhibit 2

The red-line draft includes proposed changes to the policy. In addition to minor phrasing edits, changes in section 2.1.2 reduce how far in advance rooms may be reserved by customers. The change is recommended due to the limited space in library facilities, which results in challenges for library programming and accommodations for elections. A comparison of meeting room reservation policies from the library's 12 comparison public libraries indicates that they either do not allow public reservations or offer reservations one to three months in advance. No other comparison library allows public reservations for meeting rooms more than three months in advance.

Circulation Services Policy-Exhibit 3

The redline draft shows proposed changes to the policy. In addition to minor phrasing edits, changes reflect updates to expand the checkout limit for TexShare accounts to three items and expand the renewal period for Resident Full-Service accounts to three years. Homebound account information was deleted as the previous program has evolved to book drop off services at local senior living facilities. Information was added about accommodations available for creating new accounts for patrons who are unable to come to the library due to illness, disability, or age. Specific mentions of charges have been replaced with references to the Schedule of Fees. Redundant Books2Go DISD account information has also been removed. Upon Board approval, the updated FY22/23 Library Schedule of Fees will be attached to the policy.

RECOMMENDATIONS

Library staff recommend approval of the policy updates for the Library Meeting Room Policy and Circulation Services Policy.

EXHIBITS

1. Agenda Information Sheet
2. Library Meeting Room Policy
3. Circulation Services Policy

Respectfully submitted:
Jennifer Bekker
Director of Libraries

Prepared by:
Jennifer Bekker
Director of Libraries



DENTON PUBLIC LIBRARY

MEETING ROOM POLICY

Approved by Denton Public Library Board, September 5, 2002
Library Board approved revision, February 10, 2020

1. **POLICY STATEMENT:**

1.1.1. The Denton Public Library permits use of its meeting rooms. The library meeting rooms are for the primary use of library sponsored programs. It is intended that these meeting rooms be used to the fullest extent for this primary purpose and then made available to other users. Library meeting rooms may be used for meetings which are in harmony with the primary purposes of the library. The library reserves the right to cancel any scheduled activity at any time that conflicts with the primary purpose of the meeting rooms.

1.1.2. Groups and/or activities for which the meeting rooms may be reserved:

- A. Library programs receive first consideration in scheduling meeting room events. The meeting rooms are designed to include activities such as discussion groups, panels, lectures, storytelling, and puppet shows.
- B. The use of the rooms by other city departments pursuant to Policy 500.026 will receive the next highest consideration in scheduling.
- C. Non-profit, educational, civic and community groups, and area businesses may reserve the meeting rooms in the Denton Public Library facilities. NO SOLICITATION or exchange of goods or services for profit is allowed and no admission charges may be made.
- D. Requests for meeting rooms or meetings that are social in their purpose will not be granted. Examples of social are: birthday, anniversary, going away, or retirement parties, wedding receptions, and/or parties held to honor a particular person or holiday. Student recitals of for-profit teachers are interpreted to be commercial/social.
- E. Multiday, short term training sessions may be held in library meeting rooms on an annual basis as space permits with approval by the Branch Manager.

2. **RESERVATIONS**

2.1.1. Requests for use of a meeting room should be completed in writing using the official "Application for Use of Meeting Room" and be submitted to the designated staff member within one week of the initial request for a reservation. All groups must identify on the application who shall be its formal representative

and agent while the meeting room is being used. If no form is received within this timeframe, the date/room will be released for others to reserve.

- 2.1.2. ~~Recurring r~~Reservations for meeting rooms may be accepted for a period of up to ~~one (1) calendar year~~three (3) months in advance. ~~Such reservations can be renewed by written request in October prior to that calendar year's reservations. The library reserves the right to limit the number of reservations by any organization so that all groups may have a fair opportunity to use the meeting rooms.~~ If a ~~recurring~~ reservation is not used, ~~two times consecutively, all remaining reservations may be cancelled, and the group will be so notified and no new reservations may be made for a period of three (3) months after the no-show reservation.~~
- 2.1.3. Groups are limited to one (1) meeting per month.
- 2.1.4. Meetings will normally be held only during regular library hours.
- 2.1.5. Meetings must terminate 15 minutes before closing time, or at the request of the designated staff member.
- 2.1.6. Reservations will be revoked if the library determines in its sole discretion the meeting room use is not in compliance with this policy. The library is not responsible for any expenses incurred by a group or individual if a reservation is revoked.
- 2.1.7. Room use must be under the direct supervision of the adult making the reservation, or their designated representative, as stated on the application.
- 2.1.8. Set-up and clean-up time must be included in the reservation time.
- 2.1.9. No group shall assign its space or reservation to another group.
- 2.1.10. Meetings are confined to the reserved meeting room, but may be transferred to a new room at the library's discretion.
- 2.1.11. Groups may not disturb regular library activity. If a group chooses to use a microphone or audible device during its meeting time, the sound level must not disrupt or disturb regular library activity or library patrons.

3. **FEES**

- 3.1.1. Organizations using any library facility are fully responsible for any damages based upon actual repair or replacement costs of library facilities or equipment.
- 3.1.2. No fees are charged for the use of library meeting rooms. Groups using library rooms may not charge admission.

- 3.1.3. Audiovisual equipment may be available at some locations. Arrangements to use equipment must be made in advance at the time of the request for use of a meeting room. Please see the “Application for Use of Meeting Room” for types of equipment available. If groups choose, they may use their own equipment.

4. REFRESHMENTS

- 4.1.1. Alcoholic beverages are only permitted during a city-approved activity or event ~~when~~if approval for the possession or consumption of alcoholic beverages is given in advance by the city.
- 4.1.2. Each group shall leave the kitchen area and meeting facilities as clean and orderly as found. Failure to do so may result in loss of privileges.
- 4.1.3. All paper goods, food and drink items including coffee makings and the contents of the refrigerator are strictly for library program use. The group or organization may use appliances but are responsible for bringing all paper goods and refreshment items.

5. USER RESPONSIBILITIES

- 5.1.1. The library staff shall be consulted prior to moving library furnishings outside of meeting room areas.
- 5.1.2. City ordinance prohibits the use of tobacco products in all forms including the use of electronic cigarettes.
- 5.1.3. The library will not store property or equipment for a group prior to the meeting without arrangements made in advance and will not be held responsible for any property or equipment left after the conclusion of any reservation.
- 5.1.4. The group or organization using a meeting room shall be responsible for setting up chairs, tables, etc. and shall replace them to meet the posted room configuration.
- 5.1.5. Groups must remove their equipment and supplies at the end of the reservation time.
- 5.1.6. Nails, thumbtacks, etc. must not be used to attach decorations to the structure or to the furnishings. Decorations may be used on tables only. No fire, flame, or candles are permitted.
- 5.1.7. Organizations may collect donations to cover incidental expenses connected to the reserved meeting only, but may not solicit donations or make sales.

- 5.1.8. Nonprofit 501(c) (3) organizations may use meeting rooms for fundraising events.
- 5.1.9. Anything being taken into or out of meeting rooms by the public may be subject to examination at the request of the library.
- 5.1.10. Due to fire code regulations, the number of persons in attendance shall not exceed 88 in the South Branch Library Meeting Room, 100 in the North Branch Library, and 82 in the Emily Fowler Library.

APPLICATION FOR USE OF MEETING ROOM DENTON PUBLIC LIBRARY

Approved by Denton Public Library Board, September 5, 2002
Last reviewed by the Library Management Team, November 21, 2019

Please indicate which library:

☐ North Branch

3020 N. Locust St., 76209
Fax: (940) 387-5367

☐ South Branch

3228 Teasley Ln., 76210
Fax: (940) 349-8383

☐ Emily Fowler Central

502 Oakland St., 76201
Fax (940) 349-8101

Organization: _____

Purpose of Meeting: _____

Meeting Date(s): _____

Beginning and ending time for room reservation (Please include room set up and clean up time):

_____ Estimated Attendance: _____

Beginning and ending time of **actual meeting**: _____

Will this meeting be advertised to the public? ☐ Yes ☐ No

If yes, where?: _____

Person Responsible for meeting room and clean up: _____

Mailing Address: _____

Telephone: _____ Email: _____

Organizations are responsible for bringing their own paper goods, serving ware, and refreshments.

We, the Organization, have requested the use of the following items in advance of the requested meeting date:

☐ Digital Projector

☐ Speaker's podium

☐ Laptop

☐ VGA/HDMI cable

The undersigned agrees on behalf of the above-named organization to be financially responsible for any damage or loss sustained to library property while being used by the organization, to all rules and regulations set forth in the Denton Public Library Meeting Room Policy, and to return the room to the original condition.

I, as the Organization's designee, agree to abide by the above stipulations.

Signature of person accepting responsibility for the equipment

Date

☐ Reservation Confirmed ☐ Disapproved ☒ ~~Meeting Room~~ ☒ ~~Program Room~~ ☒ ~~Conference~~

~~Room~~ Room Name: _____

Library Representative: _____ Date: _____



DENTON PUBLIC LIBRARY

CIRCULATION SERVICES POLICY

Approved by Library Board, February 3, 2005
Library Board approved revision, August 9, 2021

Purpose, Mission and Vision

The Circulation Services Policy of the Denton Public Library is designed to provide fair and equitable access to library materials and services while protecting the community's investment in its collections.

The Denton Public Library is guided by its Mission and Vision Statements:

- **Mission Statement:**

Denton Public Library strengthens community, transforms lives, and inspires imagination.

- **Vision Statement:**

Denton Public Library will be a welcoming and inclusive center of the community, advancing literacy and education, providing accessible and relevant resources and technology to expand knowledge, and developing innovative services and engaging activities to encourage discovery.

The library supports the individual's right to have access to ideas and information representing all points of view. The Library Board has adopted the American Library Association's statements regarding the following: ***Library Bill of Rights, Freedom to Read, Freedom to View, and Access to Electronic Information, Services and Networks.***

It is the policy of the Denton Public Library not to forbid or impede the circulation of items from the library collection to any of its cardholders in good standing.

Types of Library Cards

- **Residents of the City of Denton**

- **Adult Denton Resident**

- Adult applicants, age 18 and over, are eligible for a free full-service library card if they provide proof that they reside within the city limits of the City of Denton and verify their identity.
 - Adult college students who reside in dorms in the city limits of the City of Denton also qualify.

- **eCard**

- An adult applicant who is eligible for a free full-service library card can apply for an eCard online through the Denton Public Library website.

- The applicant will be issued a library card that allows them to access the Denton Public Library databases and borrow online resources. The card does not allow the customer to check out physical materials.
- The library card is mailed to the customer and expires in sixty days. It cannot be renewed.
- When the customer brings proof of residence and identity verification to a library branch, the eCard will be upgraded to a full-service library card.

○ ~~Homebound Services~~

- ~~An applicant eligible for an Adult Denton Resident card will qualify for Homebound Services if they have an approved application on file with the Denton Public Library.~~
- ~~The application requires certification from a physician, nurse or social worker confirming the applicant is unable to physically come to the library.~~
- ~~The Homebound Services card allows the borrower to check out two items, place five holds and access to online resources.~~
- ~~Homebound service cards are renewable with recertification.~~

○ **Temporary Resident**

- An adult applicant is eligible for a Temporary Resident card if they reside within a shelter, hotel or temporary housing facility in the city limits of the City of Denton.
- The applicant needs to provide a statement from a shelter that says the individual currently resides there. The applicant may also provide a bill from a hotel or an Our Daily Bread identification card.
- This card allows the borrower to check out three items and place three holds.

○ **TexShare – Resident**

- The TexShare card allows any borrower that holds a full-access library card to borrow material directly from other participating Texas libraries.
- A TexShare card will be issued upon request to any Denton Public Library customer whose library account is in good standing.
- The Denton library customer will be responsible for all materials they borrow from other libraries as well as any fines or fees assessed by the lending library.
- Borrowers may be blocked from borrowing materials at the Denton Public Library until fines and fees are cleared at a lending library.

○ **Youth Denton Resident**

- Youth applicants, age 17 or under, are eligible for a free full-service library card if they reside within the city limits of the City of Denton.
- They are required to have a parent or legal guardian sign the library card application to show acceptance of responsibility for materials checked out on the card.

- The applicant may use the accompanying parent's personal identification to prove residency and verification of identity.
 - The parent or legal guardian who applies for the card cannot have a Denton Public Library Card in collection status.
 - The juvenile must be in attendance with the parent or guardian in order to issue the card.
- **Non-Residents**
 - **Business/Institution**
 - Businesses and institutions (schools, daycares, churches, etc...) will be eligible for one free full-service library card if they are located within the city limits and pay ad valorem taxes to the City of Denton.
 - A financially responsible party with signatory authority for the business or institution must sign the application and must provide proof of their position.
 - The individual who signs the application is designated as the cardholder and is responsible for the return of materials and any charges incurred.
 - An out of city business or institution may acquire a business card and is subject to the same requirements as stated above and will be required to pay the annual nonresident fee.
 - **City Employee/Friends of the Library Executive Board Member**
 - All City of Denton employees and Friends of the Library Executive Board members are eligible for a free full-service library card including those who do not reside in the city limits of the City of Denton.
 - The applicant must provide a current City of Denton employee ID, proof of employment or proof of appointment to the Friends of the Library Executive Board.
 - This privilege does not extend to family members.
 - ~~Corinth~~
 - ~~See Interlocal Agreement with Corinth for requirements for a full-service card.~~
 - **Evacuee**
 - An Evacuee card may be issued to a victim of a natural disaster who has been evacuated to the City of Denton.
 - The Library Director will inform the library staff when there is an incident that triggers these cards being issued and what will be required to provide them to applicants.
 - The Evacuee card allows the borrower to check out ~~five~~three items, place ~~five~~three holds and access to online resources.
 - **Interlocal Agreements**
 - ~~The City of Denton Denton Public Library~~ may enter into agreements with area communities to provide ~~Denton Public Library~~library cards to

residents. The terms of these agreements may vary, but will result in a net gain to Denton of the full amount of the nonresident fee.

- **Nonresident Full Access Card – Annual Fee**
 - A full-service library card is available to non-residents of the City of Denton for a ~~fifty dollar (\$50.00)~~ nonrefundable annual fee. The applicant may also pay ~~twenty-five dollars (\$25.00)~~ half of the annual fee for a six-month card.
 - The annual fee may be amended and changed by the Denton City Council as is deemed necessary.
- **Property Owners**
 - Property owners will be eligible for a free full-service library card if their property is located within the city limits and pays ad valorem taxes to the City of Denton.
- **Technology**
 - An adult applicant is eligible for a free Technology card in order to use the public computers located at the Denton Public Library.
 - The applicant will be requested to provide identification but it is not required.
- **TexShare – Non-Resident**
 - When presented with a TexShare card issued by another library, the Denton Public Library will issue a TexShare Library card and the customer will be allowed to checkout ~~one~~ three items and place ~~one item~~ three items on hold.
- **Youth Courtesy**
 - A youth applicant who cannot provide proof of residency or lives outside the city limits of the City of Denton is eligible for a Youth Courtesy Card.
 - The applicant is required to have a parent or legal guardian sign the library card application to show acceptance of responsibility for materials checked out on the card.
 - The juvenile must be in attendance with the parent or guardian in order to receive the card.
 - The card allows the borrower to check out three items, place three holds and access online resources.
- **Other**
 - **Books2Go Denton ISD Student**
 - Denton ISD students who do not have a full-service library account, may opt-in to get a Books2Go account during the Denton ISD online school registration process.
 - Books2Go accounts may only be created with account registration data provided by Denton ISD from the school online registration process.

Denton Public Library is not responsible for account data not provided by Denton ISD.

- The parent or guardian who completes the Denton ISD online school registration and opts-in to get the applicant a Books2Go account will submit an account activation form with the Denton Public Library. Accounts are activated within 48 hours after the activation form is received and Denton ISD account data is verified.
- By opting in during the school registration process, the parent or guardian accepts responsibility for materials checked out on the card and any charges incurred.
- The account allows the borrower to check out three items, place three holds, use library computers, and access most online resources.
- The applicant's Denton ISD student ID number and student ID card act as the Denton Public Library account number and Denton Public Library card.
- Books2Go accounts expire at the start of the next school year registration period. Applicants must opt in during the new school registration process to renew their accounts.
- Books2Go accounts with outstanding charges or lost items may not be renewed until the account is in good standing, with no charges, lost items, or overdue items.

Library Card Application Accommodations

The library offers an alternative application process to customers who need to apply for a library card and who are unable to visit the library due to illness, disability, or age and physically unable to visit the library. The library card may be issued through e-mail, phone, or online by a supervisor.

Renewal of Library Cards

- Unless otherwise noted, all library cards expire ~~once a year~~every three years.
- Borrowers will be requested to provide identity verification at the time of card renewals.
- Borrowers with expired cards will not be able to check out any items, request items be put on hold or renew checked out items. They will also not be able to access the library's online resources.

Lost and Replacement Library Cards

- Replacements for lost library cards are available for ~~two dollar (\$2.00)~~a fee, payable at the time of the request. Refer to the Denton Public Library Schedule of Fees for charge amounts.
- Damaged cards are replaced at no charge.
- Identity verification is needed to receive the replacement card.

- Library customers are responsible for notifying the library of a lost or stolen card so that a block may be put on their account in order to keep additional items from being checked out.
- Library customers are responsible for materials checked out on lost or stolen cards that have not been reported.

Access to Library Materials by Juveniles

- The library staff cannot and do not act *in loco parentis*.
- It is the policy of the Denton Public Library that parents or guardians, not library staff, are responsible for monitoring and approving the selection of materials made by their children.
- The parent or guardian authorizes the juvenile's uses of the card, and accepts the responsibility for the selection of materials borrowed and for the return of the materials and any charges incurred.
- Parents or guardians who wish their children not to have access to certain materials or services should so advise their children. The library cannot be responsible for enforcing such restrictions.
- Due to both the parent's and child's name being on the patron account, both have access to borrowing information.

Checking Out Materials

- ~~A library customer must present their library card or photo identification in order to check out materials~~ Photo identification or account verification may be requested.
- Customers with any outstanding overdue items, any collection fees, or any fees will not be allowed to check out additional materials.
- All circulating materials may be borrowed by cardholders for three weeks (21 days).
- The receipt received at checkout serves as the official notice of the due date for an item or items.
- ~~In order to check out the hold item, the customer must present the library card or photo I.D. on which the hold request was made.~~

~~Denton Public Library is partnering with Denton ISD to create the Books2Go pilot program for the 2020/2021 school year. Parents and legal guardians can register their Denton ISD student for a Denton Public Library account when they register for the 2020/2021 school year. Parents may opt in to the program as part of the Denton ISD SNAP registration process. This account is only for students who do not already have a Denton Public Library account.~~

~~The Books2Go account provides the same services as the Denton Public Library Youth Courtesy Card.~~

~~Students can:~~

- ~~Check out up to three items at a time (including books, movies, Discovery Kits, mobile wi-fi hotspots, and more);~~

- ~~Place up to three item holds at a time~~
- ~~Use the library public computers~~
- ~~Download ebooks and digital audiobooks~~
- ~~Access most of Denton Public Library online resources including:~~
 - ~~Brainfuse, which offers daily live tutoring for students 3rd grade to college~~
 - ~~Ebsco Explora, which offers research resources for homework and reports~~
 - ~~Pronunciator, a language learning tool that provides lessons in 80 languages~~

~~In addition, Books2Go accounts use the student's existing Denton ISD I.D. number as the student's account. Students only have to bring or remember their student ID to use Denton Public Library resources. Parents or legal guardians who register a student for a Books2Go account do not have to submit an application to the Denton Public Library. Opting in to the Books2Go account as part of the Denton ISD Snap registration is the Denton Public Library account application.~~

Holds

- Customers may place up to twenty-five (25) hold requests on circulating items.
- Items are held for seven (7) days.
- If the item is not picked up within the time allotted, the hold is canceled, and the item is returned to circulation or fills the next hold in the queue.
- In order to check out the hold item, the customer must present the library card or photo I.D. on which the hold request was made.
- Customers with any outstanding overdue items, any collection fees, or any fees will not be allowed to place items on hold.

Renewal of Materials

- Materials eligible for renewal will be automatically renewed by the library's automation system.
- Library materials may be renewed when the library is open through the Online Public Access Catalog, by staff at the Circulation/Accounts Desk or by calling the library and directly talking with a staff member.
- Library materials also may also be renewed remotely at any time via the online catalog by the customer accessing their account, e-mailing the library or by calling the library and leaving a voice mail message.
- There is a limit of 10 renewals per item.
- Items with holds will not be renewed.
- Materials will not be automatically renewed on accounts with any outstanding overdue items, any collection fees, or any fees.

| Type of Library Card | Check Out Limits | Hold Limits | Library Card Renewal | Access to Online Resources | <u>Access to Technology Kits</u> |
|----------------------|------------------|-------------|----------------------|----------------------------|--|
|----------------------|------------------|-------------|----------------------|----------------------------|--|

| | | | | | |
|--------------------|-----------------------|----------|-----------------------|-----|-------------------------|
| Full Service | 75 Items ¹ | 25 Items | 1 Year | YES | <u>YES</u> ² |
| Homebound | 2 Items | 5 Items | 3 Months ³ | YES | <u>NO</u> |
| eCard | 0 Items | 0 Items | 60 Days ⁴ | YES | <u>NO</u> |
| Evacuee | 5 Items | 5 Items | 3 Months ³ | YES | <u>NO</u> |
| Technology | 0 Items | 0 Items | 1 Year | NO | <u>NO</u> |
| Temporary Resident | 3 Items ¹ | 3 Items | 3 Months ³ | YES | <u>NO</u> |
| TexShare | 1 Item | 1 Item | 1 Year | NO | <u>NO</u> |
| Youth Courtesy | 3 Items ¹ | 3 Items | 1 Year | YES | <u>NO</u> |
| DISD Books2Go | 3 items ¹ | 3 items | DISD school year | YES | <u>NO</u> |

¹Up to two Discovery Kits may be checked out per account at one time. ²One ~~Hot~~ Spot Technology Kit may be checked out per account at one time ³Renewal with recertification
⁴~~***~~No renewal

Checking in Materials

- The customer is responsible for returning materials to any branch of the Denton Public Library location. Branch book drops are open 24 hours a day.
- Materials are not considered returned until they have been checked in through the library's automated system.
- The library's automated system checks in items at real time.

Claims Returned Materials

- When a customer claims to have returned an item, but it is still listed on their account, the status for that item is changed to Claims Returned.
- The item will stay in this status for 30 days from the due date unless the item is located before that time.
- If the item is not found within the 30-day period the customer is billed the replacement cost.

Overdue Items

- Items kept past the date due are considered overdue.
- Library customers with any overdue materials will be unable to checkout additional materials, place holds, or renew items until outstanding materials have been returned. Access to some online library resources or services may also be unavailable for accounts with outstanding overdue materials.
- Materials checked out and not returned 21 days after the due date are considered "lost." The customer is billed for the replacement costs of the lost materials. See *Lost Items* below.

Library Fees

- **Billed Notices:**

- As a courtesy, the Denton Public Library attempts to notify the borrower whenever they have overdue materials.
- Not receiving a courtesy, overdue, or billing notice does not exempt the borrower from any fees for materials that are lost or damaged.
- The borrower is responsible for informing the library of any changes to the phone number or e-mail address where their notifications are being sent.
- The library submits accounts with unpaid charges to a collection agency. The collection agency will contact borrowers on behalf of the library.
- The Library adds a collection fee to a borrower's account when the account is submitted to a collection agency.

Notices Schedule

| | |
|--|---|
| 5 days before item is due | Courtesy notice sent to preference (e-mail and text only) |
| 7 days overdue | Courtesy notice sent to e-mail/phone/text |
| 14 days overdue | Courtesy notice with notice of future billing sent to e-mail/phone/text |
| 21 days overdue | Final bill sent by mail |
| 81 days overdue (60 days after bill is sent) | Account information is sent to collection agency |

- **Lost Items**

- Materials checked out and not returned twenty-one (21) days after the due date are considered lost.
- The customer is billed for the replacement costs of the materials.
- If a customer loses an item, they are responsible for the replacement cost for that item which is the list price of the item at the time it was added to the collection.
- The customer may not replace or substitute the lost item with another personally purchased item.
- Hot Spot service may be suspended if hot spot items are in billed status.
- In the event a lost item that has been paid for is found and is returned to the library, the customer will receive a refund.
- If the customer has lost a DVD or CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.

- **Non-Print Items Returned Incomplete**

- If a customer returns an item that is lacking one or more of its components the customer is responsible for returning the missing component(s).
- The item will not be removed from the customer's account until the missing component(s) is/are returned.
- In the event the customer does not return the missing component(s) the item will be considered 'lost' and the customer will be charged the corresponding fees.

- **Damaged Items**

- Items damaged beyond normal wear and tear are the responsibility of the customer.
- The customer is responsible for returning items in the same condition as when they were checked out.
- Fees for damaged materials will be the list price of the item at the time it was added to the collection.
- The customer may not replace or substitute the damaged item with another personally purchased item.

- If the customer has permanently damaged a DVD or CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.
- **Interlibrary Loan – Overdue, Lost or Damaged Items**
 - The library customer is responsible for all materials borrowed from another library at the customer's request.
 - The library honors any restrictions and/or check out periods the lending library may place on the material.
 - The library customer will pay any charges assessed by the lending library for lost or damaged items as well as any overdue fines assessed by the lending library.

Fees for Lost or Damaged Items

| | |
|--|-----------------------------|
| Lost Audiobook Complete Case | \$12.50 |
| Lost DVD or CD Complete Case | \$6.00 |
| Damaged DVD or CD Case | \$1.50 |
| Damaged Audiobook Case | \$8.00 |
| Lost or Damaged Audiobook CD | \$10.00 (per CD) |
| Lost or Damaged Barcode | \$1.00 |
| Lost or Damaged Audiobook/CD/DVD Insert | \$3.00 |
| Lost or Damaged Discovery Kit Container | \$10.00 |
| Lost or Damaged ILL Strap | \$2.50 |
| Lost or Damaged RFID Tag | \$0.50 |

Price Key for Lost or Damaged Discovery Kit Items

| | |
|--------------------------|---------------------|
| Black Dot | \$0 |
| Green Dot | \$5.00 |
| Blue Dot | \$10.00 |
| Orange Dot | \$20.00 |
| Red Dot | \$40.00 |
| Purple Dot | \$60.00 |
| Navy Blue Dot | \$80.00 |
| Maroon Dot | \$100.00 |

● **Schedule of Fees**

- Refer to the Denton Public Library Schedule of Fees for charge amounts

● **Waive Requests for Fees**

- Denton Public Library will not negotiate or waive fees except when they are assessed in error.
- According to the Texas Constitution, municipalities may not give away anything they are entitled to possess, such as established fees. When a fee has been created by local government, the fee cannot be erased.
- Fees may be appealed in the face of extreme personal hardship, such as hospitalization, incarceration, natural disaster, theft, or the like.

11

Policy - revised by the Library Management Team, July 15, 2021

(Schedule of Fees – revised LMT, May 6, 2021; Library Board approved May 13, 2021; Council approved May 18, 2021)

- Customers affected in this way must bring in proof of the hardship and appeal the charge.

DEFINITIONS

Ad valorem taxes: Property taxes levied on real estate in the City of Denton

Adult: Customer age 18 and older.

Applicant: A customer who has completed a Library card registration form but has not yet received a Library card.

Borrower: A customer with an active Library card who is eligible to borrow materials.

Full-Service Library Card: Provides access to all online resources and the ability to check out up to 75 items.

Good Standing: Customer has no outstanding charges on an active account.

Hold: A request that a certain item be held for a borrower when it becomes available.

Identity Verification: Picture identification in person or ability to confirm address or driver's license/state ID information over the phone or by e-mail.

In loco parentis: The legal doctrine under which an individual assumes parental rights, duties, and obligations.

Juvenile: Customer age 17 and under

Materials: Items maintained as part of the Denton Public Library's collection for use by customers including, but not limited to, books, periodicals, and audio and video recordings in print and digital formats.

Non-Resident: Borrower who lives outside the city limits outside the City of Denton.

Overdue: A loaned item kept beyond the date assigned by the Denton Public Library for its return.

Renewal: A reissue of Library materials for an additional loan period to the same borrower.

Real Time: The actual time during which a process or event occurs

Resident: Borrower who provides a residential address in the City of Denton.

Youth: Customer age 17 and under

ORDINANCE NO. 21-859

AN ORDINANCE OF THE CITY OF DENTON ADOPTING A SCHEDULE OF FEES FOR THE DENTON PUBLIC LIBRARY; SUPERSEDING ALL PRIOR ORDINANCES ESTABLISHING FEES IN CONFLICT WITH SUCH SCHEDULE; PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City Council wishes to establish a Schedule of Fees associated with the Denton Public Library, specifically for lost or damaged library books and materials, library cards, utilization of collection agencies, printing and copying, and retail or for the sale of supplies to library patrons; and

WHEREAS, all fees to be assessed under this Ordinance, as set forth in Exhibit A attached hereto, have been comprehensively reviewed, are fair and reasonable, and do not exceed a reasonable cost to the City to provide library services to the public; and

WHEREAS, at the May 13, 2021 meeting of the Library Board, the Board recommended that the City approve the Schedule of Fees attached hereto by a vote of 5 to 0; and

WHEREAS, after said review and recommendation, the City Council deems it in the best interest of the City to establish the Schedule of Fees associated with the Denton Public Library as set forth in Exhibit A; NOW, THEREFORE,

THE COUNCIL OF THE CITY OF DENTON HEREBY ORDAINS:

SECTION 1. The findings and recitations contained in the preamble of this Ordinance are incorporated herein by reference and found to be true.

SECTION 2. The Schedule of Fees, as set forth in Exhibit A attached hereto and incorporated herein as though set forth in full, is hereby adopted.

SECTION 3. The provisions of this ordinance are severable, and the invalidity of any phrase or part of this Ordinance shall not affect the validity or effectiveness of the remainder of this Ordinance.

SECTION 4. Ordinance 19-2236, which was adopted by City Council to establish fees to be charged for overdue books and materials for the Denton Public Library, and any other ordinances that may be in conflict with this Ordinance, are hereby superseded and repealed.

SECTION 5. This Ordinance shall become effective immediately upon its passage and approval.

The motion to approve this Ordinance was made by Alison Maguire and seconded by Brian Beck; this Ordinance was passed and approved by the following vote [7 - 0]:

| | Aye | Nay | Abstain | Absent |
|---------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Mayor Gerard Hudspeth: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vicki Byrd, District 1: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Brian Beck, District 2: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Jesse Davis, District 3: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Alison Maguire, District 4: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Deb Armintor, At Large Place 5: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Paul Meltzer, At Large Place 6: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PASSED AND APPROVED this the 18th day of May, 2021.


GERARD HUDSPETH, MAYOR

ATTEST:
ROSA RIOS, CITY SECRETARY

BY: 



APPROVED AS TO LEGAL FORM:
AARON LEAL, CITY ATTORNEY

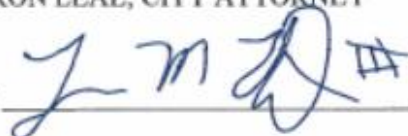
BY: 

EXHIBIT A

Denton Public Library 2021-2022 Schedule of Fees Effective May 18, 2021

Lost or Damaged Item Fees *Loss or damage to library materials*

| | |
|---|--|
| Lost DVD or Music CD case (complete) | \$6.00 |
| Lost Audiobook Case (complete) | \$12.50 |
| Damaged DVD or Music case | \$1.50 |
| Damaged Audiobook case | \$8.00 |
| Damaged or missing barcode | \$1.00 |
| Lost or damaged RFID tag | \$0.50 |
| Lost or damaged CD/DVD/Audiobook cover/insert | \$3.00 |
| Lost or damaged audiobook CD | \$10.00 per CD |
| Lost or damaged Discovery Kit container | \$10.00 |
| Lost or damaged ILL Strap | \$2.50 |
| Lost or ruined Discovery Kit components | \$5.00, \$10.00, \$20.00, \$40.00, \$60.00, \$80.00, or \$100.00 per item as indicated in each Discovery Kit |
| Lost or ruined materials | Cost for item as noted in the item record |

Library Cards and Account Fees *Fees for replacement cards and non-resident accounts*

| | |
|-------------------|----------------------------|
| Replacement card | \$2.00 |
| Non-resident card | \$50/year or \$25/6 months |

Collection Agency Fees *Fees for collection agency contacting patron regarding outstanding charges*

| | |
|---|--------|
| Accrued charges between \$10.00 and \$24.99 | \$2.95 |
| Accrued charges \$25 and over | \$8.95 |

Printing and Copying Costs *Fees for printing and copying*

| | |
|------------------------|-----------------|
| Black & White Printing | \$0.10/page |
| Color Printing | \$0.25/page |
| Black & White Copies | \$0.10/page |
| 3D Printing | \$0.75/10 grams |

Makerspace Material Costs *Fees for makerspace material supplies*

| | |
|-------------------------|--------------------|
| Laminating | \$0.50/linear foot |
| Miscellaneous Materials | |
| Extra Small | \$1.00 |
| Small | \$2.50 |
| Medium | \$5.00 |
| Large | \$10.00 |
| Extra Large | \$15.00 |

| | |
|--|---------|
| XX Large | \$20.00 |
| Retail* <i>Sale of supplies to the public</i> | |
| USB drive | \$5.00 |
| Earbuds | \$1.00 |
| <i>*Sales taxes apply to retail sale items.</i> | |



City of Denton

City Hall
215 E. McKinney St.
Denton, Texas 76201
www.cityofdenton.com

Legislation Text

File #: LB22-069, **Version:** 1

AGENDA CAPTION

Receive a report, hold a discussion, and give staff direction regarding data received from focus group meetings, community meetings, and an online survey to update the library strategic plan.



AGENDA INFORMATION SHEET

DEPARTMENT: Library

ACM: Christine Taylor

DATE: November 22, 2022

SUBJECT

Receive a report, hold a discussion, and give staff direction regarding data received from focus group meetings, community meetings, and an online survey to update the library strategic plan.

BACKGROUND

Library Administration conducted three staff focus group meetings, two public focus group meetings (Library Board and Teen Advisory Board), three community meetings with two attendees at each meeting, and an online survey receiving 365 responses.

In all focus group and community meetings, attendees participated in a SOAR Analysis exercise, identifying Strengths, Opportunities, Aspirations, and Results for the library. Participants also discussed key concepts to identify the library's vision and values.

The online survey asked questions regarding whether the participant uses and considers the library to be a value to the community, to identify key concepts regarding the library's vision and values, asked participants to rank the importance of 16 common services provided by public libraries, asked what new or expanded services participants wanted at Denton Public Library, and to rank 11 areas for the library to invest its focus.

Data from the focus groups and community meetings are attached in Exhibit 2. Data from the online survey is attached as Exhibit 3.

EXHIBITS

1. Agenda Information Sheet
2. Focus Group and Input Meeting Responses
3. Survey Responses

Respectfully submitted:
Jennifer Bekker
Director of Libraries

Prepared by:
Jennifer Bekker
Director of Libraries

Strengths

| | |
|--|------------------------------|
| What advantages does DPL have? | |
| What makes DPL unique? | |
| What does DPL do that is better than anyone else? | |
| What does DPL have that is better than anyone else? | |
| Technology-proactive | 9-17-22 Public Input Session |
| Digital Collections | 9-17-22 Public Input Session |
| Makerspaces | 9-17-22 Public Input Session |
| Equipment | 9-17-22 Public Input Session |
| Pandemic services | 9-17-22 Public Input Session |
| Pivoted to keep circulation services | 9-17-22 Public Input Session |
| Knowledgeable support for technology | 9-17-22 Public Input Session |
| Friendly | 9-17-22 Public Input Session |
| Helpful | 9-17-22 Public Input Session |
| Reader's Advisory Services | 9-17-22 Public Input Session |
| Leslie's "Yesteryear" column in the DRC | 9-17-22 Public Input Session |
| Ancestry database | 9-17-22 Public Input Session |
| Highly qualified staff | 9-27-22 Public Input Session |
| Volume of resources | 9-27-22 Public Input Session |
| 3 facilities | 9-27-22 Public Input Session |
| facilities spread out in community | 9-27-22 Public Input Session |
| Classes | 9-27-22 Public Input Session |
| ILL | 9-27-22 Public Input Session |
| SRC Prize books | 9-27-22 Public Input Session |
| Strong contribution to families | 9-27-22 Public Input Session |
| Economical benefit | 9-27-22 Public Input Session |
| Don't need to buy new items | 9-27-22 Public Input Session |
| Meeting room space | 9-27-22 Public Input Session |
| Digital Resources | 9-27-22 Public Input Session |
| Internet | 9-27-22 Public Input Session |
| Computers | 9-27-22 Public Input Session |
| Equipment and access | 9-27-22 Public Input Session |
| Open 7 days per week | 9-27-22 Public Input Session |
| Public Art | 9-27-22 Public Input Session |
| Staff | 9-28-22 Public Input Session |
| Collection | 9-28-22 Public Input Session |
| Easy processes-ex: circulation and renewal | 9-28-22 Public Input Session |
| Online collections/formats | 9-28-22 Public Input Session |
| Classes | 9-28-22 Public Input Session |
| Free Access | 9-28-22 Public Input Session |
| Virtual programs (professor's corner) | 9-28-22 Public Input Session |
| Both live and recorded virtual programs | 9-28-22 Public Input Session |
| Access | 9-28-22 Public Input Session |
| Technology | 9-28-22 Public Input Session |
| Physical space is open, welcoming, attractive | 9-28-22 Public Input Session |
| Could be community hub with programs that connect people | 9-28-22 Public Input Session |

| Strengths | |
|---|-----------------------------|
| Staff | 9-8-22 Staff Input Session |
| Convenience | 9-8-22 Staff Input Session |
| 3 locations | 9-8-22 Staff Input Session |
| Strong collection | 9-8-22 Staff Input Session |
| Bridge between "haves" and "have nots" | 9-8-22 Staff Input Session |
| Community awareness-people who know about the library | 9-8-22 Staff Input Session |
| Supports DEI | 9-8-22 Staff Input Session |
| Support from community | 9-8-22 Staff Input Session |
| Support from leadership | 9-8-22 Staff Input Session |
| Great staff | 9-8-22 Staff Input Session |
| Crisis operations (due to size?) | 9-8-22 Staff Input Session |
| Community interaction | 9-8-22 Staff Input Session |
| Programming | 9-8-22 Staff Input Session |
| Free Access | 9-8-22 Staff Input Session |
| Outreach | 9-8-22 Staff Input Session |
| Innovation | 9-8-22 Staff Input Session |
| Youth accessibility | 9-8-22 Staff Input Session |
| Partnerships | 9-8-22 Staff Input Session |
| You can freely exist in DPL | 9-8-22 Staff Input Session |
| Lifelong learning | 9-8-22 Staff Input Session |
| Whole life continuum of service | 9-8-22 Staff Input Session |
| Community Gathering Place | 9-8-22 Staff Input Session |
| Special Collections | 9-8-22 Staff Input Session |
| Municipal Archive | 9-8-22 Staff Input Session |
| Downloadable | 9-9-22 Staff Input Session |
| Programs | 9-9-22 Staff Input Session |
| STAFF | 9-9-22 Staff Input Session |
| Relationships | 9-9-22 Staff Input Session |
| Looking ahead/future thinking | 9-9-22 Staff Input Session |
| Free fax service | 9-9-22 Staff Input Session |
| Fine free | 9-9-22 Staff Input Session |
| Mobile printing | 9-9-22 Staff Input Session |
| Facilities | 9-9-22 Staff Input Session |
| One desk/centralized service | 9-9-22 Staff Input Session |
| Community Art | 9-9-22 Staff Input Session |
| Makerspace (the Forge and Legacy Lab) | 9-9-22 Staff Input Session |
| High checkout limit | 9-9-22 Staff Input Session |
| Youth courtesy cards | 9-9-22 Staff Input Session |
| Opportunities to help all | 9-9-22 Staff Input Session |
| Outreach | 9-9-22 Staff Input Session |
| Wifi--especially outside building | 9-9-22 Staff Input Session |
| Hotspots | 9-9-22 Staff Input Session |
| 7 day per week service | 9-9-22 Staff Input Session |
| Lots of hours of service | 9-9-22 Staff Input Session |
| No fines | 9-16-22 Staff Input Session |

| Strengths | |
|--|---|
| Customer service | 9-16-22 Staff Input Session |
| Extensive collection | 9-16-22 Staff Input Session |
| Can find and get what someone needs | 9-16-22 Staff Input Session |
| Technology | 9-16-22 Staff Input Session |
| Copiers | 9-16-22 Staff Input Session |
| Free faxing | 9-16-22 Staff Input Session |
| Teamwork | 9-16-22 Staff Input Session |
| Well funded | 9-16-22 Staff Input Session |
| Nice atmosphere | 9-16-22 Staff Input Session |
| "A Good Place" | 9-16-22 Staff Input Session |
| Local history | 9-16-22 Staff Input Session |
| Ease of access and use | 9-16-22 Staff Input Session |
| Partnerships | 9-16-22 Staff Input Session |
| Incredibly tolerant | 9-16-22 Staff Input Session |
| Non-judgmental | 9-16-22 Staff Input Session |
| Community support | 9-16-22 Staff Input Session |
| Professional development | 9-16-22 Staff Input Session |
| Friends of the Denton Public Libraries | 9-16-22 Staff Input Session |
| Programming--do a lot--there is a need | 9-16-22 Staff Input Session |
| Level of community service | 9-16-22 Staff Input Session |
| FREE for ALL community members | 9-16-22 Staff Input Session |
| Experience of staff | 9-16-22 Staff Input Session |
| Support from CMO, Council, Community, Other COD departments and our service to them. | 9-16-22 Staff Input Session |
| Support of staff from library management | 9-16-22 Staff Input Session |
| Customers and community--give energy and encouragement | 9-16-22 Staff Input Session |
| Responsive to community needs | 9-16-22 Staff Input Session |
| Safe | 9-16-22 Staff Input Session |
| Staff | 9-16-22 Staff Input Session |
| Close to school | 10-4-22 Teen Advisory Board Focus Group |
| A place to go | 10-4-22 Teen Advisory Board Focus Group |
| Programs for everyone | 10-4-22 Teen Advisory Board Focus Group |
| Spaces for everyone (ex: children's area) | 10-4-22 Teen Advisory Board Focus Group |
| Volunteer programs | 10-4-22 Teen Advisory Board Focus Group |
| Manga | 10-4-22 Teen Advisory Board Focus Group |
| Transit service between branches | 10-4-22 Teen Advisory Board Focus Group |
| ILL | 10-4-22 Teen Advisory Board Focus Group |
| Activities (color me calm) | 10-4-22 Teen Advisory Board Focus Group |
| Forge Makerspace | 10-4-22 Teen Advisory Board Focus Group |
| Author events | 10-4-22 Teen Advisory Board Focus Group |
| Request to purchase materials | 10-4-22 Teen Advisory Board Focus Group |
| Movie events | 10-4-22 Teen Advisory Board Focus Group |
| Teen Room (don't have to be crowded with everyone else) | 10-4-22 Teen Advisory Board Focus Group |
| Vending machine | 10-4-22 Teen Advisory Board Focus Group |
| Staff interacts with community | 10-4-22 Teen Advisory Board Focus Group |

| Strengths | |
|--|---|
| Broad collection | 10-4-22 Teen Advisory Board Focus Group |
| Storytimes | 10-4-22 Teen Advisory Board Focus Group |
| Friends of the Denton Public Libraries book store | 10-4-22 Teen Advisory Board Focus Group |
| Something for everybody | 9-12-22 Library Board Focus Group |
| Diversified | 9-12-22 Library Board Focus Group |
| Community oriented | 9-12-22 Library Board Focus Group |
| Programs | 9-12-22 Library Board Focus Group |
| Computers for public | 9-12-22 Library Board Focus Group |
| Internet | 9-12-22 Library Board Focus Group |
| Outreach | 9-12-22 Library Board Focus Group |
| Meeting rooms/space | 9-12-22 Library Board Focus Group |
| Responsible to changing needs | 9-12-22 Library Board Focus Group |
| Agile | 9-12-22 Library Board Focus Group |
| Calming voice | 9-12-22 Library Board Focus Group |
| Staff is friendly and responsive | 9-12-22 Library Board Focus Group |
| Demonstrated professional success with awards and reputation | 9-12-22 Library Board Focus Group |

Opportunities

| | |
|--|------------------------------|
| What is the community asking for? | |
| What partnerships would lead to greater success | |
| What resources do we need to move forward? | |
| Are there gaps that the library could fulfill? | |
| More Outreach | 9-17-22 Public Input Session |
| Awareness of Services | 9-17-22 Public Input Session |
| Learning about community | 9-17-22 Public Input Session |
| Book Clubs | 9-17-22 Public Input Session |
| Evening/Weekend Services | 9-17-22 Public Input Session |
| Activities for working people/families | 9-17-22 Public Input Session |
| Partnerships with colleges | 9-17-22 Public Input Session |
| Partnerships with DISD | 9-17-22 Public Input Session |
| Services for students | 9-17-22 Public Input Session |
| Programs/Demos | 9-17-22 Public Input Session |
| Program with local businesses telling what they do and how they do it | 9-17-22 Public Input Session |
| Basic home repair classes | 9-17-22 Public Input Session |
| Instrument Petting Zoo for grown ups | 9-17-22 Public Input Session |
| Drive up book drops! | 9-17-22 Public Input Session |
| Expanded evening hours | 9-27-22 Public Input Session |
| Remote access to DRC-not PDF but actual website | 9-27-22 Public Input Session |
| Art classes/crafts | 9-27-22 Public Input Session |
| Satelite locations | 9-27-22 Public Input Session |
| Bus stops at libraries | 9-27-22 Public Input Session |
| Voter/civic education | 9-27-22 Public Input Session |
| More Newspapers with remote access (WAPO, NYT, FT. Worth Star Tele., Houston Chron., Wall St. J., Dallas Mn. News, etc.) | 9-27-22 Public Input Session |
| Consumer/Demographic research | 9-27-22 Public Input Session |
| Data analysis | 9-27-22 Public Input Session |
| Computer/Tech Security/Privacy/Phone classes | 9-27-22 Public Input Session |
| Information hub | 9-28-22 Public Input Session |
| Start here for referrals | 9-28-22 Public Input Session |
| Community hub | 9-28-22 Public Input Session |
| Literacy/reading | 9-28-22 Public Input Session |
| Material awareness/review resources/labels to help people identify materials | 9-28-22 Public Input Session |
| Vets | 9-28-22 Public Input Session |
| Continue commitment to robust diversity of materials/programs | 9-28-22 Public Input Session |
| Non-college bound students/adults | 9-28-22 Public Input Session |
| Career Readiness for jobs to earn a living wage | 9-28-22 Public Input Session |
| Marketing | 9-28-22 Public Input Session |
| Community engagement | 9-28-22 Public Input Session |
| Personal connection of the benefit of the library | 9-28-22 Public Input Session |
| Information Literacy (see also Texas Standard/Truth Meter) | 9-28-22 Public Input Session |

Opportunities

| | |
|---|------------------------------|
| "Ask the expert"-bring research questions or ask how to do research to librarians | 9-28-22 Public Input Session |
| Recognize, respect, and engage with diversity | 9-28-22 Public Input Session |
| Career Makerspace | 9-28-22 Public Input Session |
| Encourage engaging with diversity-diversity of opinion, experiences, beliefs | 9-28-22 Public Input Session |
| University faculty-hit up pre-tenure faculty | 9-28-22 Public Input Session |
| Services for seniors-connect with other services | 9-28-22 Public Input Session |
| Social wellness programs | 9-28-22 Public Input Session |
| More staff | 9-8-22 Staff Input Session |
| Marketing person | 9-8-22 Staff Input Session |
| Space | 9-8-22 Staff Input Session |
| Partnerships with mental health organizations, senior-living facilities, meals on wheels, homebound | 9-8-22 Staff Input Session |
| Longer Forge Makerspace hours | 9-8-22 Staff Input Session |
| Complete projects that are already in mind | 9-8-22 Staff Input Session |
| SPANISH programs, materials, staff assistance | 9-8-22 Staff Input Session |
| Craft programs | 9-8-22 Staff Input Session |
| Crafting space/makerspace | 9-8-22 Staff Input Session |
| Marketing of existing makerspaces | 9-8-22 Staff Input Session |
| Additional VCR conversion technology machine (add a second one) | 9-8-22 Staff Input Session |
| Communications with DISD | 9-8-22 Staff Input Session |
| School partnerships | 9-8-22 Staff Input Session |
| Outreach vehicle | 9-8-22 Staff Input Session |
| Technology | 9-8-22 Staff Input Session |
| Drive through at all locations | 9-8-22 Staff Input Session |
| South 2.0 | 9-8-22 Staff Input Session |
| Study rooms | 9-8-22 Staff Input Session |
| Conference rooms | 9-8-22 Staff Input Session |
| Compact shelving | 9-8-22 Staff Input Session |
| Makerspaces everywhere | 9-9-22 Staff Input Session |
| Study rooms/areas | 9-9-22 Staff Input Session |
| Partnerships with colleges (UNT/TWU/NCTC) | 9-9-22 Staff Input Session |
| South 2.0 | 9-9-22 Staff Input Session |
| Outreach vehicle | 9-9-22 Staff Input Session |
| Notary | 9-9-22 Staff Input Session |
| Radio station/podcast | 9-9-22 Staff Input Session |
| Partnerships for youth mentoring/services | 9-9-22 Staff Input Session |
| Homebound services at retirement facilities to change out items and resources | 9-9-22 Staff Input Session |
| Meeting room with direct external access | 9-9-22 Staff Input Session |
| Voting space | 9-9-22 Staff Input Session |
| Communications with cardholders re: expirations, newsletters-like constant contact/mailchimp | 9-9-22 Staff Input Session |

Opportunities

| | |
|--|---|
| Partnerships with non-profits-goodwill | 9-9-22 Staff Input Session |
| New employee engagement packet | 9-16-22 Staff Input Session |
| Staff!! | 9-16-22 Staff Input Session |
| Cannot do more without staff | 9-16-22 Staff Input Session |
| Marketing and initiating marketing efforts | 9-16-22 Staff Input Session |
| Programming-more needs | 9-16-22 Staff Input Session |
| Services for teen parents | 9-16-22 Staff Input Session |
| Coffee & conversation programs | 9-16-22 Staff Input Session |
| Visibility in community | 9-16-22 Staff Input Session |
| "One system" across branch | 9-16-22 Staff Input Session |
| Communication and engagement | 9-16-22 Staff Input Session |
| Partnerships-leveraging existing entities and services | 9-16-22 Staff Input Session |
| Space | 9-16-22 Staff Input Session |
| Facilities | 9-16-22 Staff Input Session |
| Consistency in Summer Reading Challenge planning and execution | 9-16-22 Staff Input Session |
| Hours-expand South branch to add Monday mornings | 9-16-22 Staff Input Session |
| Visiting other City of Denton departments | 9-16-22 Staff Input Session |
| Expanded technology services across branches | 9-16-22 Staff Input Session |
| Makerspaces | 9-16-22 Staff Input Session |
| Easy to get accounts | 9-16-22 Staff Input Session |
| Volunteer coordination/management | 9-16-22 Staff Input Session |
| Outreach staffing | 9-16-22 Staff Input Session |
| Technology classes vs. on-demand need--niche videos, teen/college volunteer tutors, "everything you wanted to know about..." | 9-16-22 Staff Input Session |
| Burnout prevention | 9-16-22 Staff Input Session |
| Compassion fatigue | 9-16-22 Staff Input Session |
| Staff recovery | 9-16-22 Staff Input Session |
| Outdoor decorations | 10-4-22 Teen Advisory Board Focus Group |
| Multi-year forms for volunteering | 10-4-22 Teen Advisory Board Focus Group |
| Box with stuffed animals for children to use during storytimes | 10-4-22 Teen Advisory Board Focus Group |
| Free snacks | 10-4-22 Teen Advisory Board Focus Group |
| Mario Cart tournaments | 10-4-22 Teen Advisory Board Focus Group |
| Theme days at the library with décor, activities, and programs | 10-4-22 Teen Advisory Board Focus Group |
| Update the Teen Room Scavenger Hunt at North Branch monthly | 10-4-22 Teen Advisory Board Focus Group |
| Open computers that don't require a login | 10-4-22 Teen Advisory Board Focus Group |
| Outdoor area connected to teen room | 10-4-22 Teen Advisory Board Focus Group |
| Décor in the program room | 10-4-22 Teen Advisory Board Focus Group |
| Music playing on building speakers | 10-4-22 Teen Advisory Board Focus Group |
| Marketing posters and signs | 10-4-22 Teen Advisory Board Focus Group |
| Hammocks | 10-4-22 Teen Advisory Board Focus Group |
| Indoor plants | 10-4-22 Teen Advisory Board Focus Group |
| Seating in an outdoor space | 10-4-22 Teen Advisory Board Focus Group |

Opportunities

| | |
|--|---|
| Fix the clock on the teen volunteer computer during Summer Reading Challenge (it was off by a bit last summer) | 10-4-22 Teen Advisory Board Focus Group |
| Age specific Friends of the Denton Public Libraries book sales (ie: teen book sale, children's book sale) | 10-4-22 Teen Advisory Board Focus Group |
| Bean bags | 10-4-22 Teen Advisory Board Focus Group |
| Comfortable study table chairs | 10-4-22 Teen Advisory Board Focus Group |
| More video games and controlers | 10-4-22 Teen Advisory Board Focus Group |
| Read Across Texas/Denton program | 9-12-22 Library Board Focus Group |
| Encourage Curiosity | 9-12-22 Library Board Focus Group |
| Staff advocacy and marketing | 9-12-22 Library Board Focus Group |
| Friends raising-relationship building, especially with people who are underserved | 9-12-22 Library Board Focus Group |
| Outreach and marketing | 9-12-22 Library Board Focus Group |
| Leveraging the tallents and skills of the community | 9-12-22 Library Board Focus Group |
| Fast paced growth and the changes with that | 9-12-22 Library Board Focus Group |
| Different housing trends/impacts | 9-12-22 Library Board Focus Group |
| Friends of the Denton Public Libraries | 9-12-22 Library Board Focus Group |
| Emily Fowler Library Foundation | 9-12-22 Library Board Focus Group |
| Library Board | 9-12-22 Library Board Focus Group |
| Expansion of library of things | 9-12-22 Library Board Focus Group |
| nonprofit partnerships | 9-12-22 Library Board Focus Group |
| Higher education-students as users and resources | 9-12-22 Library Board Focus Group |
| New residents-coming in highly education via economic development and from new cultural backgrounds | 9-12-22 Library Board Focus Group |
| Growing a community of influencers--build people in the community who can make positive outcomes on libraries | 9-12-22 Library Board Focus Group |
| Advocates | 9-12-22 Library Board Focus Group |
| Information literacy and media | 9-12-22 Library Board Focus Group |
| Civics education-how does government work, rights, engagement | 9-12-22 Library Board Focus Group |

Aspirations

| | |
|---|------------------------------|
| What should the library care deeply about? | |
| Where should DPL go in the future? | |
| What should DPL look like in the future? | |
| What projects, programs, or processes support our desired achievements? | |
| Library/Parks facilities in one building | 9-17-22 Public Input Session |
| Engaged with local colleges | 9-17-22 Public Input Session |
| Engaged with DISD | 9-17-22 Public Input Session |
| Community awareness of everything the library has to offer | 9-17-22 Public Input Session |
| Access to ANY information anyone needs | 9-17-22 Public Input Session |
| Continue providing online resources (ex: Ancestry) | 9-17-22 Public Input Session |
| #1 hotspot for Denton, TX | 9-27-22 Public Input Session |
| "If I want to know something, I go there!" | 9-27-22 Public Input Session |
| Open longer hours | 9-27-22 Public Input Session |
| Large collection-physical and digital | 9-27-22 Public Input Session |
| Familiarity | 9-27-22 Public Input Session |
| Comfortable | 9-27-22 Public Input Session |
| Home | 9-27-22 Public Input Session |
| Relaxed | 9-27-22 Public Input Session |
| Welcome | 9-27-22 Public Input Session |
| Connections with businesses | 9-27-22 Public Input Session |
| Connections with nonprofits | 9-27-22 Public Input Session |
| Programs that connect with businees and nonprofits | 9-27-22 Public Input Session |
| Higher checkout limits for Hoopla | 9-27-22 Public Input Session |
| Everything that was in "Strengths" and "Opportunities" | 9-28-22 Public Input Session |
| Responsive to community | 9-28-22 Public Input Session |
| Open doors | 9-28-22 Public Input Session |
| "Expand Horizons" | 9-28-22 Public Input Session |
| Career Readiness | 9-28-22 Public Input Session |
| Professional Development | 9-28-22 Public Input Session |
| Vocational Guidance | 9-28-22 Public Input Session |
| Awareness of All Service (ex: ILL) | 9-28-22 Public Input Session |
| Patrons | 9-8-22 Staff Input Session |
| Gret rid of DVDs and use Blu Ray | 9-8-22 Staff Input Session |
| Identifying high needs in the community and responding to those needs | 9-8-22 Staff Input Session |
| More outreach and staff for outreach | 9-8-22 Staff Input Session |
| Access-have the things people want | 9-8-22 Staff Input Session |
| Compensation | 9-8-22 Staff Input Session |
| Representation-staff/partnerships/collections | 9-8-22 Staff Input Session |
| Involvement with library profession organizations (esp: in work plans and including paraprofessional staff) | 9-8-22 Staff Input Session |
| Circulate video games | 9-8-22 Staff Input Session |
| Strong social media presence | 9-8-22 Staff Input Session |
| Win awards and grants | 9-8-22 Staff Input Session |
| More diverse staff in professional roles | 9-8-22 Staff Input Session |

| | |
|--|---|
| Professional development-internal and external training | 9-8-22 Staff Input Session |
| Leverage staff recruitment with UNT/TWU partnerships | 9-8-22 Staff Input Session |
| Leverage staff recruitments with professional organizations to encourage youth to go into library work | 9-8-22 Staff Input Session |
| Modern looking facilities | 9-8-22 Staff Input Session |
| Adult spaces for adult patrons | 9-8-22 Staff Input Session |
| Climate controlled archival space | 9-8-22 Staff Input Session |
| Media room to watch, listen to media or make video, music, audio recordings | 9-8-22 Staff Input Session |
| Community Hub (space) | 9-8-22 Staff Input Session |
| Social worker on staff | 9-8-22 Staff Input Session |
| Community/patron professional or trade related classes and resources | 9-8-22 Staff Input Session |
| Embraces diversity | 9-9-22 Staff Input Session |
| Welcoming | 9-9-22 Staff Input Session |
| Outdoor space | 9-9-22 Staff Input Session |
| Flexible, functional space | 9-9-22 Staff Input Session |
| Library-specific space to maintain operations without interruption | 9-9-22 Staff Input Session |
| Outside lockers for 24/7 access | 9-9-22 Staff Input Session |
| Theater/Auditorium for author events/programs/discussions | 9-9-22 Staff Input Session |
| Marketing-digital signs | 9-9-22 Staff Input Session |
| Visibility (of locations-eas of finding the libraries) | 9-9-22 Staff Input Session |
| Furniture and fixtures should be mobile and flexible | 9-9-22 Staff Input Session |
| Full time social worker--partner agencies | 9-16-22 Staff Input Session |
| Facility building with a recreation center | 9-16-22 Staff Input Session |
| Opportunities for library accounts for everyone who wants one | 9-16-22 Staff Input Session |
| Homeless Outreach Team/PD | 9-16-22 Staff Input Session |
| More bilingual staff at all levels (especially Spanish and ASL) | 9-16-22 Staff Input Session |
| More engaged outreach in community | 9-16-22 Staff Input Session |
| Engage with families to promote early literacy--FROM BIRTH | 9-16-22 Staff Input Session |
| Updated furniture | 9-16-22 Staff Input Session |
| Larger South Branch | 9-16-22 Staff Input Session |
| Manager and Assistant Manager at each location | 9-16-22 Staff Input Session |
| Interactive movement elements sharing other organization's activities (monitor streaming zoo feed) | 9-16-22 Staff Input Session |
| Art installations, exhibits, sculptures | 9-16-22 Staff Input Session |
| Mindfull of sensory needs | 9-16-22 Staff Input Session |
| Quiet spaces | 9-16-22 Staff Input Session |
| Outdoor space | 9-16-22 Staff Input Session |
| Storywalks | 9-16-22 Staff Input Session |
| Community connector | 9-16-22 Staff Input Session |
| Visible marketing that sticks | 9-16-22 Staff Input Session |
| Space for different needs and purposes | 9-16-22 Staff Input Session |
| A place to read in peace | 10-4-22 Teen Advisory Board Focus Group |
| A place to be with your friends | 10-4-22 Teen Advisory Board Focus Group |
| A place for self reflection | 10-4-22 Teen Advisory Board Focus Group |
| A safe place | 10-4-22 Teen Advisory Board Focus Group |

| | |
|---|---|
| Pride books | 10-4-22 Teen Advisory Board Focus Group |
| A calming place | 10-4-22 Teen Advisory Board Focus Group |
| Connecting people with interests (like clubs) | 10-4-22 Teen Advisory Board Focus Group |
| Available materials | 10-4-22 Teen Advisory Board Focus Group |
| Meet with people with same interests AND exposure to new interests | 10-4-22 Teen Advisory Board Focus Group |
| Library is a driving force for a thriving community: employable workforce, healthy families, and informed citizenry | 9-12-22 Library Board Focus Group |
| Diversified funding sources | 9-12-22 Library Board Focus Group |
| Library is the #1 defender of democracy | 9-12-22 Library Board Focus Group |
| Speakers | 9-12-22 Library Board Focus Group |
| Authors | 9-12-22 Library Board Focus Group |
| Big public events | 9-12-22 Library Board Focus Group |
| Partner with entities and organizations | 9-12-22 Library Board Focus Group |
| Increase creativity | 9-12-22 Library Board Focus Group |
| Community inclusive storytelling to build community: ex: human library | 9-12-22 Library Board Focus Group |
| Social dialogue and engagement | 9-12-22 Library Board Focus Group |
| Facilitator of community conversations | 9-12-22 Library Board Focus Group |
| Engine to local economic development | 9-12-22 Library Board Focus Group |
| Library as part of economic development | 9-12-22 Library Board Focus Group |
| Extend commitment to social services-connect with agencies | 9-12-22 Library Board Focus Group |
| Staff advocating for and marketing themselves and the library | 9-12-22 Library Board Focus Group |

Results

| | |
|--|------------------------------|
| How does DPL know when it succeeds? | |
| What meaningful measures would indicate the library is on the right track? | |
| What resources are needed to implement projects? | |
| What do stakeholders expect? | |
| Statistics | 9-17-22 Public Input Session |
| Trends | 9-17-22 Public Input Session |
| # of programs attended | 9-17-22 Public Input Session |
| Web traffic | 9-17-22 Public Input Session |
| Surveys-general and directed | 9-17-22 Public Input Session |
| Regular and recurring surveys | 9-17-22 Public Input Session |
| Program surveys | 9-17-22 Public Input Session |
| Increase usage (visits, circ., program attend.) | 9-27-22 Public Input Session |
| Hours extended | 9-27-22 Public Input Session |
| More materials | 9-27-22 Public Input Session |
| New collection reports/marketing | 9-27-22 Public Input Session |
| Action list available online with updates | 9-28-22 Public Input Session |
| Transparency | 9-28-22 Public Input Session |
| List or ideas of "Needed from Community" (ex: volunteer recruitment resources) | 9-28-22 Public Input Session |
| Feedback opportunities, especially positive/appreciation feedback for marketing and to demonstrate success | 9-28-22 Public Input Session |
| Stats | 9-28-22 Public Input Session |
| Trends | 9-28-22 Public Input Session |
| Share data | 9-28-22 Public Input Session |
| Data analysis | 9-8-22 Staff Input Session |
| Quantitative and qualitative data | 9-8-22 Staff Input Session |
| Positive media attention | 9-8-22 Staff Input Session |
| Surveys and Polls | 9-8-22 Staff Input Session |
| Adequate staffing to meet demand | 9-8-22 Staff Input Session |
| Usage stats (website, social media, visits/specific area use, circulation, accounts) | 9-8-22 Staff Input Session |
| Staff input and assessment | 9-8-22 Staff Input Session |
| Are we saying "yes" more than "no, sorry" | 9-8-22 Staff Input Session |
| Set standards/goals and follow up to make sure we meet those goals (ex: collection diversity=% of material change and % of circulation growth) | 9-8-22 Staff Input Session |
| Continued AND new partnerships | 9-8-22 Staff Input Session |
| Continued growth and evolution | 9-8-22 Staff Input Session |
| Completion reports (quarterly, annual)-easily accessible and viewable by all | 9-8-22 Staff Input Session |
| Data dashboard | 9-8-22 Staff Input Session |
| Connecting with non-users in general community (Discover Denton or social media flash votes) | 9-8-22 Staff Input Session |
| Library growth matches with demographic and economic change | 9-8-22 Staff Input Session |
| Patron feedback | 9-9-22 Staff Input Session |

| | |
|--|---|
| Approval rating in City bi-annual customer service survey | 9-9-22 Staff Input Session |
| Surveys | 9-9-22 Staff Input Session |
| Visits | 9-9-22 Staff Input Session |
| # of checkout sessions (ex: 1 visit checking out 20 items) | 9-9-22 Staff Input Session |
| Annual reports | 9-9-22 Staff Input Session |
| Quarterly newsletters | 9-9-22 Staff Input Session |
| Staff and public updates | 9-9-22 Staff Input Session |
| Social media | 9-9-22 Staff Input Session |
| Increased circulation and library card usage and visits | 9-16-22 Staff Input Session |
| Statistics that demonstrate visibility, adequate space, and resources | 9-16-22 Staff Input Session |
| Customer satisfaction rating | 9-16-22 Staff Input Session |
| Increased donations and oral histories with Special Collections | 9-16-22 Staff Input Session |
| More stakeholder and customer presence at libraries | 9-16-22 Staff Input Session |
| Organizations SEEK out partnerships with the library | 9-16-22 Staff Input Session |
| More partnerships | 9-16-22 Staff Input Session |
| Reduction in incidents-ex: increase in referral use of social services | 9-16-22 Staff Input Session |
| Staff satisfaction surveys | 9-16-22 Staff Input Session |
| Staff retention and number of applicants | 9-16-22 Staff Input Session |
| Marketing-like kroger ads--with target audience and locally made | 10-4-22 Teen Advisory Board Focus Group |
| Goals lists with check boxes | 10-4-22 Teen Advisory Board Focus Group |
| Fun facts--like circulation #s, # of teen visits, etc | 10-4-22 Teen Advisory Board Focus Group |
| Most popular checkouts | 10-4-22 Teen Advisory Board Focus Group |
| First aid and safety kits and awareness | 10-4-22 Teen Advisory Board Focus Group |
| Flags and cultural representation and celebrations | 10-4-22 Teen Advisory Board Focus Group |
| Relaxing programs on test days | 10-4-22 Teen Advisory Board Focus Group |
| Program participation | 9-12-22 Library Board Focus Group |
| TSLAC Return on Investment (ROI) calculator | 9-12-22 Library Board Focus Group |
| Create a dashboard to show how DPL contributes: investment we put in, relationships we build, \$ we contribute into community through family income growth | 9-12-22 Library Board Focus Group |
| Put the information out there--TRANSPARENCY | 9-12-22 Library Board Focus Group |
| Ex: in 5 years, DPL contributed to # job growth, reduced the K-12 dropout rate by ##, or housing or health/mental health measures | 9-12-22 Library Board Focus Group |
| DPL librarians are movers and shakers of community development and community services | 9-12-22 Library Board Focus Group |

| Vision | |
|---|---|
| Where will DPL be in the future? | |
| What should DPL look and feel like in the future? | |
| What do we want DPL to become? | |
| What is the long term view for the library? | |
| One stop shop for information and learning | 9-17-22 Public Input Session |
| Education | 9-17-22 Public Input Session |
| FUN | 9-17-22 Public Input Session |
| Literacy | 9-27-22 Public Input Session |
| Access | 9-27-22 Public Input Session |
| Community | 9-27-22 Public Input Session |
| Technology | 9-27-22 Public Input Session |
| Community hub-stronger | 9-28-22 Public Input Session |
| Expanding horizons | 9-28-22 Public Input Session |
| Encourage discovery | 9-28-22 Public Input Session |
| Evolving | 9-8-22 Staff Input Session |
| Source of life | 9-8-22 Staff Input Session |
| Heart of the community | 9-8-22 Staff Input Session |
| Informational | 9-8-22 Staff Input Session |
| Entertainment | 9-8-22 Staff Input Session |
| Welcoming | 9-8-22 Staff Input Session |
| Representative of community | 9-8-22 Staff Input Session |
| Diverse | 9-8-22 Staff Input Session |
| Employment resource | 9-8-22 Staff Input Session |
| Remaining relevant | 9-8-22 Staff Input Session |
| multi-faceted | 9-8-22 Staff Input Session |
| Crafty (like the Forge) | 9-8-22 Staff Input Session |
| Use all the things listed in "Aspirations" | 9-8-22 Staff Input Session |
| Welcoming | 9-9-22 Staff Input Session |
| Safe space for community | 9-9-22 Staff Input Session |
| Defining the community | 9-9-22 Staff Input Session |
| Technology Hub | 9-9-22 Staff Input Session |
| Technology access | 9-9-22 Staff Input Session |
| Fun environment | 9-9-22 Staff Input Session |
| Access to knowledge and other ideas or perspectives | 9-9-22 Staff Input Session |
| non-judgmental/impartial | 9-9-22 Staff Input Session |
| Welcoming to all | 9-16-22 Staff Input Session |
| Accessible | 9-16-22 Staff Input Session |
| Engagement with community | 9-16-22 Staff Input Session |
| Safe | 9-16-22 Staff Input Session |
| It's a library | 10-4-22 Teen Advisory Board Focus Group |
| We help you while you also get the books you desire | 10-4-22 Teen Advisory Board Focus Group |
| DPL is a leader in enabling a thriving community with a passionate commitment to freedom of information | 9-12-22 Library Board Focus Group |

Values

What are the guiding principles driving all DPL efforts?

What qualities are embodied by DPL?

What does DPL stand for?

What is important to the library as an organization?

| | |
|---|------------------------------|
| Open mindedness | 9-17-22 Public Input Session |
| Comfortable | 9-17-22 Public Input Session |
| Welcoming | 9-17-22 Public Input Session |
| Inclusive | 9-17-22 Public Input Session |
| Reactive to changing needs in community | 9-17-22 Public Input Session |
| Accessibility | 9-27-22 Public Input Session |
| Integrity | 9-27-22 Public Input Session |
| Equality | 9-27-22 Public Input Session |
| Ethics | 9-27-22 Public Input Session |
| Freedom to Read | 9-27-22 Public Input Session |
| Community | 9-27-22 Public Input Session |
| Flesh out the existing Values | 9-28-22 Public Input Session |
| Access for everyone | 9-28-22 Public Input Session |
| Inclusion for all | 9-28-22 Public Input Session |
| Freedom of information | 9-28-22 Public Input Session |
| Continue to grow (in terms of community services-stretch concept of what a library is-ongoing learning) | 9-28-22 Public Input Session |
| Lifelong learning-hands on | 9-28-22 Public Input Session |
| Access to information | 9-8-22 Staff Input Session |
| Community--meeting the needs of the people | 9-8-22 Staff Input Session |
| Service-excellence in customer service | 9-8-22 Staff Input Session |
| Quality training | 9-8-22 Staff Input Session |
| Inclusivity | 9-8-22 Staff Input Session |
| Being intentional | 9-8-22 Staff Input Session |
| Innovation | 9-8-22 Staff Input Session |
| Integrity | 9-8-22 Staff Input Session |
| Good stewards of tax dollars | 9-8-22 Staff Input Session |
| Transparency | 9-8-22 Staff Input Session |
| High Quality | 9-8-22 Staff Input Session |
| The Best | 9-8-22 Staff Input Session |
| Community | 9-9-22 Staff Input Session |
| Diversity | 9-9-22 Staff Input Session |
| Promoting literacy | 9-9-22 Staff Input Session |
| Knowledge | 9-9-22 Staff Input Session |
| Ethical | 9-9-22 Staff Input Session |
| Kindness | 9-9-22 Staff Input Session |
| Helpful | 9-9-22 Staff Input Session |
| Freedom | 9-9-22 Staff Input Session |
| Equity | 9-9-22 Staff Input Session |
| Accessibility | 9-9-22 Staff Input Session |
| Literacy | 9-16-22 Staff Input Session |

| | |
|-------------------------------|---|
| Lifelong learning | 9-16-22 Staff Input Session |
| Inclusive | 9-16-22 Staff Input Session |
| Community | 9-16-22 Staff Input Session |
| Preservation | 9-16-22 Staff Input Session |
| Community Place | 9-16-22 Staff Input Session |
| Innovation | 9-16-22 Staff Input Session |
| Customer Service | 9-16-22 Staff Input Session |
| Resources | 9-16-22 Staff Input Session |
| Something for everyone | 9-16-22 Staff Input Session |
| Literacy | 10-4-22 Teen Advisory Board Focus Group |
| Health-emotional and physical | 10-4-22 Teen Advisory Board Focus Group |
| Integrity | 10-4-22 Teen Advisory Board Focus Group |
| Access | 10-4-22 Teen Advisory Board Focus Group |
| Learning | 10-4-22 Teen Advisory Board Focus Group |
| Inclusion for all | 10-4-22 Teen Advisory Board Focus Group |
| Collaboration | 9-12-22 Library Board Focus Group |
| Accessibility | 9-12-22 Library Board Focus Group |
| Freedom of information | 9-12-22 Library Board Focus Group |
| Inclusiveness | 9-12-22 Library Board Focus Group |
| Community | 9-12-22 Library Board Focus Group |

Other comments made during Input Sessions

9-28-22 Public Input Session wanted to include a list of "Threats" to libraries

Book banning
Threats to library's commitment to diversity of collections/programs
Defunding
Censorship with discussions/materials
Intellectual freedom

9-9-22 Staff Input Session wanted to share additional input

More staff
Clarity about roles at one-desk--training and how to make smooth transitions
Transit/courier service future

2022 Community Input Survey-Denton Public Library

Q1. How strongly do you agree with each of the following statements? Denton Public Library facilities, services, and staff...

| Answer Choices | Disagree | Neither | Agree | Don't know | Total | Weighted Average |
|--|----------|---------|-------|------------|-------|------------------|
| Improve the quality of my community | 4 | 5 | 347 | 7 | 363 | 2.91 |
| Are likely to be used by me in the next year | 1 | 0 | 359 | 5 | 365 | 2.95 |
| Are a good value for the tax dollar | 3 | 5 | 343 | 13 | 364 | 2.86 |
| Are personally relevant to me | 3 | 8 | 348 | 6 | 365 | 2.91 |
| Are meeting the needs of my community | 13 | 10 | 305 | 37 | 365 | 2.6 |

Q4. Please rate the importance of the following library uses in serving the Denton community.

| Answer Choices | Not Important | Slightly Important | Moderately Important | Very Important | Extremely Important | Total | Weighted Average |
|---|---------------|--------------------|----------------------|----------------|---------------------|-------|------------------|
| Be an informed citizen (local, national, and world affairs) | 12 | 24 | 74 | 114 | 136 | 360 | 3.94 |
| Build successful enterprises (business & non-profit support) | 12 | 53 | 129 | 114 | 55 | 363 | 3.4 |
| Celebrate diversity (cultural awareness) | 23 | 31 | 47 | 90 | 171 | 362 | 3.98 |
| Connect to the online world (public Internet access) | 4 | 12 | 41 | 110 | 195 | 362 | 4.33 |
| Discover your roots (genealogy and local history) | 13 | 49 | 116 | 119 | 66 | 363 | 3.48 |
| Express creativity-create and share original content (print, video, audio, or visual) | 14 | 24 | 79 | 134 | 113 | 364 | 3.85 |
| Get facts fast (ready reference) | 3 | 13 | 50 | 134 | 163 | 363 | 4.21 |
| Know your community (community resources, events, and services) | 3 | 11 | 43 | 129 | 176 | 362 | 4.28 |
| Learn to read and write | 8 | 10 | 35 | 101 | 210 | 364 | 4.36 |
| Make career choices (job and career development) | 8 | 28 | 82 | 140 | 103 | 361 | 3.84 |
| Satisfy curiosity (lifelong learning) | 1 | 3 | 17 | 111 | 230 | 362 | 4.56 |
| Stimulate imagination (reading, viewing, and listening for pleasure) | 1 | 2 | 21 | 94 | 245 | 363 | 4.6 |
| Succeed in school (homework help) | 7 | 4 | 52 | 120 | 180 | 363 | 4.27 |
| Understand how to find, evaluate, and use information (information fluency) | 1 | 6 | 19 | 126 | 211 | 363 | 4.49 |
| Visit a comfortable place (physical and virtual spaces) | 4 | 8 | 35 | 128 | 188 | 363 | 4.34 |
| Welcome to the United States (services for new immigrants) | 19 | 22 | 52 | 121 | 148 | 362 | 3.99 |

Q6. Where would you like to see Denton Public Library focus its investments? Please rank the resources and services below from highest priority (1) to lowest priority (11)

| Answer Choices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | Total | Score |
|--|-----|----|----|----|----|----|----|----|----|----|----|-------|-------|
| Classes & events | 69 | 47 | 40 | 39 | 34 | 38 | 22 | 22 | 11 | 11 | 2 | 335 | 7.83 |
| Downloadable and streaming materials | 53 | 55 | 53 | 43 | 20 | 18 | 23 | 23 | 26 | 12 | 13 | 339 | 7.45 |
| Genealogy, Local History, & Denton Municipal Archive | 3 | 17 | 18 | 29 | 32 | 11 | 36 | 36 | 47 | 38 | 72 | 339 | 4.42 |
| Improvements to existing library facilities | 25 | 44 | 30 | 31 | 33 | 49 | 24 | 41 | 30 | 25 | 6 | 338 | 6.47 |
| Library collections (books, CDs, DVDs, etc.) | 131 | 61 | 37 | 28 | 24 | 16 | 9 | 14 | 7 | 4 | 10 | 341 | 8.83 |
| MakerSpaces | 13 | 18 | 23 | 20 | 24 | 34 | 32 | 27 | 42 | 55 | 53 | 341 | 4.75 |
| New library facilities | 8 | 9 | 11 | 17 | 20 | 22 | 31 | 30 | 43 | 56 | 95 | 342 | 3.79 |

| 2022 Community Input Survey-Denton Public Library | | | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|----|-----|------|
| Online databases and learning resources | 11 | 27 | 38 | 42 | 43 | 39 | 48 | 27 | 18 | 36 | 8 | 337 | 6.19 |
| Outreach and community engagement | 13 | 23 | 30 | 34 | 32 | 39 | 41 | 40 | 42 | 28 | 23 | 345 | 5.63 |
| Staff assistance | 14 | 17 | 32 | 28 | 31 | 32 | 35 | 45 | 39 | 45 | 23 | 341 | 5.37 |
| Technology equipment (computers, laptops, tablets, scanners, printers, etc.) | 9 | 26 | 33 | 32 | 47 | 39 | 37 | 30 | 29 | 28 | 36 | 346 | 5.66 |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|---|---|---|
| Children | Families | Learning |
| Books | Community classes | Career certifications (a+, network security, etc) |
| shared information | valuable resource | organized |
| Provide enriching activities for young children | Be a safe, quiet place to read and research | Obtains the latest books as well as classics |
| Source of knowledge for the community | Facilitator of literacy and academic excellence | Appropriate for the whole family |
| Resourceful | Informative | Loads of knowledge |
| Inclusive | Digital | |
| Availability | Easy info access | |
| Needs to improve dramatically | Book resources are weak at best | |
| quiet rooms | less students after school being unruly | |
| crafts | computers | community |
| Growth | Study spaces | Inclusive |
| Discovery | Knowledge | Entertainment |
| Stable | Available | Enthusiastic |
| Knowledge | Learning | Empathy |
| Collaborative space | Think | |
| Community | Education | Inclusive |
| Inclusive | Welcoming | Engaging |
| Helpful | Kind | |
| Peaceful | Educational | Equitable |
| Easy to use | Fun for kids and adults | Kind to all |
| Place to escape reality - comfortable | Wide range of genres | Book club / knowledge building programs |
| Inclusion | Bilingual | Technology |
| Tech Resources | Books are windows to the world | Creative |
| Accessible | Convenient | Inclusive |
| Open to all | More online opportunities | |
| Inclusive | Welcoming | Heart of Community |
| Community resource | Technological leadership | Online book resource |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|---|--|
| Helpful | informational | safe place |
| Homeschool Resource | Early Childhood Reading | Love of Reading |
| available | accessible | innovative |
| Community | Inspiration | Education |
| Available for use to all Dentonites | Continued mix of hands-on books (my personal choice) & ebooks | Programs to enlighten and teach and entertain. |
| Family friendly | Safe for all community members | Innovative and inclusive |
| Accessible | Inclusive | Innovative |
| Continue to provide of speech | Equality do not ban classics | No race distrctrimination in books. |
| Provider of books and other materials, especially ebooks and audio books | Serve as a community hub | Offer classes and such |
| Education | Community | |
| free access to information | lifelong learning | support and teaching , for example evaluating quality of information, technology |
| Your current vision statement is excellent. | | |
| Encourages learning | Inspires curiosity | Supports all groups |
| Knowledge for everyone | Constantly changing with the times | Accessible to all |
| Necessary community resource | Information hub | Provides community with access to the world |
| Accessible | Welcoming | Malleable |
| community centered | safe place for all be | making knowledge accessible to all |
| Broad base of knowledge | Community standards | Accessible to all with in reason |
| Democratizing | Educational | Supportive |
| Inclusive... | Educational | Cutting edge |
| Educate | Diverse | Resourceful |
| Family , like home | Space for all ages | Easy to be |
| Accessible | Variety | Great Customer Service |
| Resources | Community | Culture |
| large collection | quiet | |
| Accessible | Broad | Intellectually stimulating |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|---|--|---|
| Helpful | Excellent resource for a variety of community needs | Outreach |
| community | books, ebooks, databases, resources, technology | research assistance |
| Programs to teach how to use resources in library | Reading programs for children | Computer and printer resource for community |
| Meeting space | Children's programs (PK-teens) | |
| Resource | Discovery | Knowledge |
| Programs protect children | Drag queens do not present programs. | |
| Enjoyment | Helpful | Entertaining |
| efficient use of public resources | education and entertainment | serves the community |
| Free internet service | Classes on new library skills for seniors | |
| Educate and choose wholesome, quality literature and programming for kids, teens and adults | Raise the bar for good rather than feeling it necessary to jump on the most recent politically correct fad or bandwagon. I shouldn't be scared to let my kids and grandkids browse their shelves | Treasure good literature, past and present - for sure the latest isn't necessarily the greatest . |
| Efficient | opportunities | kid friendly |
| Equity/diversity | Free access to information | Serving community |
| Innovative | Hands-on | Collective |
| accessible to all | inclusive of all ages and types of people | |
| uncensored | diverse | welcoming to all |
| Inclusive | Open Minded | |
| A provider of inclusive collections, services, and spaces | A hub for the community | An exciting environment that sparks imagination through access to resources and programming |
| Inclusive | Welcoming | |
| Keep on Educating and Entertaining future generations! | | |
| Creative | Accessible | Expansive |
| Public resource of knowledge | Space to educate and empower | |
| A place yo grow our minds | Learning opportunities | My happy place |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|---|--|
| Inclusive | Community | Diversity |
| Provider of information in any form | Repository of important local books and documents | Upholder of public decency |
| Open | Accessible | Useful |
| more LGBTQIA+ programming and materials | handicap accessible | more activities for retired |
| A Primary Knowledge Source for Denton citizens | Invaluable tool to supplement classroom instruction | A Child safe and Family friendly location for Denton |
| Enriches lives | Helps people develop a love of stories, reading, language and words | See the world, see history through books |
| Up to Date | Engaging | Easy to Navigate |
| educates | Accepting | Helpful |
| Entertainment | Joy | Culture |
| inclusivity | diversity | equity |
| Variety of books | | |
| Expanding our horizons | Reading Revolution | Literacy living |
| Holds valuable information | Books help inspire new ideas | Research helps people organize their ideas |
| Well-organized | Friendly staff | Clean |
| Free resources | Public service | Current with technological changes |
| I don't like my vision. I've been enjoying yours for years. Keep up whatever magic you're doing. | | |
| Inclusive | Innovative | Makerspaces |
| Increase sustainability | Community pillar | Literacy |
| Accessible | Technology | Unbiased |
| Capacitation & Training | Educational but entertainment | Networking |
| Accessible | Updated | Uncensored |
| Content provider | Research facility | Information archive |
| Rude | Racist | Fired |
| Community | Inclusion | Growth |
| Technology | Periodicals | |
| Online books for Kindle | | |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|---|---|
| knowledge | dreams | imagination |
| Serving all Denton residents! | Super Service! | Can't find it? Just ask! |
| A Library is a collection of history and knowledge. | Public Libraries help educate people | Libraries create a safe place for kids and bookworms. |
| friendly staff | books, ebooks, audio books | |
| Engaging | Learning | Literacy |
| Intellectual freedom | Equity and diversity | Community support |
| Educational | Comfortable | Quiet |
| Inspiring curiosity | access to a broad range of knowledge | community education |
| Involve and compare with others | Provide patrons to show their expertise to share their strength | Offer youth a challenge over the summer |
| Provides a place for students to study, research, etc. | Provide abundance of books for all age ranges | Book selection should be unbiased and non-political |
| safe place for all (child friendly) | providing wholesome and beautiful content | provide opportunities for skill-sharing |
| Open | Honest | Trustworthy |
| Availability of good information resources | Supporting literacy and education | Offer quiet places for research and study |
| Innovation | Complete | Prepare |
| education | respite | helpful |
| Resource | Helpful | Community |
| Vibrant | Place to be | Cozy |
| Various options for endless learning | A safe haven for creating | |
| Accessible | Family-oriented | Diverse |
| Community/patron-centric | Maintain diverse catalog | Available for all community members |
| A safe place to explore new worlds | | |
| One of the few places left where you can exist without spending money. | Free entertainment and education. | |
| Enrichment for children | Outreach and equity for adults | Services for everyone |
| Updated | Clean | Staffed |
| Education | Enjoyment | |
| A place to explore | A safe haven to retreat and read and let children use their imagination | A place to research and learn |
| accessible to all | cost effective | a place for entertainment |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|---|--|
| Educational | Engaging | Accessible |
| Community gathering | Opportunity | Source of assistance |
| Educational | Imagination | Beneficial |
| Community | Safety | Educational |
| comforting | stimulating | relaxing |
| Cozy | Comfortable spaces for reading | Welcoming |
| Resourceful | Alive | Diverse in Options |
| information | | |
| Books | Available and accessible | Education |
| Digital | Open | Community |
| Community | Information | Education |
| Education | Access | Knowledge |
| Western Civilization | History of Christendom | English Literature |
| Community | Outreach | Benefit |
| Education | Entertainment | Meeting place for groups |
| Community Driven | Accepting | Educational |
| Support patron growth and development | Learning Environment | Foster creativity |
| community-based | community-driven | safe |
| Community | Engaging | Supportive |
| Author visits | Outreach | Variety, quality, and quantity of materials |
| Public education | Meeting Place | Positive Alternative |
| Facilitates reading for all ages | preserves history and truth | affordable entertainment & educational resources |
| user friendly | well funded | full of books, program, and people |
| community resource | lifelong learning | |
| Community | Learning | Families |
| Educational | Resource | Community |
| excellent community resource | well staffed | sanctuary |
| a welcoming center offering literary work (e-books, audios, movies) to our community | bringing our community opportunity to grow, educate, enjoy literary elements: literature and online resources | an opportunity to fuel the love of learning for all ages through books, media, classes |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|---|---|---|
| Available | Meeting community needs | Accessible |
| Inclusive | Helpful | The hub of the community |
| Non-traditional | Welcoming and save | Continue helping with connectivity as this changes with new technology. |
| Welcoming | Defenders of information | Diversity of resources |
| Family oriented | Learning | Growth |
| Information | Literature | Entertainment |
| A place people can go to read in peace that also has oppurtunities to meet fellow book lovers | Events and/or activities that are more inclusive (i.e., not just 11-17 year olds) | Advances not only literacy, but a love for it. |
| Non Political | No Controversy | No Activism pushing cultural bias |
| Educational | Safe space | Making reading accessible to all |
| A resource for information | Fun learning experience for kids | Protects children from sexualitition |
| accessible | inviting | inclusive |
| Educates | Meets the needs of the times | Dependable |
| innovative and forward thinking | welcoming to all | protect my right to access information |
| Inclusive | Welcoming | Advances Literacy |
| Accessible 24/7 | Modern | More than just books |
| Access to literature | Support reading for pleasure | Diverse and open to everyone |
| Continue to be MY library | It's a happening place! | Great place to gather and meet friends. |
| Community | Informational | Accessible |
| Informative | Gathering | Safe |
| Inclusive | Innovative | Responsive to community needs |
| Diversity | Current resources | Access to all |
| educational | fun | practical |
| inclusive | diverse texts and people | responsive to an evolving world and community |
| Keep up the good work! | | |
| Community hub | Maker space | Lending Space |
| Lifelong learning | Heart of the community | Opportunity for all |
| uplifting | calm and relaxing | helpful |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|---|---|
| Engagement | Education | Outreach |
| New publications/new books | Friendly atmosphere/ clean restrooms | Friendly staff |
| A well of accessible knowledge for the community | A safe space for growth for all ages and abilities | An encouraging atmosphere for advancement programs |
| Safe and inclusive community space | Resource for information and learning | |
| Homeschool support | Educational events | Hobbies/classes/activities for parents while providing childcare |
| All ages | Easy access | Resources |
| Education | Community | Connection |
| community | easily accessible | something for everyone |
| accessible | inclusive | visible in the community |
| Access | Availability | Freedom |
| Education for all | Access for all | Community sharing |
| Inclusive | Open | Welcome |
| Relevant | Accessable | User friendly |
| access | programs | selection |
| serves the community | keeps in mind the needs of the low or no income community also so it keeps books and dvds and magazines and cds etc | looks toward the future; keeps expanding the technology they have and having training classes in it offered every month |
| safe place | service | encouraging |
| Literacy | Hope | Adventure |
| Kid friendly-which it is | Reading program for each season. My kids love the summer program. | |
| Free services | Building community | Educational entertainment (including books!) |
| Family-friendly | Safe | Creative |
| accessible | developmental | extended learning opportunities |
| Diversity that reflects the community both on staff and in materials and programming | Equity of access | Inclusivity for all who visit no matter their status in society |
| Accessible, helpful, safe | Books, education, resources | Quiet, peaceful |
| community resource of knowledge | a place to gather | a place for children |
| Community | Resource | Service |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|-------------------------------------|---|--|
| Multiple media types for public use | | |
| New books | New classes | |
| Growth | You can go anywhere through books | Education and imagination never end |
| Improve e books availability | | |
| Available | Technology oriented | Resource |
| Accessible | Up to date | Good selection |
| Inclusive | Available | Community gathering |
| welcoming | pursuing truth and knowledge | fellowship |
| Books and resources for everyone | Keeping Denton literate | Reading blesses all |
| Educates freely | Connects all kinds | Resources abound! |
| Education | Community Engagement | Common place to explore interests |
| Unity | Freedom | Partnership |
| Access | Learn | Inspire |
| Community events for all ages | Provide learning opportunities | Involvement |
| innovative | inclusive | relevant |
| Center for resources | Tranquil | Accessable |
| Provides services for the public | Offers unique and exciting options (such as board games for rent, date night bundles, seed library, etc.) | |
| Community involvement | Family friendly | Welcoming |
| Safe space for all | Community hub | Knowledge center |
| Holds are so helpful | Books I need | |
| Informative | Entertaining | Inclusive |
| Making knowledge available | Providing resources | Bring community together |
| Forward thinking | User friendly | Programs for kids |
| innovative | creativity | imagination |
| inform | serve | |
| Attractive to children | Family oriented | Not so quiet |
| Technology | Hoopla | Study space |
| Accessibility for all citizens | Wide variety of content: programs, materials, classes | Expansion of knowledge to show what libraries offer the public |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|---|---|
| Forward-thinking | Inclusive | Engaging |
| Innovative services and programs | Engaging the community where they are | |
| encourage | inspire | promote |
| Open to all people, cultures, and ideas | A place to relax, refuel, reset and learn | Flexible enough to change with the needs of the community |
| access to computers/internet | children's books/children's corner | |
| community | knowledge/ lifelong learning | |
| Innovative | More selection of books and magazines | Modern, beautiful, and updated |
| Connect people to information | Ideas | Experiences |
| Diverse and Inclusive in content and patronage | Accessible (physical, technological) | Versatile in community uses |
| Innovative | Valuable | Community engagement |
| Educates | Sanctuary | Challenges |
| serves the community | future-based | values the past |
| Engaging | Active | Helpful |
| Diverse | Inclusive | Comprehensive |
| Don't ban books | | |
| Inclusive | Educational | Technologically up to date |
| more than books | resources | adapting to a changing world |
| Reading | Learning | Sharing |
| Safe place | Community | Learning |
| free access to materials | children's programs | education |
| Equitable | Knowledge | Free range |
| source for connecting | resource for old and new books | |
| No woke activities | | |
| Learning space | Safe space | Community space |
| More physical books | Continue ease of access | Engaging community though books and activities |
| Literacy | Knowledge | Escape |
| Accessible | Comprehensive | Available |
| available for all | welcoming | lots of books |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|--|--|---|
| advances literacy | welcoming | easy to find books |
| Ensuring children grow to be book lovers | Books opening the doors to endless information and possibilities | Finding a place to learn, grow, and read |
| Fun space for kids | Accessible | Enjoyable |
| relevant | current | |
| More Interactive activities | Inclusive of adults, teens and children | Many educational resources |
| has material for EVERYONE | provide services to the WHOLE community | has printed books, e books, internet access, meeting rooms |
| Provide books for reading | Provide classes | Provide author visits |
| access for all | separate from state and church (not political or religious) | |
| A place where you can hold a story in your hand. and be involved. | Where people can help you find information on any subject and guide you to what you may really want. | Allows you to relax and peruse books and ask a human for help and knowledge |
| Diversity | Inclusion | Connection |
| Provide materials and help to the community. | | |
| a place for all | access to information | programs for all |
| free and equal access to diverse information in all forms and assistance in accessing that information | promotion of literacy | maintenance of intellectual freedom |
| Inclusive | Diverse | Informative |
| Inclusive of all ages/people | Welcoming and relevant | Informative and knowledgeable about resources |
| Information | Access | Community |
| Knowledge | Peace | Calm |
| Open | Welcoming | Friendly |
| Literature & Resource Provider | Creative & cultural development | Safe space to meet, learn, & study |
| providing knowledge and learning resources | embracing and sharing new technology | increased community outreach |
| Access to information | views of worlds from the comfort of the library or home | Escape, learn and relax |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|---|---|--|
| No censorship dictated by a particular part of community | Continue select books that reflect this country's history. | Continue to select books that reflect reflect the persons and conditions in our country. Do not be influenced by right extremist book banning. An educated population one need to know many sides of reality and learn to make decisions on there own. |
| Advance litereracy/Scholarly works | Useful and helpful services (eg Makerspace) | Community hub |
| Access | Information | Welcoming |
| Literature/Electronic Media is current year | Vast selection | Accessible, drive-thru extended hours and also at other locations |
| Banned books section | Last line of defense before history repeats | Valuable |
| inclusive | accessible | welcoming |
| availability | responsiveness | positive culture |
| Develop literacy foundations | empower minds | accessibility |
| Promotes democracy and social justice | Inclusive and welcoming and incorporates DEI | Expand access to resources |
| Access | Resource | Education |
| welcoming | Inclusive | comprehensive |
| Consistent | Convenient | Multipurpose |
| Inclusive | inspires learning and creativity | Provide resources for marginalized groups |
| keep books alive | offer print media | a place for learning and exploring |
| Accessible | Responsive | Diverse |
| Growth | | |
| A resource for the community through books, reference materials and online access | A variety of materials representing multiple points of view | |
| Educate | Enlighten | Enrichment |
| education | entertainment | community space |
| Inclusive activities for people with disabilities | So many new books I have never seen | Helpful librarians |
| Community resource | Learning center | |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|---|---|----------------------------|
| inclusive | available | trusted |
| Community | Education | Literacy |
| Be kind | Be encouraging | Be thoughtful |
| innovative services | engaging activities | inclusive |
| Welcoming | Convenient | Community |
| Community driven | Diverse | Events |
| Learning | Community | Free |
| family-friendly | events | community building |
| Access | Community | Learning |
| Peaceful | Bright | |
| Neutral | Unbiased | Not woke |
| Community building | Media resource | Safe space |
| safe space | freedom | learning |
| Build community through books | Activities | Place for youth to explore |
| Convenient | Safe | Enriching |
| Good resource for information | Not political | No cultural agenda |
| Quality literature | Compassionate Service | Resource center |
| Providing resources for all people of Denton | | |
| Knowledge | | |
| drive-thru pickup | digital audiobooks | children's programs |
| Relevant | Inclusive | Innovative |
| information | access | |
| Provide access to resources (internet, meeting spaces, air conditioning, play area, events) | Nurture enjoyment of reading (through diverse representation, audio/large print books, summer reading programs, and a carefully curated collection) | |
| community | inclusion | progress |
| Free | Accessible | Resources |
| Variety | Encouraging | Dependable |
| Access | Enrichment | Education |
| Encourages literacy through a lifetime | Community partner | |

Q2. Vision identifies what the library should aspire to be and provides direction and a sense of purpose for what the library does. What words or phrases best describe your vision for the Denton Public Library?

| Word or phrase #1 | Word or phrase #2 | Word or phrase #3 |
|-------------------|----------------------|--------------------------------------|
| Welcoming to all | Learning space | Resource filled |
| Welcoming | Diversity | Variety |
| Safe space | Fun | Engaging with all areas of community |
| Inclusive | Not censored | Free |
| Awesome resources | Encourages curiosity | Creates community |
| Inclusive | Exciting | Connected |
| Impactful | Accessible | Inclusive and diverse |
| Resource | Innovative | Online booking of meeting rooms |
| Inclusive | Safe and civil | |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|--|
| Activities | Arts & crafts | Storytime |
| Diversity | Community | Kindness |
| availability (hard copy or electronic) | variety of resources | funds spent on long-term assets |
| Education | Knowledgeable | Community |
| Avid stewards of information | Unceasing pursuit of knowledge | Rigidly dispassionate |
| Inclusive | Adaptability | Knowledgeable |
| Accessible | Welcoming | |
| Don't know | | |
| Having books that appeal to the general public | | |
| silence | areas of noise noted at the front | |
| privacy | | |
| Equality | Excellence | Integrity |
| Accessability | Availability | Calm |
| Community: A library serves the community. | Education: A library provides educational resources and opportunities for learning. | Connection: Libraries provide connection between the past and the future, and through generations. |
| Active in community | Clean, safe environment | Happy to serve |
| Diversity | Engagement | Opportunity |
| Serve the community | | |
| Accessability | Ease of use | Updated information |
| Accessability | Inclusivity | Community Building |
| Information | Learning | Community Resources |
| Offering a broad array of resources, appealing to multiple groups | Forward minded, digital resources | Community focused, over value-add in person events |
| Books | Children's activities | Flexible play/work spaces for children/adults |
| Affordable | Accessible | Practical |
| Diverse | Accessible | Relevant |
| Quiet | Respect | Watchful |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|--|
| Accessible to people of all backgrounds and resources | Available when people want to use it | Encourage inclusion and diversity by offering events about/classes taught by marginalized communities. Ex: drag queen reading hour |
| Free services | No censorship | |
| Support for Intellectual Freedom | Support for Diversity and Inclusion for ALL | Support for Lifelong Learning |
| Equality of access | Freedom from bias | Forward thinking |
| resources | able to use more than one library | number of books checked out at one time |
| Space for Children | Love for Reading | Foreign Language Practice |
| in library reading materials like magazines, newspapers, etc | a place for reflection, so a place that is quiet | community space |
| Connection | Personal Growth | Cultural awareness |
| Accessible | Inclusive | New things to offer |
| Inclusive | Accessible | Community |
| More Christian authors | Policies that do give way to opinionated politics | Honesty |
| Integrity | Openness | |
| Ease of Access | Freedom to choose | Wide variety |
| access to and freedom of information | inclusion of users and materials | that it is public and accessible to all |
| Current values statement is good but add descriptive words for simple nouns like "service." | Regarding mission statement on current graphic: Can you somehow include "expands horizons"? | |
| Acceptance | Encouragement | Support |
| Diversity | The public good | Knowledge |
| Freedom to access information | Free to the community | Allowing for diversity, access, and inclusion for the community |
| Available to all citizens | Willing to change as technology changes | Gets children excited from an early age |
| available to all | non discriminatory | of service |
| Freedom of ideas | Protect children from "adult" subjects | Respect parental supervision of children |
| Knowledge | Progressive | Historical |
| Eh | Eh | Eh |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|--|
| Open mindedness | Welcoming | Curiosity-inspiring |
| Children's life | Community | Non political |
| Appropriate materials that meet community standards | Family Friendly | Educational outreach |
| Access | Democracy | Open |
| freedom to read | | |
| Integrity | Broad focus | Truthful |
| Accessibility | Knowledge | Helpful |
| access | lifelong learning | intellectual freedom |
| Inspiring reading | Easy of using resources | Making library a comfortable and fun experience. |
| Circulation options | Branch location | Inclusivess |
| Helpful | | |
| Traditional values are important. | Others' values should also be represented. | |
| Current books | Available technology | Children progrsms |
| intellectual freedom | diversity and inclusion | access |
| Free reading | Free books for children | |
| Wholesome | Well written and beautifully illustrated literature especially for kids and teens - lots of classics (both writers and illustrators) can be dumped in favor of poorly written and illustrated fads. | Safety in the values my kids and grandkids are exposed to. |
| Honesty | Fairness | frankness |
| Access | Social inclusion | Supportive |
| Openness | Opportunity | Priority |
| inclusivity | accessibility | Foster a love of learning in the community |
| uncensored | diverse | welcoming to all |
| Inclusive | Educational | |
| safety (emotional and physical) | inclusiveness | curiosity |
| Open mindedness | Diversity | Inclusivity |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|---|
| Education for everyone is the greatest value a public Library can contribute to the public. | | |
| As much breadth of offerings as possible | Helpful in finding things | Welcoming to all in the community |
| Knowledgeable staff and resources | Encouragement of learning | Access to all |
| Knowledge | Creativity | Curiosity |
| Inclusive of all members | Encourages community to gather | Having a diverse selection of books |
| Support moral values | Provision of knowledge | |
| free access to all | security / free of fear | creativity |
| Rigid commitment to high literary and academic excellence | Dedicated to continuing education | Staunchly apolitical |
| Provide information | Resource center | Can be a center for learning things out of the mainstream |
| Relevant | Open to All | Freedom of Speech & Ideas |
| Culture | Entertainment | Comfort |
| Accessibility (example: no fines)(diverse books) | intellectual freedom! | interaction with community (customer service) |
| Free books to borrow | Availability to all | Teaching life long love of reading |
| Convenience | Wide range of resources | Having a quiet place to generate ideas |
| Inclusivity | Activities | New product |
| Service | Innovation | Creativity |
| Freedom | Liberty | Inclusive |
| Curiosity | Racial reconciliation | Transformation |
| Public access to books and services | Public access to knowledge | Community sustainability |
| Unbiased | Freedom | Professionalism |
| Respect | Silence | Happiness |
| Uncensored | Unlimited | Updated |
| Content depth and breadth | Content availability and accessibility | Provider of unique and historical information |
| Show up for work | Not bragging about not showing for work | My neighbor's daughter is a lazy librarian. |
| Community | Inclusion | Growth |
| Partnership | | |
| Online books for Kindle | | |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|--|--|--|
| Safety | Diverse selection | Friendliness |
| Easy access. | Good variety of topics and programs. | Easy organization. |
| Broad selections | Collections as old as time | Collections from every where |
| friendly staff | clean surroundings | |
| Family friendly | No persuasive agenda other than literacy | Not a space for promoting ideology like Trans lifestyle |
| Intellectual freedom | Equity and diversity | Combating disinformation |
| Welcoming | Transparency | Integrity |
| Convenient location | Helpful employees | Mini seminars |
| inclusivity | diversity | access |
| Be ready and willing to support this library | Share the talent for those who excel or create new ideas | Offer presentations that youth care about and are involved |
| Christian | Parents should guide children in book selections | Pornography should not be available at all! |
| wholesome--a place I feel comfortable bringing my children | age appropriate content in the appropriate areas | beautiful, life enriching content available. |
| Integrity | Honesty | Clear Vision |
| Accessibility | Freedom of information | Foster personal and educational growth |
| Caring | Fun | Resourceful |
| Family friendly | Educational | Welcoming |
| Availability | Assistance | Clarity |
| Safe Space | low fees | printer |
| Communication | Organization | Accessibility |
| Family-oriented | Diversity | Compassionate |
| Diversity | Inclusiveness | Transparency |
| Friendly | | |
| feeling welcome | accessibility | |
| Literacy for all | Community outreach | Common, public space |
| Currant | Organized | Clean |
| Providing access to books for all | Helping educate the community | |
| Kindness | Respect | Love |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|--|--|--|
| access to all books and for my children | non discriminatory | |
| Up to date | Service to all | |
| Apolitical-not divisive | Wise spending | Inclusive of special needs |
| Access to knowledge | Access to resources not easily found by the average person | Sense of history |
| quiet | accessability | variety |
| Accessibility | Community-oriented | Efficiency |
| Freedom | Knowledge | Public |
| community opportunities | | |
| Open to all | Material not limited to one point of view | |
| Accessible | Availability | |
| Access | Education | Community |
| Honesty | Integrity | Caring |
| God | Family | Texas |
| Togetherness | Knowledge | Caring |
| Impartial material selection | Inclusion of various groups meeting | Diverse subjects for classes |
| Exploration | Understanding | Community |
| Readily accessible to the community | Community involvement (through outreach and activities) | Foster personal growth through learning |
| Education | Community | Accessible |
| Supportive | Comfortable | Well-versed |
| Encouragement of reading | Reading skills help, literacy | Joy of books |
| Integrity | Non-biased | Dependability |
| that it not have any political leaning or agenda | offers a wide variety of resources and opinions | free resources, especially for those of lower income |
| being welcoming | encouraging curiosity and learning | building community |
| not political | open to all | |
| Children activities | Family events | Community gathering space |
| Educational | Resource | Community |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|--|
| Open as many hours as possible, especially evenings and weekends for working people and school children | Good flow of new books and well stocked shelves for all ages | Access to libraries statewide including universities through inter-library loan system |
| safety | customer service (willingness to help) | accessibility for disabled (curbside service) |
| Transparency | Dependability | Respect |
| Service oriented | | |
| Accessible to all types of people | Respect felt needs | Protect and build feelings of personal dignity |
| Access to books | Collection development and growth | Freedom of information |
| Literature | Knowledge | Community |
| Access for all | Intellectual freedom | Kind, helpful and efficient staff (customer service) |
| no cultural activism | non controversial on cultural issues | just book programs |
| Reading accessible to everyone | A place where all ideas are allowed and heard | A community educational hub |
| Clean, quite, safe | Not promoting sexualization of children through transgender story times | Quality, well written bookd |
| accessible | inviting | inclusive |
| Access to knowledge | Access to art | Access to escape |
| diversity | inclusion | customer service |
| Accessibility | Safety | Nonjudgmental |
| Welcoming to all | Excellence in research | Available |
| Fighting censorship | Diverse reading material | Welcoming to everyone |
| Noteworthy information | Accessible to all | A welcoming atmosphere |
| Book collection well rounded | Highly rated reference materials | Audio and digital books available |
| Knowledge | Kindness | Happiness |
| Inclusivity | | |
| Serve community as whole | Provide for community needs | Ask community to define value #1 and #2 |
| welcoming | safe | comfortable |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|--|---|---|
| welcoming atmosphere and comfort | texts that cover a range of experiences, identities, and communities | That the library be a community space and reflects the needs of its patron. The fact that the library has suspended late fees, offers cooling stations during the hottest months of the year, and has been supportive of LGBTQIA+ peoples means a lot |
| Good service | Few books on 'fad' subjects. Fads fade fast. | Reading program s for children |
| Programs | Outreach | Diverse books |
| Inclusion/Accessibility | Intellectual Freedom | Innovation |
| have good solid books | | |
| Programs | Childrens activities | Book selection for children |
| convenient parking | access to recent publications | current technology |
| Equal access for all | Equity literacy programs | safe and clean environment |
| Equal opportunity learning | Inclusion | Parent support |
| Love of learning | A wide range of ideas | Access for all people |
| Valuing Diversity | Open to All | Accessibility |
| diversity | flexibility | bridge to knowledge |
| Access to all to the library and its resources | Availability through ILL and the Internet to resources worldwide | Freedom (no banned books) |
| Accessibility | Lifelong learning | Intellectual freedom |
| Equity | Education | Improvement |
| friendly--welcomes everyone | integrity--deals with everyone equally and with kindness and fairness | knowledgeable--keeps training so they can help the patrons |
| accessibility | education | protecting intellectual freedom |
| Honesty | Integrity | Empathy |
| Kid friendly | Teen friendly | |
| Right to access information/resources | Making connections in the community | Preservation and presentation of local history |
| Family-friendly | Safe | Wholesome |
| Inclusive | Community | Learning |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|--|--|---|
| representation | open access to materials | being unbiased in its collection |
| Diversity | Equity | Inclusivity |
| Books solid and touchable | Media accessibility | Open and available most days and hours |
| education and lifelong learning | service | community unity |
| Free | Resource | Community |
| I don't know | | |
| Good books | Clean | Kind staff |
| All a welcome | Services are free | Employees are valued |
| Accessible and hours | | |
| Safety | Equality | All-inclusive |
| Accessible | Good hours | Good selection |
| Access to knowledge | Inclusivity | Effective use of resources |
| quality | community | safety |
| Wide variety | Caring | Meeting community needs |
| Community | A desire to build literacy of all sorts/skills | Knowledge |
| Open to all | Kindness | Safe place |
| Ability to learn | Ability to communicate needs | Ability to listen and see community support |
| Community | Teaching | Providing |
| equity | service | collaborative |
| Service | Community | Guidance |
| Variety | Diverse | Fun |
| Safety | Quiet | Community conversation |
| Access to knowledge without censorship | Diversity of thought | Peaceful place of learning |
| Honesty | Availability of books | Times open that reach most people |
| Accessible | Friendly | Provides variety of resources |
| Informative | Not afraid to try new things | Helpful for older people |
| Equal access | Service to the Public | Learning |
| equality | integrity | community |
| Christianity | Open to large, noisy families | Homeschooling activities for families |
| Leisure books | Educational materials | Spanish |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|-------------------------------------|---|
| Education - DPL has a multitude of excellent programs | Safe space for all ages | Variety of amenities and materials |
| Inclusion | Accessibility | Diversity |
| Diversity of collection | Customer service | Diversity of programming |
| availability | community programs | resources |
| Diversity | Caring | Supportive |
| Appropriate content in Children's area | Cleanliness | Friendliness |
| access for all | not censored | |
| Free access to information. A world of knowledge | Inclusion, classes, services | Community |
| Access | Education and life long learning | Service |
| Inclusive | Accessible | Adaptable |
| That is welcoming | That offers books, online resources | Literacy access |
| Safety | Acceptance | Hospitality |
| integrity | kindness | friendly |
| Friendly Customer Service | Helpful Customer Service | Respectful and helpful staff |
| Accommodating | Cooperative | Knowledgeable |
| Books for all ages | After school reading programs | |
| No Censorship | Encourage pursuit of knowledge | Support the young and old |
| inclusivity | accessibility | safety |
| Community first | Encourage reading | Maximize public access |
| Have educational opportunities | Accepting of all people | Create a place for patrons to build community |
| variety in materials available | free access | |
| Vision | Community | |
| diversity of authors and content | service | |
| Nothing woke | | |
| Safety | Cleanliness | Usability |
| Truth | Service to all not the few | Intellectual freedom |
| Virtual | Convenient | Abundance |
| wide variety of books | helpful workers | |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|--|--|---|
| books | literacy | access for all |
| Inclusive | Friendly | Helpful |
| Safety | | |
| service-oriented | | |
| Inclusiveness | Kindness more listening less bossiness | Activities that are enjoyable for the community |
| trustworthy. | honesty | courage to present all sides |
| to be neutral in the affairs of the world | to be a safe place | |
| Helpful staff. | Wide variety of subjects in books and enough volumes newly coming in | Where you can meet other people and see the children learning to appreciate book. |
| Free access | Welcoming environment | Helpful staff |
| Honesty and caring for books as well as borrowers | | |
| open access | inclusive | diverse |
| intellectual freedom | diversity | community |
| Diverse/accepting | Resourcefulness | |
| Love of learning | Availability of knowledge/information | Safe space/community inclusive |
| Openness | Helpfulness | Accessibility |
| Friendly people | Helpful | |
| Open to all | Creative | Community based |
| free educational resources | Build communities with purpose | Help to increase economy |
| Inclusion | Equity | Free access to information |
| welcoming to all | expanding knowledge and understanding in the community | |
| Access for all | freedom of information | access to all perspectives |
| Libraries contribute to the education of a society | That a library I'd not a party to book banking. | A place where young children begin there educational experience |
| Equality/Freedom of speech | Availability to residents | Stewardship of knowledge |
| Access | Diversity | Education |
| Current Materials at Local Library | Ethnic Diversity books/media | Accessible for those with disabilities, more formats and more audible |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|--|
| Education | Broadening horizons | Daring to be a place that holds the government accountable |
| respect for diversity | free exchange of information and skills | community |
| customer service | improving collections of books | |
| Diversity | Lifelong learning | Sustainability |
| Promotes democracy and social justice | Equity, equality, inclusive | Open and welcoming. Search for knowledge |
| Freedom | Equity | Community |
| Neutrality | Critical thinking | Moderate |
| Diversity and inclusiveness | Creativity and Learning | Community |
| independence | broad spectrum | neutral |
| Inclusiveness | Variety | Responsive |
| Truth (ex. history) | Morality | |
| Trust | | |
| No censorship | Multicultural points of view | |
| equal access | lifelong learning | community building |
| Being inclusive and welcoming for all people including adults with disabilities | Reading new books and finding new favorites | Having librarians who are ready to help people find what they need |
| Inclusive | Diverse | Welcoming |
| trust | availability | current |
| Diversity | Access | Quality |
| Cleanliness | Understanding | Encouraging |
| intellectual freedom | access to all | customer service |
| Inclusivity | Community | Joy |
| Safe | Diverse | |
| Helpful | Welcoming | Peaceful |
| fairness | welcoming | diversity |
| Access to materials | Respect and inclusiveness for patrons | Community programs |
| Kindness | Helpful | Effective |
| Don't take a political stance | Value reading | Classic books like roll of thunder hear my cry |

Q3. Values are the important principles that drive the library and clarify what is important for the library. What values are most important to you in a public library?

| Value #1 | Value #2 | Value #3 |
|---|---|--|
| Freedom of speech | Privacy | Diversity |
| public service | non-biased information resources | access for all |
| Community | Access | Safe place |
| Kindness | Cleanliness | Service |
| Neutrality | | |
| Discerning | Considerate | Accessible |
| Truth | Goodness | Beauty |
| Transparency | Honesty | Age appropriateness |
| resourcefulness | service | diversity |
| Fair | Apolitical | Independent |
| neutrality | | |
| Access | Community | Enjoyment |
| library as a meeting place | computer literacy | lifelong learning |
| Willingness to help access information | No censorship | Forward-thinking |
| Having access to a large variety of materials | Programs encouraging literacy in all ages | Unique resources that might be unavailable elsewhere |
| Access | Enrichment | Education |
| Resource for the community | Partner with schools | |
| Equality | Opportunity | Welcoming |
| Friendliness | Kindness | Open mindedness |
| Acceptance | Education | Sustainability |
| Interesting | Inclusive | Free |
| Inclusion | Education | Creativity |
| privacy | inclusivity | diversity |
| Access | Empathy | Education |
| Extensive book collection | Safe, wholesome environment | Abundant online resources |
| Respect | Family oriented | Safe |

| Q5. What new or expanded services would you like to see at the Library? |
|---|
| Responses |
| More childrens activities, story times, learning and play. |
| Career certification classes. IT certifications come to mind. |
| A few weeks ago I returned books to the library and there was a giveaway of magazines. Really enjoyed viewing the magazines available, and took about 8 to keep that included patterns for quilts. Surprised at the opportunity, appreciated what I could keep - big selection of magazines available. I also enjoy the music cd's but have not been checking out many to enjoy in my car. |
| More storytimes for children (one or two extra days a week) |
| <p>More promotion of the resources available to patrons should be considered. Many resources (i.e. online audiobook repositories (CloudLibrary), the quarterly friends book sales, etc.) only cam to my attention thanks to my awareness of similar programs at other library systems, helpful suggestions by library staff or sheer accident. The quarterly magazines sent by the city as well as the community fliers included in the electric bills may be two possible venues.</p> <p>The library vision should mandate a library system which is family friendly and suitable for kids of all ages. Library staff are to be commended for the overall family friendly atmosphere of the library and library functions. Pressure from entities such as the American Library Association, National education Association, and Southern Poverty Law Center to abandon this stance (i.e. by actively presenting NSFW content and adult themes to young children) is only increasing. I anticipate the recent changes to Denton's civil rights code (aka Denton's non-discrimination ordinance) will be used by these organizations and others to further pressure library staff. Determining valid countermeasures to such efforts so Denton public libraries continue to remain family friendly is strongly advised.</p> <p>In person tutoring/supplemental instruction or summer bridge activities should be considered to existing on-line tutoring opportunities at the library. Roughly half of DISD students are not-proficient in reading and mathematics. Such programming provides an additional resource for parents and students who are concerned about academic performance. Further, an in-person experience may be a superior choice for some individuals. For example, body language and non-verbal cues are a wealth of information to competent tutors. With video disabled on online platforms, a tutor cannot utilize these items which is quite problematic with taciturn students. I have only seen computer literacy and reading activities currently offered at the library. If in-person tutoring is currently available, this needs to be promoted. There may also be opportunities for collaborations with DISD or both universities in this area.</p> <p>If the words "diversity", "inclusion" and "equity" are to be used in library vision documents, they need to be clearly defined. "diversity", "inclusion" and "equity" have been reduced to mere buzzwords to provide cover for items ranging from the inane (i.e. promotional posters featuring exclusively individuals of non-European descent) to the problematic (i.e. race quotas in hiring or the blacks-only housing seen in many universities)</p> |
| More online catalog and access to information like laws |
| None |
| Expanded availability of books. For examples: more classic novels and historical novels. |
| quiet rooms listed at front |

| Q5. What new or expanded services would you like to see at the Library? |
|---|
| Responses |
| 3d printers |
| Access to online newspapers like the New York Times, Washington Post, etc. |
| I would love to see more study spaces! |
| Increased Hoopla funding. |
| Love the staff; always pleasant, knowledgeable and eager to help. Thank you. |
| Continue the VITAL work you are doing |
| More engagement events |
| Continue to expand digital offerings. Hoopla and cloudLibrary are excellent resources. Potentially tool or equipment lending but I fear those would be very easily damaged. |
| The southeast/southern section of Denton near the 288/Mayhill proximity to shady shores does not have close access to a library. I would love to see an expanded location. Would also love to see stand alone book return depository in areas of town where access to a library is limited and visiting the library is a "weekend" activity. |
| A cafe! |
| Libby connectivity |
| Tutoring |
| Welcome to the U. S.; Tech classes; |
| More classes for younger adults. |
| More online ebooks; advanced notice for library card renewal; access to all books in a series. |
| More electronic books |
| nothing at this time |
| More homeschool books |
| I'd like to see more international focused programs that celebrate the diversity of people who are coming to settle in Denton. The Chinese New Year activity that you all put on a few years back. I would like to see more programming that is for all ages not just for the below 11 year old crowd. Why not bring in performers, singers, artists, and writers from the community to showcase their creative pursuits in programs? I would also like to see a book talk that is thematic so that a theme like new scientific discoveries could be a possible organizing category. Another idea is food ways across cultures and this would allow you all to reach out to TWU and UNT professors and the librarians there as both have cookbooks, historians of food, and an international student body that could be brought to the library. |
| I would love more classes for adults! A book club, dungeons and dragons, or anything where I can meet new friends. |

| Q5. What new or expanded services would you like to see at the Library? |
|---|
| Responses |
| At my stage in life and for my use, the library is perfect. I can get my books online and pick them up at my leisure within a week oh, I get to keep them 3 weeks or more if no one is waiting, and they automatically renew. For me the library is about the books and reading but I know for many others it's many other things. I don't have any suggestions for extended services because but, for me, this library is perfect! |
| More awareness of new materials (esp. new books!) |
| I often find the adult events fill up very quickly and am unable to attend. I would like larger classes or multiple classes offered for many of the events. They are often very cool but hard to snag a spot in. My child is approaching school age but I remember finding preschool events that were only offered during working hours, excluding families with working parents. |
| More services for low vision individuals |
| More ebooks and e-audio books |
| YOU DON'T HAVE TO BE EVERYTHING TO ALL PEOPLE. JUST DO WHAT YOU DO BEST |
| ? don't know, seems the maker space is a new way to maybe provide infrastructure and teaching to a broader range of people in the community regardless of income. I just value the public library so much, but am not aware what would be new approaches to make it even more relevant as I suspect people read less. I feel like information literacy is so important,.. having a space for collaboration. |

Q5. What new or expanded services would you like to see at the Library?

Responses

I jotted down some thoughts before even opening the survey. Below is what I wrote. I don't know if there's anything below that would be new or expanded. INPUT ON DPL'S STRATEGIC PLAN GOING FORWARD, DR. STEPHEN SOURIS, 28 SEPTEMBER 2022, SSouris2002@yahoo.com. No criticism of current DPL practices is implied in anything I've written below. I'm just taking this opportunity to share some deeply held convictions. I want to encourage DPL to continue to be committed to a robust diversity of materials and programs representative of our community, our nation, and the world in which we live. Acknowledging and somehow accommodating the (more or less) reasonable concerns of some people should not translate into the disappearance of materials and the canceling of programs just to satisfy the views of a minority of citizens.

The yellow circle with the title "Strengthen Community" on the current one-page strategic plan graphic states: "Recognize and Respect Diversity." I would like to see the library and our society move beyond mere recognition of and respect for different opinions and ways of life. Merely recognizing and respecting is a kind of "live and let live" policy. In other words, "You do your thing and I'll do my thing and we'll agree to disagree and leave each other alone." Instead, I'd like to see an eager, enthusiastic openness towards diversity where we as a society (and library) find ways to engage with otherness, not just acknowledge its existence. Engagement doesn't necessarily mean conversion. I can engage with someone who has views opposite to mine and come away from the encounter more convinced and articulate about my own original viewpoint because of the encounter. Or I can decide to modify some or all of my views because of the productive interaction. This of course applies to opportunities for discussion on diverse issues at the library as well as opportunities to encounter diverse materials. So, to return to the yellow circle on the graphic, instead of "Recognize and Respect Diversity," how about "Recognize, Respect, and Engage with Diversity"?

For allegedly problematic works of literature, I recommend comprehensive labeling in some manner for those who want to be warned in advance about content--but without succumbing to the demands of some who want materials banned. I'm concerned that what's going on in school libraries may come to public libraries next. Patrons (especially parents) might want to know that Toni Morrison's novel *The Bluest Eye* includes a graphic rape scene involving a father and his daughter. The novel is an extraordinary work of literature, but people have a right to know what they will encounter when they read it. Samuel Clemens' *Huck Finn* does indeed include the N-word, and patrons might want to be alerted, but a useful, productive discussion can be had about the inclusion of that word in the novel. Rudolfo Anaya's *Bless Me, Ultima* includes a description of curanderismo (Mexican-American folk healing) and some might want to know about that before reading it, but encountering a different world view can expand one's horizons without necessarily changing the values one had before reading the novel. (A student of mine told me her religion did not allow her to read the novel because it had content that was contrary to her religion.)

For the next Strategic Plan, I suggest making the full-length, text-based version available to the public along with the one-page graphic. (Currently, I only see the one-page graphic online.) As for #6 below, I would not want to be on the committee that has to create such a ranking. They're all very important! Thank you for the opportunity to provide input on the development of the next Strategic Plan!

Expand services in The Forge and increase staff.

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| "Library of Things" such as cake pans, small tools, bicycle repair kits, etc |
| More access to online materials. Would love to see more classes on crafting. Would like the library to promote voter registration more overtly, particularly with the amount of youth using library services |
| I am satisfied with the services I am currently using. |
| More equipment at the maker spaces "the factory". Courses on how to use the software needed to run the equipment. More classes for crafts and STEM projects. Book clubs for children. |
| Don't know. |
| Cozier reading nooks |
| in are all locked down to "teens only" which is quite the ignorant view on which populations like video games. |
| I haven't visited the north branch yet, but are the 3D printers PLA or resin? Resin offers a superior detail without the need for as much post processing. |
| North branch is killing it—maybe more times available in forge space? |
| Classes on what the library is |
| More Online Community Service Educational Opportunities. |
| Truly don't know |
| larger collection of books, DVDs, Blu-Rays |
| More groups - writing, reading, needle crafts |
| Homework help for students |
| Classes |
| More crafts |
| Beautiful displays, beautiful comfortable places/spaces to sit and read, possibly homeschool support/classes, christian literature and fiction in children's, teens and adult. |
| Veterans"). |
| Hispanic Heritage |
| You do a great job! |
| I do not agree with banning any books. Everyone needs access to information |
| Makerspaces |
| Access to services like printers, 3D printers, and other technology that enables people to create even when they don't have access to a workshop space in their own home. |

| Q5. What new or expanded services would you like to see at the Library? |
|---|
| Responses |
| Archives. Actually, both Denton and the two universities need museums for art and historical artifacts that require preservation beyond that which virtual repositories can satisfy. |
| Art classes. Cultural lesson maybe in relation to the community, ethnic groups, and minorities. Access to art supplies and equipment. |
| Art classes for youth, language clubs, books clubs. |
| Special needs after school gatherings or gatherings for special needs homeschoolers |
| Provide online availability to major magazines and newspapers |
| I would like to see more online resources for e-readers. |
| the forge , how to use, what is available. |
| Overall current library services have satisfied our needs. Expanded promotion of existing services is advised. Many services and resources we found by accident or through library staff answering our questions. I would like to see ongoing expansion of physical and online collections. In-person tutoring events and/or AP/ACT/SAT test preparation classes may make a nice addition to the calendar. |
| Recommendation List by Community Members/Staff |
| Bigger movie selection |
| Not any I can think at the moment |
| Please switch to Libby / Overdrive instead of Cloudlibrary! Cloudlibrary is terrible. |
| Book delivery service |
| I would love more book clubs and adult-based activities. I would also like sections of the library to be separated out by genre because honestly it is just so much easier to find what you need by genre, since most people are looking for specific genres when they are just browsing the library. By title is probably the most ineffective for the casual reader who is not informed about books, tbh. |
| More availability of online magazines and newspapers. Access to Genealogy websites and newspapers.com |
| I would like to read the books that would be banned if the book banners would read books. |
| Makerspaces and resources for immigrants |
| Financial literacy, public access to paper shredding |
| Homebound delivery service |
| immigrants services |
| Expanding educational services like adult and children reading and writing services. Educating services for technical. Expanding hours. Helpful information for the community and its people. |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| My rude neighbor's daughter is a North Branch librarian. Last time I went to Emily Fowler I was threatened, the library furniture is a mess as is the North Branch whose librarian refuses to check out books. |
| Denton libraries are mismanaged. I spent gas money driving to the lovely libraries in Flower Mound and Roanoke-delightful. |
| No expanded services-do any of these career government employees have customer service skills. |
| My spouse works at the local hospital-are librarians still dressing up like hospital employees giving unsolicited unlawful medical advice? |
| Toddler/Kid activities for working parents - more night/weekend activities |
| Access to other libraries and newspapers via technology |
| Online books available for Kindle/Kindle Paperwhite users |
| Evening story time. Most parents work and are unable to make the daytime schedule work. |
| More community knowledge of avlbl programs, how to access the library' services, use of meeting rooms. |
| Community events for knish activities |
| Yoga, anime, hindu, science |
| Kid design classes or STEM programs |
| Free courses or seminars for senior citizens |
| partnerships with public schools when possible (I admit that I don't know DPL's current service in this regard) |
| Serve those most in need of improving reading and writing |
| More activities geared towards homeschool families |
| Welcome Home Veterans |
| PTSD for Veterans |
| Hands on activities for kids |
| Curated reading lists by age |
| Book club for teens/adults |
| Visual information guides and displays |
| Workshops by local businesses on various topics |
| Get to know community organizations trough the library. |
| More variety of foreign language literature for learning languages |
| Loaning more equipment and accessibility for low-income or unhoused. |
| Trading books with others from community in a bartering system |
| can rent. |
| Crafting workshops |

| Q5. What new or expanded services would you like to see at the Library? |
|---|
| Responses |
| Expanded hours and locations |
| Online |
| quiet/private study ares or more comfortable seating/reading groups |
| Still learning the current services |
| Magazine |
| More help/education for non profits. Ex: finances, grants, general guidance |
| Cozy reading nooks for adults outside of tables. |
| bring the ipad's back for the children |
| have a coffee/hot drink station (other libraries have this) |
| more night time events for parents |
| summer learning in vocational subjects-gardening, woodworking, pottery, etc for adults and kids(I am new here, so this is if you don't already offer it) |
| Homework spaces |
| None that I can think of; you have a wonderful variety already! :) |
| Book Mobile, more series copies |
| Reading rooms for people who want to spend a few hours at the library to read. I'd love to see more spaces that are comfortable and cozy for reading at the library |
| Community groups, language building, audio book variety |
| More audio books online |
| None. They do a great job! |
| currently. |
| Preservation and lending of printed books published before the Second Vatican Council |
| Community events |
| More craft classes for all ages |
| More access to new technologies and maker spaces! |
| We've just discovered The Forge. What a great way to get younger makers to read, learn and expand their talents!! Expanding outreach and marketing to schools and parents could be a great way get more residents in. |
| resources |
| More awareness of the services provided. More engagement in the community/events |
| A larger selection of digital content for sub genres like historical true crime, non-fiction. |

| Q5. What new or expanded services would you like to see at the Library? |
|---|
| Responses |
| Get rid of Hoopla. Since so many resources are digital, find a service that works on many devices. No one wants to read on their phone. Although that should still be an option. |
| More classes such as xeriscape; book club & investment club |
| Denton south branch is amazing! Expanded child activities like scavenger hunts have been great. Would love to see more of these things to get the kids excited to visit the library. All other resources are great |
| Expanded virtual library with more access to certain titles. |
| MORE READINGS- POETRY, LITERATURE, SCIENCE & CREATIVE NON-FICTION |
| Increase the number of Hoopla checkouts allowed |
| I would like to see the South Branch have a Makerspace area like the North Branch's Forge. |
| Continue to help people use computers and internet to the level they need. |
| I love the different events for the kids and toddlers |
| A Denton Public Library app, please :) |
| none |
| Just books and internet |
| For the size of the City of Denton, I'm pleasantly surprised at what the Denton Public Library offers. I have seen less offered at library systems in larger cities. I think DPL is doing a great job and should just continue on this same course. |
| More digital borrows per day |
| none |
| PLEASE! Expand audiobook services through e-libraries! Being able to access books that I can listen to anywhere has allowed me to read so much more! I would love the opportunity to continue that |
| keep The Forge up to date and try new things |
| Video Game Library |
| Art lending library, including local artists' work |
| Literary events |
| Make all documentaries and movies closed captioned for the hearing impaired. |
| Digital books and audio books available online. |
| Life long learning classes or seminars. |
| Children's programs for emerging readers. |
| More private study spaces |
| Places for community members to exchange gently used materials like puzzles, Lego sets, etc. |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| More story time and play activity for kids |
| I would love to see more baby, toddler and kid activities. |
| The library system can only fund and staff so much, so I hesitate to request any new services. You already offer so much! A question I do have is this: library patrons represent such a wide range of experience and expertise. How could the library system tap into those resources (people resources) to support some of the work that the library does? |
| — |
| More craft programs |
| More ways to have homework help. |
| A wider selection of foreign language books for children. More Spanish-speaking programs for children like storytime |
| I would like to see immersive learning programs. A book about trails read at the trail then the families can explore the trails. |
| Homeschool extracurricular courses, classes |
| Fun classes for parents who also need childcare |
| personalized book selections from staff; day-long camps for kids when school is out |
| More hotspots |
| More audiobooks on CD (not everyone has access to Internet in their cars) |
| More books- more staff recommendations! |
| More programs for young children, ages 1-5 |
| ? |
| I love all the different classes offered, giving opportunities to try new things. |
| Branch's Teen Room to be soundproofed or for the librarians to tell them to keep the noise down. I'm sick of hearing all the yelling and screaming and noise coming from the room. No matter how loud they get, the librarians don't tell them to keep the noise down. It's very distracting and I find myself unable to concentrate on my work listening to them carry on as if they were the only people in the building. I'm not even near the Teen Room and I can hear and understand what they're yelling. Please do something about this. Soundproof the room or whatever. |
| more outreach with smaller communities within Denton |
| Computers for the kids section. Some that are just kid friendly. reading programs for each season. Continue to do kids scavenger hunts for each month. My kids love it! |
| More events for adults (not necessarily seniors) on evenings or weekends. |
| N/A |
| More classes on the use of 3D printers as well as 3D imaging software |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| More LGBTQIA+ programming, more disability programming |
| I like what they do and they do it well enough that I can't think of anything I would want to add -- except to see it continue to succeed and be available for many years to come. We appreciate our Denton libraries, librarians, and helpers. |
| drive-thru book drop at South Branch |
| New books |
| Digital services |
| On line books |
| MORE eBooks for ALL PLATFORMS. Kindle PAPERWHITE, Nook Glowlight eReaders, not just tablets. |
| Na |
| Wish we had a Serger sewing machine for sewing / repairing knit fabrics in The Forge maker space |
| More new books |
| i miss the coziness of the reference section! I do love the forge but i miss the quiet, comfy spot for adults. |
| Adult bookclubs that foster discussion of same book; before COVID there were several, but now the only club is just theme-based. I would enjoy reading the same book and discussing it with a group. |
| Play area for preschool aged children expanded. |
| Children Events |
| Reading times |
| daily limit? |
| I think the library does very well now. I'm not sure what else I would add. |
| Programs for obtaining technical certifications. (A+, etc) |
| I'm not sure what's at all of the branches, but as I briefly mentioned above, I'd love to see board game rentals, a seed library with local plant and fruit & vegetable plant seeds, date night themed bundles (movie, board/card game, a meal cooking guide with shopping list and recipes, wine pairing suggestion or drink suggestion and recipe, activity suggestion). |
| More options to learn something new... crafts, food, culture, experiences of others, community safety. |
| Not Drag Queen readings |
| Art |
| E-books |
| someone's life story on the topic when I need simple facts. For example, I needed a book to learn about hormone fluctuations in women and gynecological conditions and help for them...all I could find was books that made fun of the matter or someone's life story. We need more actual life references! |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| More nontraditional checkout items, ie board games, puzzles, mini projectors |
| Theology programs |
| Homeschooling community get together |
| A play area where kids can be a bit louder and more comfortable |
| More children's books in spanish |
| Longer computer usage time. |
| More CD audiobooks maybe? More borrows per month on Hoopla (I chew through audiobooks) IF it was economical to add them. I know Hoopla is an expense so I understand but I love the audiobook selections they have. I love the classes and that there are 3 libraries with all kinds of cool stuff in each. Not gonna lie I'm slightly jealous of the Teen only sitting/study areas. I really really appreciate that they are for certain ages only which prevents lots of issues (wish that was a thing when I were younger) but I'd love a cool space (with bean bags) for adults too. I love the crafts so any kind of crafts or learning about gardening and stuff too. Maybe also a little better output on social media so I know when events are happening. I see the book sales events but I think it would get more people in if more events (for the crafts and stuff, or genealogy classes, or the forge info type things) were created and shared. |
| Larger selection of e-books. |
| More maker and innovation spaces |
| Expanded ebook collection, adult programs on evenings/weekends |
| more digital content |
| more online books dispersed on hoopla for the month or kids books not counting against monthly borrows |
| more wifi hotspots for families who cannot afford internet, updated indoor play areas for children, a digital calendar with events to easily add to personal calendars (versus viewing pdfs and manually entering dates) |
| A variety of classes |
| I think the library has done a wonderful job in engaging the community and offering a wide variety of services. |
| Tool lending library at Northlakes |
| The ability to check out videogames and consoles. Having the option if you do have a fine to volunteer to work it off instead of having to use actual money. Maybe a drink vending machine that also offers protein drinks. |
| Assistant/Help with children special needs |
| Tools that can be checked out for diy projects. Expanded print and fax center. |
| Added PCs, on line partnerships with educational and artistic organizations. |
| collaboration with state parks |
| Greater access to online resources and ebook checkout. Cloud library doesn't allow you to read on Kindle devices or app. |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| More book clubs, genealogy resources available from home? |
| 1. free tutoring for high school/middle school aged kids |
| Homeless outreach centers. Equitable theme months. |
| recommendation on a "community read" |
| Eliminate woke activities |
| possibly. |
| See more books in translation both to and from English |
| Drive through hold pick-up at SOUTH-BRANCH library!! Library visits for a large family with working parents would be much more feasible. |
| Larger library of audible books |
| it would be cool if there could be this thing that gives you suggestions for what to read next based on recent borrowing |
| More sensory friendly children services |
| Activity kits and book bags to take home |
| Homeschooler activities |
| I would love a wider variety of books written by Christian authors. I often have to borrow current nonfiction books in the nonfiction Christian genre from the interlibrary loan. Some publishers to consider are Thomas Nelson, Zondervan, Baker Books, and Intervarsity Press. I want you to know how thankful I am for the interlibrary loan system that you offer! |
| available for the children to play and interact with. No computers, puzzles. Legos, blocks etc. Nothing for kids to do and have lost interest in coming. |
| drive thru drop box, book clubs for all ages |
| I would like to be able to read my ebooks on my Kindle Paperwhite. (hoopla and cloud books do not allow for this) |
| My branch is very involved in the community and is centrally located. More young children reading classes to spark interest a imagination |
| It would be great if the DPL would consider re-instating into the TexShare program. It has so many databases and benefits for both the library and patrons. |
| More preschool activities year round. |
| Unsure |
| Expanded Services: library liaisons for those in institutions (detention centers, assisted living, halfway houses, rehab centers) |
| Also, more programs for writers (workshops, author visits, poetry nights, etc) |
| N/A |
| programs/events |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| streaming services. |
| More adult art and craft classes |
| more evening and weekend programs and classes |
| Desk/playpen setup Fairfield Carrel with storage room for parents with infants |
| Rather than what should be expended I would suggest not eliminating current services |
| Continued investment in the makerspace. Building maintenance is in good shape, well done. Perhaps expand the audiobook selection. Many discs are very damaged/bordering unusable. |
| Mobile Services |
| System to access books in other formats for those with disabilities. There is not a system in place to request books in a different format due to disability if it is not already available. Create a better or online system to help those access materials quicker. |
| Bigger selection of Non-fiction books in library and also in audible format. |
| Later hours on weekends. Drive Thru at more locations. |
| A banned book section, these are important to help us as a society to learn from our past and what others would keep from us. |
| I would love for the library to make more extensive use of the meeting rooms, especially for classes and clubs. Denton has very few secular meeting space options, and many groups would make more use of the meeting rooms if the policies were more open (allowing a homeschool group to meet more than once a month, for example) |
| A fully functioning branch in "Southeast" Denton |
| Expanded "Library of Things" |
| Expanded cultural programs |
| Author talks |
| Increase limits on e-resources |
| Ways for citizens of Denton who don't have the ability to come to one of the branches to access its services. Many people don't have cars, and our public transportation system is not available throughout Denton. |
| more lectures by specialists featuring Q and As after |
| More community classes, including basic cooking and nutrition. |
| Spanish story time |
| Please keep expanding your great collection of foreign movies. |
| Expanded digital collections, more art/craft programming for adults |
| Interlibrary loan requests online |
| Not sure. |

| Q5. What new or expanded services would you like to see at the Library? |
|--|
| Responses |
| The Libby Tool for online books! |
| professional headshots at a reduced price (or free) |
| Please add programs and activites for special needs people, especially adults with disabilities. Like sensory hours, sensory rooms, crafts, storytimes, movie nights, therapy dogs. They want to enjoy all of the same things as everyone else!!! Yet there is barely any activites or services available for people with special needs here at the library or anywhere here in Denton. |
| Please consider providing noise cancelling headphones or moving the Children's sections further away from adult section when you build new libraries. I can hear kids screaming from kids section all the way back in the study rooms in North Branch. It is distracting to other people tryong to work or read and honestly keeps me from coming to the library here. Especially the North Branch. Adding new books to the children's section to keep everyone interested in the library would be great too!! |
| The DPL does a great job of being visible in the community. |
| have lots of services now |
| More; larger location |
| Areas for kids on the spectrum |
| more large print books for vision impaired |
| More art and craft workshops |
| When requesting a book be purchased, receive a notification when and if it is purchased. More of a social media presence such as top books checked out, librarians current recommendations |
| Kids activities |
| I would like access to Libby/Overdrive so I can read books on my Kindle even though I still use Cloud Library heavily. |
| community collaborative art projects |
| Neurodivergent Adult Group |
| video games available for checkout |
| taping torn book pages instead of throwing away an entire book (what a waste!) |
| Can't think of any |
| Our library is amazing and I love the set up and friendly staff. I dont want it to change. |
| More resources to learn foreign languages. |
| Audio books. |
| Board games, back pack kits, more homeschool clubs, |
| is done. |

| Q5. What new or expanded services would you like to see at the Library? |
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| Responses |
| Community building. |
| More interactive items/toys in the children's area at North Branch Library. |
| I would love to see more programs for early elementary readers as well as cross-generational programs. A book club for parents and kids would be one example. |
| More homeschool programs. |
| drive-thru service is great! |
| Expand class offering for relevant topics. Work with local non profits to support people in Denton who may not have stable housing to provide internet or charging access to electronic devices. |
| A small collection of Wonderbooks (read-along with built in mp3) would be amazing! Even if just a few dozen aimed at beginning readers who are overwhelmed by reading chapter books on their own. |
| laptop checkouts for public; more computer literacy programming; purchase more hotspots |
| IDK |
| Just more books! |
| A more hands on experience for kids in the summer reading program. |
| In house social worker |
| More gardening projects. Maybe a library where you can checkout gardening tools, like the one in Plano. |
| More audiobooks available for downloading |
| More discovery kits :) |
| I would like to see more after school programming and STEM clubs for kids and teens. |
| I'm happy with the services offered by the library |
| Online booking of meeting rooms! Come into this century. Better book selection. Updated facilities |
| More weekend or evening Children's events/programs for working families. |