

ZULA B. WYLIE PUBLIC LIBRARY

Long Range **Plan Update** – 2018

FINAL Report

Prepared by
Hidell and Associates Architects, Inc.

ACKNOWLEDGMENTS

The consultant team would like to recognize and thank the elected and appointed officials, staff members, bond committee members and Library Board for their knowledge, assistance, and insight throughout the process of developing this plan. The contributions of the following people are appreciated and help make this planning document and process possible:

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Mission

*The mission of the **Zula B. Wylie Public Library** is to be the community place that acts as the Door to Discovery connecting our culturally rich and diverse community to resources and services that promote lifelong learning, personal growth and development, and awareness of the arts.*

CONTENTS

Introduction	
Cedar Hill the Community	3-5
Value of the Library in the Community	6
Executive Summary	
Context, People and Process	7
Library Service Needs	
Trends in Public Library Designs	8-9
• <i>Consumer Trends</i>	
Benchmark Goals	10
• <i>Goals for Project Recommendations</i>	
• <i>Initial Project Recommendations</i>	
Community Factors Impacting the Library	11-12
• <i>Community Growth</i>	
How Busy is One Library	12-14
Community Opinion	14-22
• <i>Community Needs for a New Library</i>	
• <i>Online Survey Results</i>	
• <i>Focus Group Meetings</i>	
Peer Analysis	
Overview of Peer Library Comparison	23-31
Fast Facts	32
Recommendations	33-37
In Summary - Recommendations	
Value of the Library in the Community	38-41
• <i>Site Selection</i>	
• <i>Role of the Library</i>	
• <i>Moving Forward</i>	
City Council (Presentation) Update 1.23.2018	14 Pages
Online Survey Results	
Online Survey Results	
• <i>Results from the online survey. Answers have been charted as graphs.</i>	
<i>Public Engagement Results</i>	
<i>Online Survey Results (Spanish and English)</i>	

INTRODUCTION

Cedar Hill the Community

Welcome to Cedar Hill, where visitors are treated like neighbors, neighbors are treated like friends, friends are treated like family, and the Zula B. Wylie Public Library is the “place” for family engagement.

“Libraries are in a prime position to create and reinforce a pathway of family engagement that promotes children’s learning across time and across community and virtual spaces”.....M. Elana Lopez, Margaret Caspe, and Lorette McWilliams

Whether you are visiting Cedar Hill for a day or a lifetime, one must understand and explore the past and know the present in order to see the future of Cedar Hill. During the 2008 study, a person described the exploration of Cedar Hill as **“finding the heart and soul of the community”**, which must start with its beginning; **this is still true ten years later**. The City of Cedar Hill’s history is represented as follows:

“Cedar Hill is one of the oldest organized communities in Dallas County located approximately 16 miles southwest of downtown Dallas and was valued primarily for its rich abundance of timber and natural springs. Being 880 feet above sea level and the highest point between the Red River and the Gulf Coast, this area provided settlers with cooler temperatures than neighboring Dallas. Because of the elevation and nearby cedar brakes, the settlers first named it The Cedar Mountain. In the 1830s, the historic Dallas to Cedar Mountain trail was blazed (now known as Cedar Hill Road) carrying logs and fresh spring water to surrounding settlements. About 1852, the Cedar Mountain village was named Cedar Hill and a village square was donated by Abraham Hart.

Early wagon trains brought the families of Hart, Penn, Rape, Anderson, Stewart, Kimmel, Coombs, Billingsby, Baggett, Holveck, Trees, Hamilton, Ramsey, Fuller, White, and many more. On July 22, 1846, Cedar Mountain settlers, Crawford Trees and Anna Kimmel, received the first marriage license issued in the Dallas County area.

Settlement had escalated in 1841 when the Congress of the Republic of Texas authorized W.S. Peters to locate colonists in the north central part of the Republic. In the late 1840s, one of the wagon trains brought John Merrifield and his married sons and their families who settled near Hords Ridge (Oak Cliff area at Jefferson Street and Hampton Road). John’s son, Milton Merrifield moved his family to Cedar Hill and purchased in August 1854 one half of a Peters Colony grant to Ellis C. Thomas containing 320 acres facing a one mile stretch along Belt Line Road and the Cedar Hill village square. Merrifield sold several lots to village businessmen, becoming one of the first developers in Cedar Hill. Milton’s daughter, Sue Ellen Merrifield later married James B. Bryan, the nephew of John Neely Bryan.

Cedar Hill was designated the temporary county seat while an election took place between Hords Ridge and Dallas. Hords Ridge lost by 28 votes and Dallas became the permanent county seat. The first post office in Cedar Hill was established in 1852 servicing surrounding areas that later became Duncanville, DeSoto, Mountain Creek, Midlothian, and Wheatland.

On October 5, 1854, Milton Merrifield and his wife, Margret, sold for \$22.50 a 2 ½-acre lot containing the Cedar Mountain Methodist Church (situated one half mile north of Belt Line Road on North Cedar Hill Road), a house of worship that was the area’s first Church led by Methodist Minister Robert Crawford who arrived in Cedar Hill 1851-1852. Reverend Crawford also taught the first school in the old church building. In 1856, a tornado destroyed the community and most homes and town structures, including the church. Nine people were killed and buried on land owned by Reverend Crawford adjacent to where the church had stood, thus creating the first cemetery established in southwest Dallas County. Later that year, Crawford donated the four-acre graveyard to the church trustees.

In 1882, the Grand Central & Santa Fe Railroad made its maiden run through Cedar Hill. Located along the Shawnee Texas Cattle Trail that connected to the Old Chisholm Trail, Cedar Hill had become a cattle and agricultural hub and was one of the first in north central Texas to be serviced by railroad. The town became a center of commercial activity for early settlers, cowboys, and nearby farming households. By 1890, the village of Cedar Hill boasted a population of about 500 souls, a number it would retain until the 1940s, and later headlined in the 1980s as “The last small town in Dallas County”.

For decades, Cedar Hill was nearly self-sufficient. Goods not produced in the area were shipped in via railroad. With the invention of the automobile, Cedar Hill experienced economic decline as local citizens drove to Dallas to purchase goods from a greater variety of stores. However, in the 1940's, Cedar Hill experienced an influx of newcomers. The town responded accordingly with expanded city services.

In 2014, the City adopted the City Center Vision Plan that was dedicated to transforming Cedar Hill's City Center into a walkable, mixed-use destination to outdoor recreation activities, retail, restaurants and living providing Cedar Hill that “sense of place”. In 2016, the diverse population of Cedar Hill increased 7.4% from 2010 at 45,028 to 2016 with approximately 48,343 per the U.S. Decennial Census.

There are many things to see and do in Cedar Hill. There is something for everyone: **diversity, sustainability and community engagement**; from its beautiful scenery, to Joe Pool Lake, to an abundance of shopping, Cedar Hill State Park, (the second most visited State Park in Texas) and the Zula B. Wylie Public Library (that acts as the Door to Discovery for the community). The City continues to position itself as livable community, one in which ‘families and businesses flourish’. The Zula B. Wylie Public Library is one such business of the Cedar Hill community that connects the culturally rich and diverse community to resources and services that enriches lives. To maintain the special qualities of the community one must understand the community needs and environment in which the Library provides services. The Library must be connected to the community to effectively deliver services to each community member.

The four primary themes of the Cedar Hill community below were revealed in the previous study and discussion in 2008 and reinforced by the City leadership, steering & bond committees and staff as part of the updated 2018 Library Long-Range plan.

- Managing Growth and Development
- Diversity
- Sustainability
- Community Engagement

Managing growth and development is on the minds of many as a critical issue for today and into the foreseeable future. Individuals see the nature of the community changing and understand its transformation will continue for years. Retaining the distinctive character that attracted new families to and kept older families in the community is a challenge recognized by leaders of the community.

Diversity is broadly defined beyond race or origin. Many believe the community is blessed with diversity in culture, economic status, and ideas, and understand that the community will continue to diversify as national and global demographic trends reach their town. Most believe that this community will embrace its diversity and rise above the struggles that other communities have engaged in by seeking their commonality and celebrating what is different.

Sustainability represents a livable community that has several interrelated elements, all of which are critical to its health and well-being: Housing, Public Safety, Parks and Recreation, Community services, Religious communities, Civic services, Private enterprise, Health Care, Retail, Education, and the Arts and Culture.

Cedar Hill has and is establishing or strengthening many of these elements in parallel as part of its planned growth and development. In addition to the presence of these elements, the organizational and operational sustainability of each are important. The notions of vigilance and discipline with respect to maintaining and sustaining the environmental quality of the city emerged, both in the physical sense as well as the operational. This translates to neighborhoods that reflect the pride of homeowners, retail centers that are considered a jewel in the community and do not become an issue of blight, and pride in civic facilities and services. The ability of the city and each of the other elements to establish and sustain the organizations and the operations necessary to retain a level of quality and standard of excellence are critical to the future of the community. Continued leadership development, in all arenas, is necessary to ensure their long-term health and well-being and the ability to weather economic cycles.

Community engagement and developing the next level of leadership continues to emerge, from different perspectives, as a key issue for the community. The community's leadership seeks the ability to reach further out into the community to engage all in the discussion, discourse, and decision-making for the issues that affect quality of life in Cedar Hill as well as the library. Community members: seniors, students, parents, children, lifelong learners, casual and passionate readers, educational institutions, community organizations, the local government, religious organizations, the technology savvy, local artists and authors, entrepreneurs, homeowners and neighborhood associations, and neighborhoods and public improvement districts all represent elements of the community that are served by the library. **Ideally, all community members will find value, and thus themselves, in a new library.**

WHAT IS THE *FUTURE* OF THE ZULA B WYLIE PUBLIC LIBRARY

A new Zula B Wylie Public Library will continue to be a place that offers the **community a social gathering place for people of all backgrounds** where NEW services, programs and resources will help each Cedar Hill individual (and neighboring community) succeed.

The City of Cedar Hill's mission and vision statements are crucial to the success of the community and desire for the future and compliments and strengthens the Library mission statement.

City Mission

The mission of the City of Cedar Hill is to deliver the highest quality municipal services to our citizens and customers consistent with our community values.

City Vision

We envision Cedar Hill as a premier city that retains its distinctive character; where families and businesses flourish in a safe and clean environment.

Library Mission

The mission of the Zula B. Wylie Public Library is to be the community place that acts as the Door to Discovery connecting our culturally rich and diverse community to resources and services that promote lifelong learning, personal growth and development, and awareness of the arts.

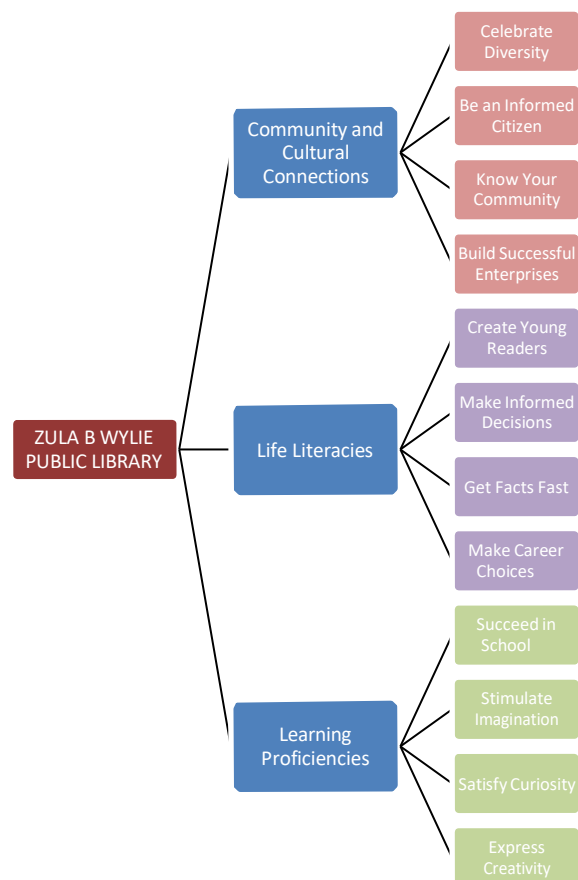
Value of the Library in the Community

Many within the community value the library as a place of discovery, a repository of knowledge, an intellectual center, and a haven from hectic lives. Others believe the library to be the “portal to the past, present and future”. There are passionate supporters of the library’s role in research and as a partner to education, and those that look to the library to create young readers by teaching the community’s children to read. The library is perceived as the place in the community where cultures can merge, where diversity is embraced, awareness is fostered, and the interaction that allows a community to overcome diversity challenges. Individuals look to the library as the potential catalyst for community discussion and dialogue on current topics and issues that the community, and maybe even the nation and world, must address. The library is also perceived as an equalizer, providing access to information and resources to individuals and families to create better lives for themselves.

For many, the library is, and should be, a gathering place. And for most, the library reflects the community. The place, the people, and everything available within its walls and through its site present a statement of the quality of the community that supports it.

The passing of the 2017 Bond Proposition to build a new library displayed the communities belief in the importance of libraries. People have reaffirmed their belief in the public library as a valuable institution; the Library’s Place in the Community is perceived as critical to the health and well-being of a community. Children’s services will continue to be a primary service role for public libraries (the beginning of life literacies), and libraries will always be the place for reading. The library is a place for the community to connect.

The community is excited that Cedar Hill is willing to change its direction to improve the library’s services and image and meet the future needs of the community so that the library can be inspirational to all. The community and city leadership recognize the need for a great library and truly hope that it can be accomplished.



EXECUTIVE SUMMARY

Context, People and Process

The City of Cedar Hill and Library Staff once again has embarked upon a journey of discovery to update the Zula B. Wylie Public Library Long Range Plan that was developed in 2008. The original document, authored by Idea Collaborative, was strategic and conceptual in nature and was the guide for the City and Library staff in the planning and design of Library Services and Operations. The document originally included a snapshot of the existing 10,800 SF Zula B. Wylie Public Library consisting of concepts to move forward with an updated planning guideline / building program for building expansion and development of Capital and Operational Funding Strategies. The planning horizon for the 2008 long-range plan looked to the year of 2030. Today's goal is to re-evaluate, validate and create a NEW vision of the Library's future.

As described in the original document, the purpose of the long-range plan was to create a holistic understanding of library service needs through research and data analysis, as well as an inclusive community, stakeholder, and staff, outreach process, exploring innovative and creative strategies for service responses that would enable the City and Library to realize its vision, goals, and strategic objectives.

Two years following the 2008 document (April 2010), Wiginton Hooker Jeffery and Hidell Architects provided an update to the Building Program. The update specifically addressed what it would take to accommodate the library expansion relative to costs for property acquisition, expansion project costs, transformation of surrounding properties, building options and ultimate buildout costs.

Approaching 10 years since the 2008 Long-Range Plan was authored, the City of Cedar Hill and Library Staff has re-engaged Hidell and Associates Architects (library specialists) to assist in developing the vision of where the Zula B. Wylie Public Library (ZBWPL) is heading based on **current needs (+) 10 years and 20 years**.

Steps taken to ensure the creation of a full picture of the community's current and future service needs within this report included:

- Outreach to the community to assess their needs, expectations and perception of the Library.
- Analysis of the community's characteristics.
- Analysis of current and projected demographic.
- Assessment of current collections, programs and services and alignment to the future service population.
- Observation of service limitations of the existing facility.
- Preliminary analysis of space needs to understand anticipated future services, collections and programs relative to the existing site and potential new sites.

To facilitate this collaborative process, a core team of individuals comprised of community leaders and representatives of the diverse stakeholder needs was established to provide leadership and direction to the process. The core team and consultant obtained information from community members and stakeholders through a variety of meetings and methods for encouraging input. More than 450 people participated in focus groups, interviews and meetings, and responded to an online survey.

Outreach included (for more detail, please see page 19):

- Focus Group sessions were held with a cross section of the community in open discussion about current and future library services.
- An Online Survey was made available to both publicize the effort and provide an opportunity for the community to comment and provide feedback.
- The Core Team and consultants engaged the community in casual conversations to further inform the outcome with anecdotal information.

LIBRARY SERVICE NEEDS

Hidell and Associates Architects understands the mission and goals of the 'public library' today is evolving and changing and has recognized this and has been at the forefront in developing planning and design strategies that have tailored the library design around programs, emerging technology, and services that reflect the desire and expectations of the user.

Over the past decade the City of Cedar Hill has experienced tremendous growth and based on projected census data the Cedar Hill community is going to continue to grow demanding more and more amenities (retail, residential, services etc.). However, the existing Zula B. Wylie Public Library while providing exceptional services with an exceptional staff in a well-organized and active library has been serving the Cedar Hill Community in an aging inadequate size facility of (10,800 SF) for many years with limited spaces which has limited the ability to provide current and future programs and trends that are in libraries today.

A few examples are listed below of Current Trends of Public Libraries Today:

- Envision the library as a "Place"
- Learning has become "team" oriented - create collaborative spaces for students
- Provide LIVELY and contemplative spaces
- Provide home services (writing, communication, tutoring centers and advanced labs)
- Invite students to the table to participate in the planning process: (to solicit thoughts and aspirations)
- Accessing knowledge and exploring new ideas from their peers - collaboration is a must
- Infuse the library with appropriate technology - rapid expansion of information "state-of-the-art technologies"
- Plan for change - maximize flexibility in spaces and infrastructure -
"Tomorrow should inform what you should do Today"
- Brand the library to attract and retain customers
- Rethink Library Programming - the library is a puzzle that needs consideration
- Floor plans with open, spacious workflow - FLEXIBLE and BLENDED SPACES
- Various means to provide safe and secure environments
- Collaborative zones, study areas (groups) - A Place to ENCOURAGE DISCOVERY
- Design for environmental sustainability - use green techniques to visually impact the library

Trends in Public Library Design

The successful public library is many things. **First**, it must provide the architectural organization to house the collection, seating, program spaces and staff functions in an intuitive form. The building design must be both staff and user friendly - we recognize that building form and interior organization can affect work flow and that minimizing personnel cost is a design responsibility. **Secondly**, it must be economically responsible in its design and operation cost. **Third**, the structure and infrastructure must accommodate today's ever-changing media and data delivery systems as well as be flexible to accommodate tomorrow's technology. **Fourth**, the library should reflect the community it serves, the culture and architectural aesthetics. It should become not only the resource center but also the social center of the community "**a destination place**". The library should be the living room of the community - a place to be and the place that you take an out-of-town visitor to show off your community's commitment to a better quality of life.

Cedar Hill's commitment to a better quality of life for the community is reinforced by the City's adoption of the City Center Vision Plan in March of 2010 which provided recommendations and strategies for the transformation of Cedar Hill's City into a vital, attractive transit-oriented destination "**the place where people want to be**".

For the past fifteen years, the **'public library'** has offered its community's access to new and emerging technology and a variety of programs and spaces. Today, libraries are continuing that trend by offering patrons more access to 3D printers, collaborative work environments, training and teaching environments, video and audio recording studios along with many of the traditional services such as books, media and children and adult programs. Libraries will continue their mission to promote literacy and provide lifelong learning opportunities to their communities. Therefore, the Zula B. Wylie Public Library must increase their exposure and be at the forefront of a diverse programming portfolio for the growing Cedar Hill community by providing a new facility that will:

- Create a larger facility w/ support amenities and spaces that are flexible and transformable
- Increase the number of items in the collection and improve the relevancy of the collection
- Increase the number of diverse meeting and collaborative spaces
- Increase access to online resources.
- Provide dedicated program spaces and social gathering environments

Consumer Trends

Recent developments in the delivery of information and entertainment are influencing the public library. The adoption by consumers of mobile devices including smart phones, tablets, and e-book readers is changing the expectations of library services. These devices have created an additional delivery system of information for the Library.

Library Users Expectations



Users expect a place to power their mobile devices



Users expect a robust Wi-Fi connection to meet their online needs



Users are increasingly consuming entertainment digitally

The most recent Pew research study (conducted in 2015) among American adults (18 and older) who read at least one book in the past year found that:

- 27% were e-books, 72% were in books of any format, and 63% were in printed books. (In each case the percent has slightly lowered from the year of 2014)
- Ownership of tablet and/or e-book readers has increased to 50% of Americans ages 18 or older.
- In 2015, 61% of Americans own smartphones capable of digital content use, which is up from 56% in 2013, 46% in 2012 and 35% in 2011.
- The e-book sales market is forecast to surpass the print book sales market in 2017.

The future adoption rate and use of e-books for public library patrons is difficult to predict, but these consumer trends indicate the digital collection will grow, potentially replacing a portion of the physical collection. This change to digital content will require the Library to maintain a strong online presence and continually evaluate the physical amenities and services offered.

Early in the discussions (collectively) it was determined any current and future recommendations for the Zula B. Wylie Public Library (ZBWPL) should have a set of goals that can be used as a benchmark.

Benchmark Goals

Goals for Project Recommendations are...

GOAL 1 Planning and Development

Provide solutions that allows the facility to adapt and grow to meet the needs of the community buildout.

GOAL 2 Operational Efficiency

Provide solutions that improve the customer experience and improve the staff work process.

GOAL 3 Meets Community Needs/Demands

Provide solutions that meet the wants and desires identified by the community though the planning process.

GOAL 4 Flexibility to Future Trends

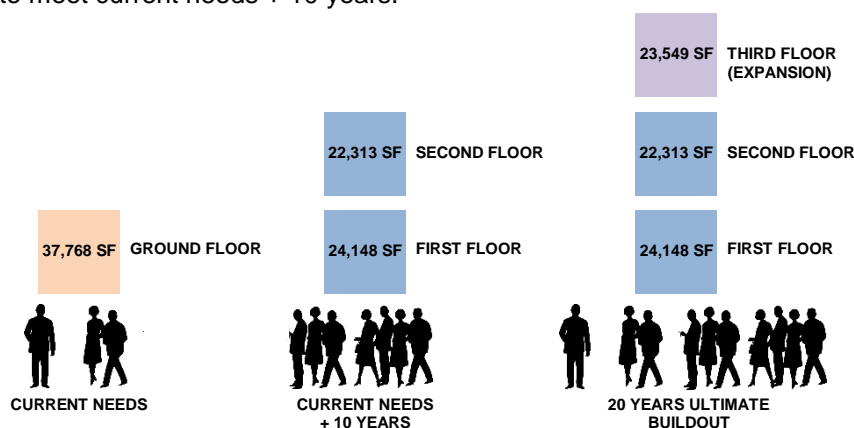
Provide solutions that provide a platform which will support continuing change in library services.

GOAL 5 Built Environment

Refers to the man-made surroundings that provide the setting for human activity, ranging in scale from buildings, parks or green space, and supporting infrastructure.

Initial Project Recommendations

Initial assessments of the Zula B. Wylie Public Library based on population statistics, required services & programs, amenities and spaces as well as the needs and wants of the community indicated that to meet **current needs** a single-story facility of approximately 37,768 SF is required. Secondly, to meet **current needs + 10 years** based on estimated population statistics, required services & programs, amenities and spaces, needs and wants of the community and future library trends that a two-story facility of approximately 46,451 SF is required. Based on the estimated projected population statistics, an ultimate buildout of the library to meet the projected **20 years** would be approximately 70,000 SF. It is recommended that the library be built to meet current needs + 10 years.



Recommendations

- Build a New Library Facility with adequate space to support the community for the next 10 years
- Improve the relevancy of the collection
- Increase the number of items in the collection
- Update and increase the number of reader seats
- Increase access to online resources
- Improve the number and diversity of public meeting spaces
- Plan and provide resources necessary to implement recommendations

A new library should provide flexible blended spaces; state-of-the-art technologies; a community gathering place; lively contemplative spaces; and a place to encourage discovery all in a facility that creates a “Family Place” environment.

Community Factors Impacting the Library

Community Growth

In 1987 (when the library was built) the City had 15,400 residents, and in 1990, the City had 21,627 residents. Between 1990 and 2000, the City experienced a 58 percent growth (32,093 residents). From 2000 to 2007, the population had grown an additional 35 percent. The 2007-2008 population was estimated at 44,000 with a projection at 50,027 in 2012. Previous assessments and reports commissioned by the City of Cedar Hill (by others) calculated the Land Use and growth projections had a growth rate of 1.8 percent up to year 2022 and 2.2 percent overall through 2035 to reflect NCTCOG's population projection of 75,077. The ultimate buildout population of Cedar Hill is expected to be approximately 85,000 persons (which correlates to the 2008 and 2010 study projections). As of the most recent (available) 2015 census data, the current population ranges between 47,089 - 48,084 persons a 4.6% percent increase from 2010 (estimate 2016 - 48,343).

The demographic data allows planners an understanding of the extent of youth and aging populations within the community and how that may affect library programs and services. In 2007, 36 percent of the population was under 21, 64 percent was 21 and older, and 5.5 percent of the City was over 65 years of age. The median age in 2007 was 32.74 years, as of 2014-15 the median age is 34.6 years (Texas median age 34.4). 46.2 percent of the population (2014) are males and 53.8 percent female. In 2010, the population statistics indicated a family presence in the community / household with the following: Persons 0 to 4 years (7.28%), Persons 5 to 17 years (22.77%), Persons 18 to 64 years (62.85%) and Persons 65 years and older (7.09%).

Race and Ethnicity Population Distribution		
	Cedar Hill - FY2007	Cedar Hill – FY 2016-17
White alone	45.69 %	35 %
Black or African American alone	41.52 %	51 %
American Indian & Alaska Native	0.56 %	Below 1%
Asian	1.95 %	2 %
Two or More Races	2.9 %	2 %
Hispanic or Latino	16.63 %	18 %

Source: Suburban Stats

The Cedar Hill community is forecasted to continue to grow with an expected population of 85,000 by 2035 (the ultimate buildout of the area) or a 75.6% increase from 2015. Cedar Hill residents 25 years and older have exhibited an educational attainment with 91.7% achieving a high school degree or higher; 30.5% achieving a bachelor's degree or higher; and 11.6% achieving a graduate or professional degree. The estimated median household income in 2015: \$69,727 (it was \$60,136 in 2000, Texas \$55,653).

Educational attainment and level of school enrollment (especially when coupled with public school performance data) give the Library a sense of the need to support formal education programs. The level of educational attainment within the community indicates the continuing need for a depth in library services and resources to support life-long learning and research.

The impact of the growth on the ZBWPL is best illustrated in the increased number of programs, program attendance and circulation of collection since the 2008 Long Range Plan.

- FY2008 – ZBWPL circulated 113,677 items (materials checked out)
- FY2016 – ZBWPL circulated 298,619 items (materials checked out)
- **162% increase** over an 8-year period
- FY2008 – ZBWPL total programs provided 122
- FY2016 – ZBWPL total programs provided 501
- **311% increase** over an 8-year period

- FY2008 – ZBWPL total program attendance 4,147
- FY2015/16 – ZBWPL total program attendance 28,030
- **576% increase** over an 8-year period

How Busy is One Library

Question: *Has this put a burden on the staff?*

The assumption may be that it is not a burden on staff but an indicator how busy the staff is while operating and providing services and programs within an undersized facility. The Library has been circulating 27,277.80 items per paid staff or 212% more than the state average in FY2016. With an expected population increase of 28% over the next 10 years, the **ZBWPL future service demands will outpace the current facilities collection, meeting space, and staffing levels.** The increase in service area population will require the ZBWPL to increase collection, program spaces and staffing to provide the same level of service as citizens receive today.

Question: *Just how busy is the ZBWP Library?*

The Library is **open 6 days per week** for a total of **56 hours.** Hours of operation are:

Monday, Monday, Tuesday, and Thursday.....10:00 a.m. to 9:00 PM

Wednesday and Friday.....10:00 a.m. to 6:00 PM

Saturday.....10:00 a.m. to 9:00 PM

Sunday.....Closed

How busy is one library, objectively, compared to... well... EVERY OTHER library in the city, county, state, region, country, etc. Does anyone know? Comparing a suburban library to a downtown flagship of a multi-branch system is difficult and some say its apples to oranges. In fact, if we're comparing rural libraries in Texas to urban libraries in California, one could say its comparing apples to a four-course meal. The objective is to be the **BEST** library one can be. To be the best the library must improve its material selection. It must ensure that the programming and classes match community demand. The library must also strive to offer the best customer service possible.

A local Library Director in the DFW Metroplex has asked these questions and has developed a simple calculation comparison titled the "Staff Service Burden" (or SSB).

The calculation is simple and only requires 3 sets of data:

1. Total number of visits in a given time frame (or V).
2. Total number of Full Time Equivalent Employees employed during a given time frame (or E).
3. Total number of hours the library was open to the public during a given time frame (or H).

These variables are then used in a very simple equation: $((V/E)/H) = \text{SSB}$.

For a basic hypothetical example, let's say that Imaginary Public Library (IPL) had 200,000 visits in a year, a total of 20 full time equivalent employees, and was open for a total of 5,000 hours during this year. The equation would be $((200,000/20)/5000) = 2$. The SSB would be 2. Great! You're probably asking what this means, or why you should care. What an SSB of 2 means is this: If all employees only worked during open hours and were lined up in a row, each taking turns to greet a customer as they came through the door, each employee would greet and help an average of 2 customers an hour. Each full time equivalent employee at Imaginary Public Library has a burden serving an average of 2 customers for every hour they work throughout the year. Typically, in all libraries not all staff interacts with the public and staff has assigned hours when the library is not open to the public. Staff Service Burden is not impacted by how your staff is utilized. A 'high' SSB is not inherently good or bad - neither is a low SSB. What this is - at its core - is a comparison tool. Like any comparison tool, the raw measurement doesn't mean much without context. (i.e. 120 miles per hour is not inherently better than 2 miles per hour - especially if there aren't any brakes or seat belts included with the faster ride).

However, we can use this tool in conjunction with other information to make informed decisions about staffing levels and staff allocation at a library - regardless of size. This is simply done. All one must do is identify libraries that are currently providing a level of customer service that one wishes to emulate. Let's say that we are working at Anytown Public Library (APL) - with 5 full time equivalent employees and open 2000 hours a year. We really want to provide the best level of customer service we can for our community. After investigating, we decide that previously mentioned Imaginary Public Library (IPL) has an amazing level of customer service - we want to be as good as they are, but we only have one quarter the staff they have. We can't do what they do, right? I mean, they have SO MANY employees. It really enables them to do amazing things with customer service. If only we had 20 full time equivalent employees, think of how great we could be! This is a convenient line of thought, as it allows us at APL to never have to try to deliver as good a service as they do over at IPL. It allows us to dismiss any comparisons as invalid. It is, however, a faulty line of thinking.

If we were to look at APL's total number of visits last year. Remarkably, we had 20,000 visits last year. We then determine, using $((V/E)/H) = \text{SSB}$, that our Staff Service Burden is also 2! That is, remarkably, the same as IPL. What does this MEAN though? In short, it means that there is little to no excuse for us at APL to offer inferior customer service to the staff members at Imaginary Public Library. Theoretically, if we further study the staff distribution and responsibilities of IPL, along with other operating procedures, we should be able to duplicate the level of customer service found at IPL with our measly 5 full time equivalent employees. We are no busier than they are. If we find that IPL has 10 FTE who never come out of the back room, and another 3 FTE who never interact with the public other than pointing them to the 7 remaining FTE that do, we at IPL can safely say we can have 2.5 FTE that never leaves the back room, and another .75 FTE that never interact with the public - allowing our remaining 1.75 FTE to do so and provide an equitable level of service - if we also replicate their processes and procedures.

This is the power of SSB. Using it libraries can compare themselves, how relatively busy they are, to any library they choose. Realistically, if they had the data they could compare themselves in this way to any organization or business of any type. It allows for libraries to make the case for more staff if needed.

"Yes, IPL has great customer service. Their SSB is 2. Our SSB is 10. We can objectively claim that with X number more FTE employees we could also provide that great level of customer service." Or "You are correct councilman. The Apple Store offers amazing customer service. If you, like we do, wish to see this same level of service replicated at the library here, we would only need an increase of X FTE employees based on our local Apple Store's SSB."

Yes, this would take education. Yes, this is thinking outside the box - but a library cannot deny the objectivity of the results. A library cannot deny the data.

Staff Service Burden can also help with a much more realistic scenario. It can help us derive minimum levels of acceptable staffing during hard times. If your SSB is 2 and you are being asked to make cuts to staff that would lead to an SSB of 8, you can research libraries with an SSB of 8 to objectively describe the anticipated loss in quality of services.

With a simple equation requiring only 3 easily attainable data points, every library can be armed with the information it needs to help it be the best it can be. It also serves as a tool for determining a pool of benchmark libraries and organizations regardless of funding levels, staff sizes, or population served. It turns all foodstuffs into apples.

How Does Zula B. Wylie Public Library Standup?

The following chart depicts the Staff Service Burden (SSB) rating of the Zula B. Wylie Public Library and (9 of the 10) peer libraries that the ZBWPL has been using as a benchmark. The following chart represents data from the Texas State Library Archives and Commission reporting of Fiscal Year 2016. As highlighted each ZBWPL full time equivalent employee has a burden serving an average of (3+) customers for every hour they work through the year or 17.31 minutes/customer. The average of the (9) peer libraries FTE's serving customers is 18.14 (minutes/customer).

ZULA B. WYLIE PUBLIC LIBRARY LONG RANGE PLAN

We believe that this indicates that the ZBWPL is striving to offer the best customer service (to the community), striving to meet the community demands of programs, services and collections in a library that is 64% smaller in SF, 37% fewer total visits and 36% fewer FTE's as compared to the (9) peer libraries.

Library Name	City	Total Visits	Total Paid FTE	Hours Open	SSB	Min/Cust.
Mansfield Public Library	Mansfield	127,754	7.95	2524	6.3667	9.424
Keller Public Library	Keller	232,604	15.33	2824	5.3729	11.16
DeSoto Public Library	DeSoto	185,772	11.50	3445	4.6891	12.79
Bedford Public Library	Bedford	219,543	19.45	2988	3.7776	15.88
Lancaster Vet. Mem. Library	Lancaster	74,191	7.50	2825	3.5016	17.13
Zula B Wylie P.L.	Cedar Hill	106,692*	10.90	2824	3.4661	17.31
Euless Public Library	Euless	237,761	23.50	2940	3.4413	17.43
Rowlett Public Library	Rowlett	135,838	14.73	3029	3.0445	19.70
Cozby Library & Comm. Com.	Coppell	141,477**	20.50	3162	2.1826	27.52
Grapevine Public Library	Grapevine	145,942	24.58	3189	1.8618	32.25

Notes:

(*) Zula B Wylie Public Library Total Visits has increased from 2014 (98,111), to 2015 (105,156) and to 2016 (106,692).

(**) Cozby Library and Community Commons Total Visits is considerably low for the Fiscal Year 2016 due to the closing of the library during the year of 2015/2016 for the renovation and expansion of the Library. Previous two years their total visits averaged 257,029.

As previously stated under the "Initial Project Recommendation" if the ZBWPL is to meet the current needs + 10 years (projection) a new 46,451 SF library is needed. So, the question is "what does an SSB rating (hypothetically) look like for a new ZBWPL as compared to (3) of the peer libraries listed above that fall within that similar SF category (Bedford 40,516 SF, Euless 40,000 SF and Grapevine 54,500 SF)?"

Library Name	City	Total Visits	Total Paid FTE	Hours Open	SSB	Min/Cust.
(NEW) Zula B. Wylie P.L.	Cedar Hill	200,000*	13.00*	2824*	5.4478	11.01
Average 3 Peer Libraries	Bed., Eul., Grv.	201,082	22.51	3039	2.9339	20.41

Note:

(*) The "Hours Open" number used was what has been reported consistently for Fiscal Years 2014 – 2016. The "Total Paid FTE's" was increased based on anticipated staffing increases over the next 3-5 years. The "Total Visits" was increased hypothetically to be consistent with the (3) peer libraries.

This indicates that a new ZWBPL that is of a larger facility, that will be able to provide more amenities and spaces, more programs and services, more state-of-the-art technology and more collections to the community...**the Library will be VERY BUSY, the staff will be very busy too!**

Community Needs for the ZBWPL

As part of the library needs assessment process, the consultant team engaged with the library board to assess overall satisfaction of the existing library, as well as inquire what they felt was needed or desired to be implemented into a new library to meet current and future needs and or trends. Additionally, an online survey was conducted to obtain feedback from the community.

TOP "wish list" for the New Library.... includes:

1. **Technology:**

- Digital Media Studio (videography, photography, music, animation creation)
- Video conferencing
- Separate technology in children's and teen areas
- Business Center for business owners to access information and digital services

2. Computers:

- A separate computer lab (room for maybe 50 computers?) with some Apple computers and some Linux computers, not just Windows.
- Space for some computers in the library as well as in the lab.
- The computer lab could possibly have 2 entrances, one from inside the library and one from outside.

3. Teen area:

- Should be in an area separate and away from other public areas.
- Should have space for computers, multimedia equipment, and STEM activities as well as more books than we currently offer them. Definitely should be larger than we have now.

4. A variety of event spaces:

- A separate room for maker space (with its own storage).
- Music recording studio room with computer and padded walls.
- Video conferencing area.
- Arts & crafts area where people can draw and paint.
- Cooking demo station/seating area for celebrity chefs and cookbook authors to showcase work.
- Co-working spaces for entrepreneurs and non-profit groups to collaborate on “think tank” ideas.

5. Flexible meeting spaces:

- More than one meeting room. Our meeting rooms are used by staff, city groups, community groups and nonprofits. They are for meetings as well as programs. We need more than one.
- One meeting room should have a stage.
- One designated just for children’s programming would be great, with flexibility for a variety of sizes of groups.

6. Study rooms:

- Plenty of quiet study rooms (maybe 4 or 5? 6 or 8?) that can accommodate a variety of numbers (1, 2, or small groups of people).
- These rooms could have transparent walls and could be large enough to accommodate a conference table.

7. Children’s area:

- Separate and self-contained for noise and toys.
- Its own program room for staging programs and other events, distinct from adult events.
- Children’s area should be bright and open, with separate zones for tweens, pre-k, and toddlers.
- Family Restroom.

8. Outdoor areas:

- Outdoor reading areas.
- Art/sculptures outside the library.
- Keep the community garden and the outdoor music garden and allow for expansion of these as well as room for added outdoor activities such as a children’s sensory garden and a nature exploration area.

9. Staff space:

- Office space for at least all managers.
- Decent-sized cubicles for other staff, larger than we have now, with adequate space.
- Space for collaborative work among staff.
- The break room should be a fully separate room with sufficient space for sitting, eating, storage for food and dishes, refrigerator and dishwasher.
- Larger staff bathroom (or 2 bathrooms for staff).
- Plenty of locker space for staff who do not have their own office or cubicle.
- Staff area should be large enough to accommodate a self-check-in system with room for bins and carts, processing and cataloguing of new materials.

10. Storage:

- Lots of it! For season décor, supplies, program materials, crafts, and space for event prep (stuffing bags, preparing arts and crafts, cleaning toys, etc.).
- Larger custodian/utility closet as well for storing cleaning and building supplies.
- Storage in office spaces.
- Storage in event spaces.

Online Survey Results

"Libraries today are not just about checking out books and electronics. Libraries are multi-functional communal spaces that almost resembles an enclosed park to enhance the standard of living. Most modern libraries have the collection as the secondary attraction to the communal spaces whether those are conference rooms, outdoor green spaces, entertainment rooms or play areas".....Anonymous Online Survey Respondent

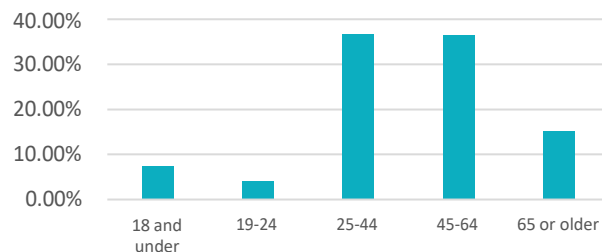
Who Participated



Participant Snapshot

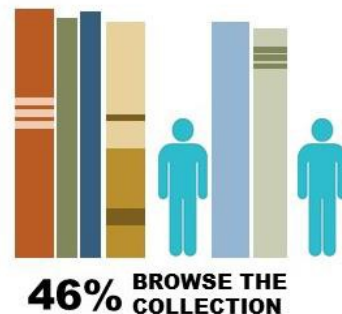
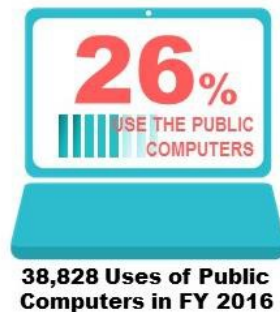
- 77.5% of respondents were female
- 73.96% live in Cedar Hill city limits
- 90% had a library card
- 36.47% are 25 to 44 years old
- 56.43% used the library in the last 12 months

Cedar Hill Survey Participants by Age



How the Participants Use the Library

- 106,692 Visits per Year (FY2016).
- 298,619 Materials Checked out Per Year (FY2016).
- 25.15 % respondents visit the library once a month and 24.26% visit the library once a week.
- 62.28% respondents check out books or other materials.
- 57.73% respondents believe their use of the Library will increase in the next five years.
- 46.36% respondents read or browse the collection when visiting the Library.
- 32.07% attend children programs and 25.36% attend adult programs.
 - **576% Increase from FY2008 to FY2016 in Total Program Attendance (Adult, Children, Teen, Computer, Family and Outreach)**



What the Participants Thought

- Respondents overwhelmingly find the staff helpful and pleasant.
- 68% of Library users check out books, movies and music when visiting the Library.
- Respondents often find the Library well-used which makes it noisy....more quiet areas.
- Respondents feel that a larger facility, with more books and more program spaces would be "great".
- Respondents feel that the library needs to be flexible both in terms of space and technology as needs are changing rapidly.
- The library provides a wide, creative, useful set of services now...but simply there is not enough room / space to provide for these needs and services; a lack of seating space, a lack of social gathering space, and inefficient meeting space were all noted as areas of needed improvement.
- Respondents feel that the library is becoming a crucial place for the whole community that involves more than just books. It is an active Cedar Hill community center – a place for discovery, exploration and resources.

Online (Survey) Participants **RATED** the current Library Services from **GOOD** to **EXCELLENT**:



CUSTOMER SERVICE

91%



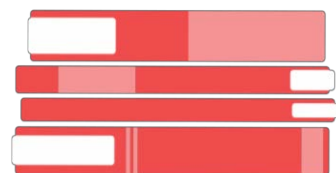
ALL PROGRAMS
Children, Tweens,
Teens and Adults

81%



OUTDOOR GARDEN

77%



PRINT and DIGITAL
Materials

79%

What the Participants Want



Additional programs and services identified included:

- 89% More books, movies and music
- 87% Public computers and internet access
- 87% Information and resources for students
- 84% Comfortable, welcoming spaces for reading
- 82% Spaces and programs for kids
- 80% Maker Space
- 72% Expanded children and teen spaces
- 68% Collaborative Learning Spaces
- 62% Robotics for Kids
- 54% 3D Printer(s)
- 52% Digital Lab for AV and other specialized software
- 48% Video Conferencing

Libraries are changing rapidly, **PRODUCT** is no longer content but an **EXPERIENCE**.

More than 300 individuals participated in responding to the online community survey which was hosted through a link off the City of Cedar Hill and Zula B Wylie Public Library's home page. 73.96% of the surveys received were by residents of Cedar Hill. *A summary of the survey responses is presented in the Appendix both in Spanish and English.*

Community Input Focus Groups

Students, parents, seniors, business leaders, community leaders, the school district, longtime residents, teachers, counselors, researchers, religious communities, young families, fraternal organizations, teens, and librarians, were represented in the focus groups and online survey respondents. The following is a list of the Community Group participants.

- | | | |
|--------------------------------------|--|-------------------------------------|
| • Zula B. Wylie Public Library Board | • CH Genealogical Society | • City Professional Staff |
| • Friends of the Library | • CH Mayor's Teen Council | • Discovery Community Gardeners |
| • Zula B. Wylie Public Library Staff | • Leadership Southwest | • Sit and Sew Group Members |
| • CH Senior Center | • Northwood University Alumni | • Texas Library Association Members |
| • CH Rotary Club | • CH Chamber of Commerce | • Family Place |
| • CH Education Foundation | • Community Activists | |
| | • Cedar Hill Independent School District | |

Each session explored the following topics but not limited to:

- Who do you feel you represent in the community?
- Do you use a Library(s)? If so, which ones, how often and for what purpose?
- What do you appreciate about the services you receive? What is working well?
- What would you like to be able to do or have access to at a NEW Library, but currently cannot?
- What is your experience at the ZBWPL? What are you doing?
- Which would you prefer? Develop a new larger facility at the current location or develop a new larger facility at a different location?

COMMUNITY:

As a library system, whether a single branch (ZBWPL) or multiple branches, the needs of our community are what we use to make decisions as a library / library system. The community is integral in expanding our library's image from a building with books to a cooperative organization that is a cornerstone of the Cedar Hill community. The ZBWPL celebrates the diversity of their customers and their experiences, and values maintaining open lines of communication to obtain feedback about the library, library programs and services and the future of the library. Extensive outreach to the community, analysis of current services, and exploration into best practices created the basis for identified needs and service responses. Exploring innovative and creative strategies for services responses enables the City and Library to realize its vision and goals for a new library. The consultants believed that a collaborative process yields the most comprehensive solutions, which address the aggregate needs, issues, vision, and concerns of all stakeholders. Staff encouraged input and participation through a variety of means. They mailed and e-mailed flyers and information regarding the community forums and the Web site to stakeholder contacts, posted at websites for the City and Library. The community forums were widely advertised at the Library through banners, bookmarks, and brochures. Members of the staff contacted the community and key representatives of organizations by phone, mail or through invitational e-mail messages, seeking their participation in the outreach process.

The following is a summation from those input work sessions.

Community Focus Group Meetings (Adults) September 15 & 18, 2017 (11:30 – 1:00 PM and 6:30-8:00PM)

How the Participants Use the Library

- To check out books
- Attend programs

What the Participants Thought

About the Library

- Staff is "Great"
- Books about the City, History of the City
- Library is too small, lacks enough seating
- Outgrown meeting room for various programs

What the Participants Want

In a New Library

- Comfortable, quiet area to sit, "living room" environment
- A place to sit outside
- A separate place for tutoring
- More study rooms of varying size
- A genealogy area with dedicated computer area; combined with vertical storage with the historical museum
- More meeting spaces, community room for lecture series; needs an adjacent kitchenette
- Upgraded sound system for meeting spaces (wireless mike that can be mobile); need to address those with hearing difficulties
- A walkway within the library (around the perimeter for walking / exercise)
- Manipulatives for children's area
- Tables with casters for flexible moving and arrangements
- Power in floor and tables (for flexibility)
- Coffee / tea vending area
- Artwork display area
- A Book Club Room
- A learning space for technology and collaboration

Community Focus Group Meetings (Teens) September 25, 2017 (6:30-8:00PM)

How the Participants Use the Library

- To check out books
- Attend programs

What the Participants Thought

About the Library

- Staff is "Great"
- Books about the City, History of the City
- Teen collection is "good"
- Library is too small, lacks enough seating
- Library "smells"
- The interior never changes
- Teen area is too small
- Ambiance does not create the feeling that you can just lounge as compare to Barnes and Noble
- Participants feel more comfortable at a Half Price Book Store or Barnes and Noble – they feel more relaxed and enjoy the ambiance

What the Participants Want

In a New Teen Space

- A loft
- Charging Stations
- More Technology
- A Green Screen
- Big screen TV, gaming
- Digital Lab
- Macs with sophisticated programs and software
- Seating 'Pods' for directional sound control of music/tv
- More study guides for AP courses and testing
- More graphic novels
- Interactive display / changing display
- Snack area / café / vending
- Wow factor of color
- Good lighting, multi-colored and regular
- Media Wall
- Comfortable seating, funky seating, rolling "caster" chairs, booth seating
- Sofa seating with book shelves built underneath
- White boards (preferred) not smart boards, chalkboards
- Flexible seating
- Collaborative / study rooms for 4-6 people
- Wood floor, fuzzy carpet
- Enclosed Teen space with their collection inside of space

ZULA B. WYLIE PUBLIC LIBRARY LONG RANGE PLAN

The teen participants were presented (2) large format boards (see below) containing multiple images of current teen spaces representing color, lighting, seating, collections, collaborative / study areas and technology. Each participant was provided (8 orange colored dots) to place on their favorite "image" of what they **WANT** in a **NEW Teen space**.

BOARD 1



(17 of the 25) Images
received dots

BOARD 2



(15 of the 30) Images
received dots

ZULA B. WYLIE PUBLIC LIBRARY LONG RANGE PLAN

At the conclusion the following (5) pictures (shown below) received the most votes which reconfirmed the participants initial **‘wants’** in a **NEW Teen space** from color, lighting, seating, collaborative space and technology.



Image to the left
received the most votes



PEER ANALYSIS

Overview of Peer Library Comparison

The Peer Library comparison assesses library operations comprehensively. For comparison, the consultant benchmarked the ZBWPL performance against the public libraries serving populations 25,000 – 49,999 in the State of Texas and the average of public libraries statewide in Texas (as indicated below).

The **ZBWPL** is finding itself in the lower to mid-range in the other benchmark categories as compared to their peer libraries due to the inability to grow or expand the library; insufficient special spaces for events; inadequate program areas; lack of infrastructure for technology, and space for more collections all of which are affecting their greatest potential (to meet the growth of the Cedar Hill community).

The **ZBWPL** is most known for its events and programming. In recent years, the Library has held several signature events such as the Martin Luther King, Jr. Community Celebration, Earth Fest, Big Machines Expo, Scare on the Square and Polar Express Fest on the Hill at off-site locations, such as the Cedar Hill Government Center, Alan E. Sims Cedar Hill Recreation Center, Downtown Cedar Hill Square due to space limitations.

The Zula B. Wylie Public Library performs very well in the benchmark of **Program Attendance** (even with the lack of SF or available program space) falling just behind the leader Bedford Public Library (which in 2009/2010 went from a 17,000 SF library to a new 42,000 SF facility incorporating all the amenities of a state-of-the art library).



2017 Scare on the Square



2017 Polar Express Fest on the Hill



2017 Earth Fest

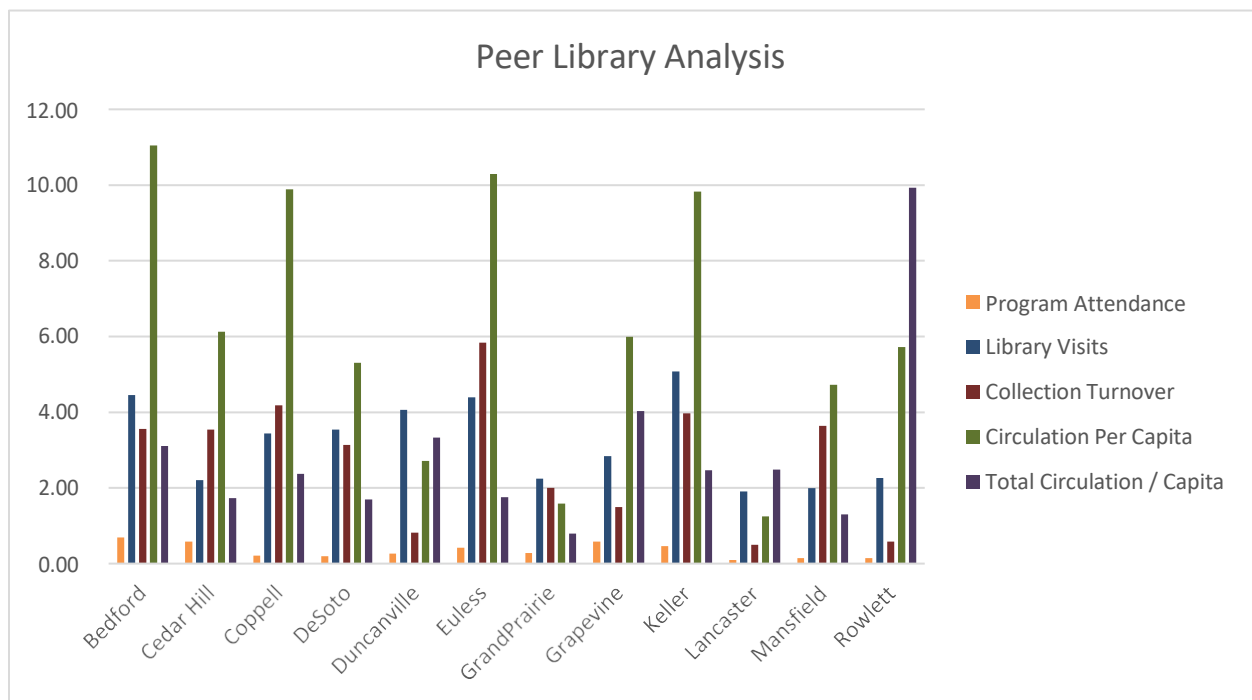


Dallas Zoo Animal Adventures

Peer Library Analysis

	ZBWPL FY 2016	Average 25,000 – 49,999	Average Statewide
<i>Program Attendance</i>	0.58 /capita	0.35 /capita	0.56 /capita
<i>Holdings</i>	1.73 items/capita	2.49 items/capita	6.32 items/capita
<i>Circulation</i>	6.13 items/capita	4.18 items/capita	4.96 items/capita
<i>Collection Turnover</i>	3.54 times	1.75 times	1.24 times

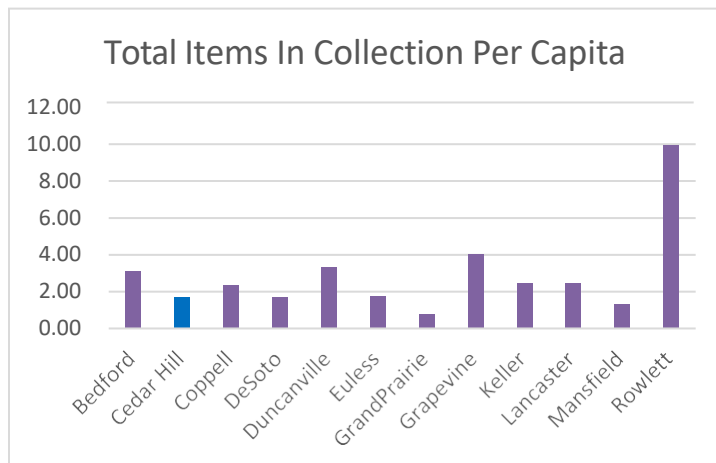
The Zula B. Wylie Public Library has been using the following cities: Bedford, Coppell, DeSoto, Duncanville, Euless, Grand Prairie, Grapevine, Keller, Lancaster, Mansfield, and Rowlett to benchmark its library services and programs.



In the rawest terms, the Zula B. Wylie Public Library ranks 9th among its peers in terms of Total Items in the Collection per Capita. ZBWPL also ranks 72% below the state average which is at (6.32%) as compared to (1.73%) for the ZBWPL. This is strictly a quantitative measure that does not consider the age or quality of the collection.

Total Items in Collection

Per Capita



Collection size, measured by the number of volumes in the collection relative to the size of the service population (per capita), is a very useful measure of how much the Library should offer. There is nothing magic about the number - it is a simple ratio of resources to the people wishing to use the resources. When due attention has also been paid to the quality and currency of the collection, collection size per capita is a good indicator of how adequate the collection will be as perceived by the public. Consequently, collection size per capita is also a good predictor of how heavily the Library will be used by the public.

The Texas Library Association has developed a three-level set of benchmarks for collection size, published in **Standards for Texas Public Libraries**, as recently revised in 2015. The standards are summarized in the table below, and are categorized by two levels beyond the most basic, considered to represent “**Enhanced**” (50th Percentile) or “**Exemplary**” (75th Percentile) levels of service. The chart below represents the standards for populations between 50,000 to 99,999 (*which in the very near future the Cedar Hill community will reach*).

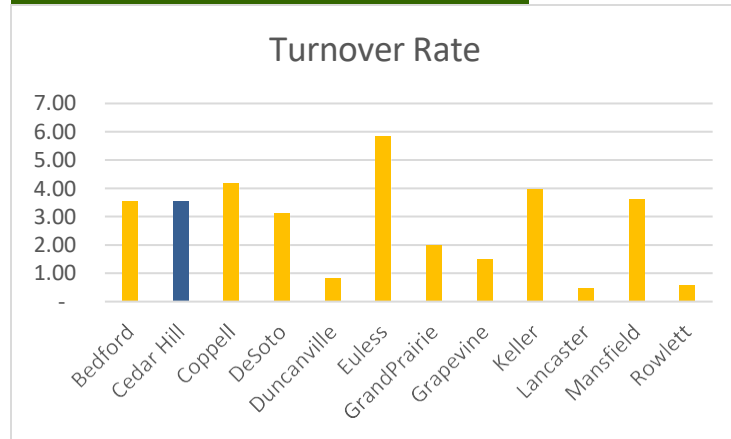
	ENHANCED	EXEMPLARY
COLLECTION STANDARDS	2.04 items per capita	2.79 items per capita
Populations 50,000 – 99,999	20% of collection less than 5 years old Entire collection weeded every 5 years 4.85 circulation per capita 2.98 collection turnover rate Allocate at least 15% of operating budget for library materials	20% of collection less than 5 years old Entire collection weeded every 3 years 8.81 circulation per capita 4.12 collection turnover rate Allocate at least 20% of operating budget for library materials

On this scale, the ZBWPL is well below the “Enhanced” level of service for collection size at 1.73 items per capita which is also below the “Enhanced” standard of 1.95 for populations of 25,000-49,999. Since the Library’s shelves are at capacity and no additional space to grow, it is unlikely that the Library can do better in the current Library facility and will steadily lose ground as the service population continues to grow if the new facility is not built soon.

Use of the Library's collections by the public, is another story. This measurement is usually an indication of how well a library's collections circulates. A high circulation (or turnover rate) indicates that a library is buying materials that the public wants to use. A rating of less than 1 indicates a need to examine whether the collection meets the community needs and desires. The ZBWPL meets the "Enhanced" level of service of (1.77) within the populations served of 25,000 – 49,999 at 3.54 and ranks 6th among its peer libraries.

Turnover Rate

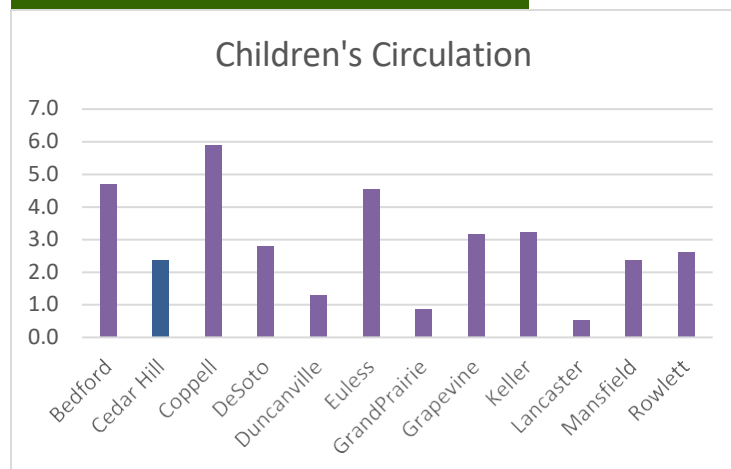
Annual Loans per Item



The ZBWPL exceeds the baseline standard of "Exemplary" (2.97) annual loans per item with 3.54. The ZBWPL is 64% greater than the Average Libraries Statewide which are at (1.24)

Children Circulation

Annual Loans per Item

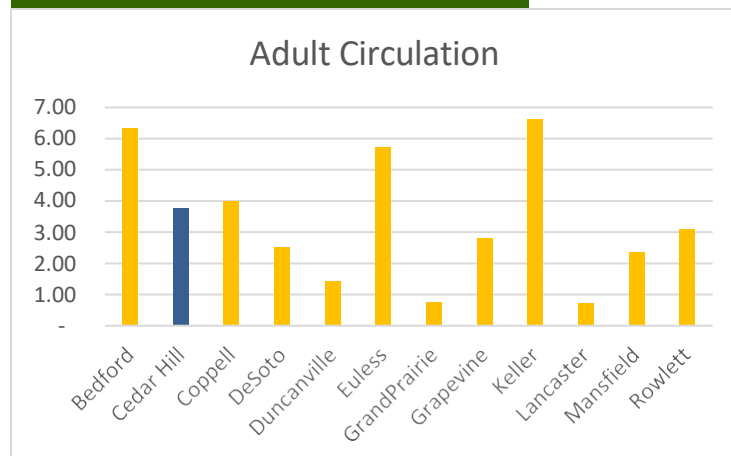


ZBWPL ranks 7th among its peers in loans of children's materials (physical and digital).

Of the total ZBWPL collection the Children's collection circulates 40.5% with a (non-reporting or 0%) of that collection circulating is in digital format.

Adult Circulation

Annual Loans per Item



ZBWPL ranks 5th among its peers in loans of adult materials.

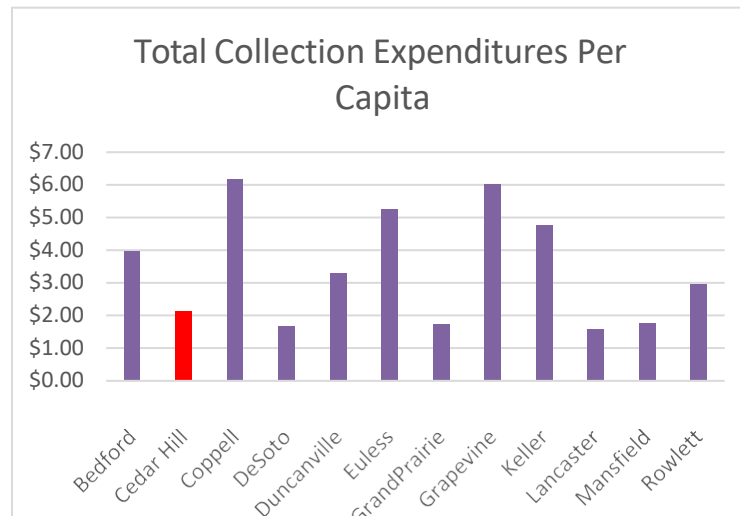
Of the total ZBWPL collection the Adult's collection circulates 59.4% with less than 0.05% of that collection circulating is in digital format.

What Does Zula B. Wylie Public Library Spend on library materials?

ZBWPL ranks 8th amongst its 11 peers in terms of per capita expenditures for library materials. Based on FY2016 comparisons, the ZBWPL's annual operating investment in building and maintaining its library resources and staff ranks 38% below the state average, and behind all its peers except Desoto, Mansfield, Grand Prairie, and Lancaster. However, the ZBWPL ranks within the "Enhanced" 50th percentile compared to all Texas libraries.

Total Collection Expenditures

per Capita



In FY2016, ZBWPL spent \$2.14 per capita for all categories of library materials. This ranks ZBWPL 8th amongst 11 peers and translates to approximately 38% below the state average for public libraries. The current state average per capita is \$3.04. The top seven peer libraries Total Collection Expenditures per Capita range from \$6.18 to \$2.94.

It is sometimes helpful to look at how a library compares with others in terms of total operating expenditures per annual circulation transaction. Expenditures per circulation tests only a single dimension of a library's services, but even as a flawed measure of efficiency it can be revealing in terms of what the community receives for its investment in library services. In making this comparison, it is critical to be aware that this measure does not consider much of what the Library does for its community, and consequently it is dangerously easy to read too much into the comparison. Only 8.6% of the library's budget is used to acquire access to library materials. This places the ZBWPL far below the minimum level to meet the "Enhanced" level of services according to the Texas Standards for Public Libraries. (Average statewide is 12%).

At a time when public libraries are particularly challenged in trying to adapt to fast-changing technologies and new electronic formats, it is critically important to budget for the transition. Additional investment in electronic resources will be required if the Library is to continue to serve a community that increasingly expects immediate access to services and materials.

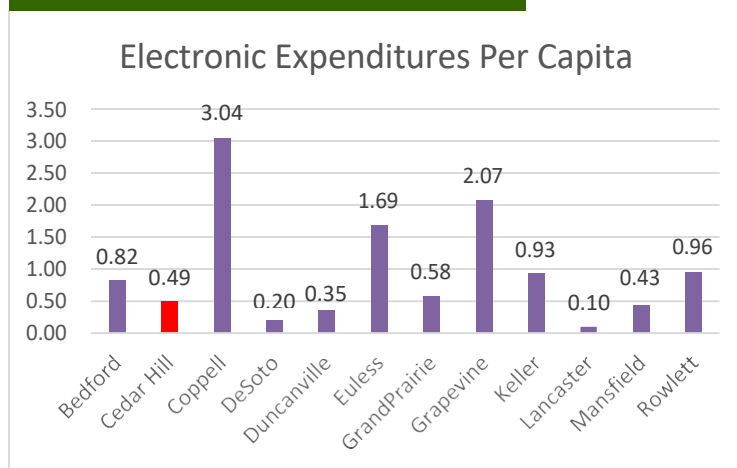
The electronic marketplace at this moment in time is particularly difficult for libraries, as publishers struggle to find a business model for their industry that accommodates the important cultural role of libraries. In the confused short-term market that has resulted, it is not always easy to find the best path forward. Over the next few years, libraries will be required to make substantial new investments in a variety of emerging formats for the storage, retrieval and distribution of the world's recorded knowledge.

Other forms of electronic content, including e-books, e-audiobooks, and a variety of streaming media will require greater levels of investment by ZBWPL if the Library is to realize its goals of providing content in the forms and formats most desired by the community. As indicated in the following chart ZBWPL ranks 8th of 11, spending about half of what Bedford and Keller spend per capita and approximately 77% less than what Grand Prairie and Grapevine spend per capita.

As the ZBWPL progresses towards the idea of library improvements and or a new library facility they must determine what their focus or end goal is in terms of investment in library materials in various electronic forms. Types of electronic resources include (e-books, audio / video DVD's, CD's, e-series (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format) takes up physical space which must be considered in the future planning of a new library. However, with the rapid advancement of technologies the library will be faced on how to satisfy the changing information needs of their user community with more dynamic electronic resources which may indirectly impact that physical space.

Electronic Format Expenditures—Included are operating expenditures for equipment when the cost is inseparably bundled into the price of the information service product. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Expenditures for materials held locally and for remote electronic materials for which permanent or temporary access rights have been acquired. Expenditures for database licenses are included.

Electronic Materials Expenditures *per Capita*



One of the unfortunate effects (from the user's perspective) of the great blossoming of library resources in new electronic formats has been a fragmentation of the user's ability to find all the resources that the Library has to offer through a catalog search. This is primarily caused by the insistence of most publishers on leasing access to electronic resources instead of selling the Library a copy, as they do with print and recorded materials. Too often users are redirected to other vendor websites outside the Library, required to search again using a different user interface, and required to learn different rules for requesting or checking out the materials if they succeed in finding them. This creates user confusion and virtually guarantees that many users will be unsuccessful in locating all the resources they need.

Funding Levels for Collection Maintenance

To maintain a print collection at an average age of between 10 – 12 years, it generally requires weeding and replacing approximately 10% of the collection each year that requires staff to be diligent in their collection management: always asking - (Question: *What is the quality of the collection available to the community?*). Weeding and replacing each year translates into establishing a budget that will allow the purchase of (?) volumes per year. Average costs for library books are always difficult to project, because buyers tend to adjust their behavior to try to stretch tight budgets. A reasonable estimate of the average cost per volume of adult non-fiction in the current year would be about \$18.50 per volume. Attempting to lower the average age of the collection requires greater expenditures.

Zula B. Wylie Public Library budgeted \$127,000 in FY 2018. *(Reference the Appendix for the Proposed Collection Development - replacement and upgrade for FY2018 thru FY2021).* The collection maintenance plan over the next five years is based on available and forecasted budgets set forth by the leadership for collection development based on the coming of a new library facility (that will be 3 times larger in size). The ability to aggressively weed and add collection is limited to existing shelf space and SF of the existing facility.

The consultant team recommends that the ZBWPL shall continue to review and develop a comprehensive collection management plan that will articulate a balanced approach that gives appropriate weight to educational, informational, cultural, and recreational needs and wants of the citizens for the new library. It shall express a clear understanding of the overall role of the public library: staff must understand that while some materials will be of historical value and regarded as permanent parts of the collection, most of newly selected materials will depreciate in two to five years based on circulation and timelines of information contained therein. **A public library is there to serve the community with responsive, current collections and services, not to serve as an archive for yesterday's knowledge.**

The ZBWPL's Collection Management Plan shall reflect those priorities. It will require the staff to review it annually, and to develop an annual allocation plan for the Library materials budget to ensure that the NEW library remains focused on building collections that both reflect and anticipate the needs of the community. It also assigns responsibility to individual members of the staff for building and maintaining sections of the collection.

This goal cannot be achieved without a sustained commitment to increased budget levels, rather than a one-time infusion of funds. Building a quality library collection requires a sustained effort by library staff, not an overnight fix. The focus should be on a collection that continually grows in quality and currency through a program of weeding and replacement.

When a new Library is built that will accommodate more space for various types of collections (*print / digital*) to grow, the leadership and staff of the library should continue their focus in the functionality, usability, and accessibility of those collections to continue the expected level of demand by the users in the community.

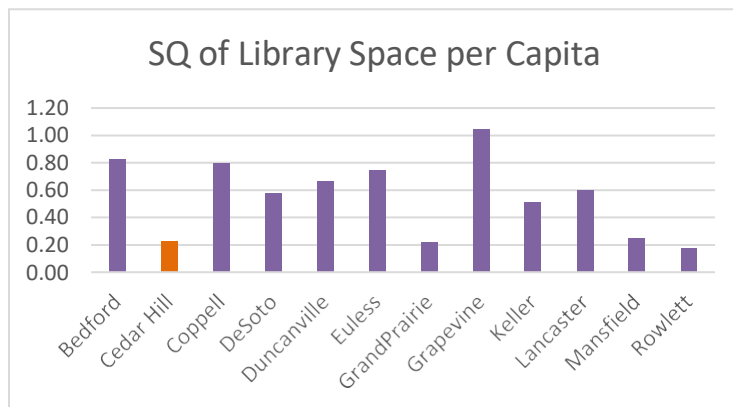
ZBWPL

The ZBWPL is well-maintained, however the existing spaces are at capacity, furniture and aesthetics are outdated and do not align with contemporary library planning and flexibility...**BUT** there are signs that the existing building is heavily used by Cedar Hill and the surrounding communities with over **298,000 materials checked out** in FY2016 a **92% increase** from the FY2014-15. Family programs have **increased 150%** from FY2014-15 to FY2016 and a **43% increase** in the same time frame in children programs.

JUST THINK WHAT the COMMUNITY CAN DO with a larger "contemporary" facility that will accommodate ALL the current and future trends of library programs, services and spaces of today and tomorrow's library.

The Zula B. Wylie Public Library provides less than 26.5% of the state average building area when measured by Library Square Footage per capita and ranks 9th of the eleven Peer City Libraries.

Library Square Footage Per Capita



Note, the Grand Prairie Public Library SF of Library Space per Capita represents a combination of the SF of their Main Library of 40,000 SF and their Branch Library of 12,760 totaling 52,760 SF or 0.28 as compared to the Cedar Hill Library of 10,800 SF or 0.22.

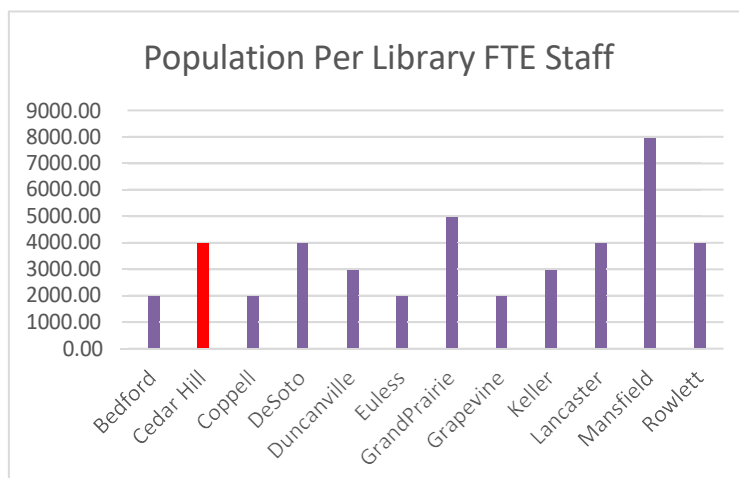
The following are a few deficiencies of the existing facility found by the consultant:

- The organization of the facility does not maximize the ability to market collections, services and programs
- Due to the lack of functionality within the children's area prohibits the ability to provide a variety of programs and services. The location and configuration also does not allow a separation from other areas – potential noise
- The facility lacks a diversity of meeting spaces, collaborative areas and social spaces
- The facility interior spaces are dark, which does not encourage use
- The facility lacks an appropriate dedicated space for Teens
- The facility is outdated and inefficient, and lacks a variety of seating
- The facility will not allow for future technology due to the lack of infrastructure (i.e. power and voltage requirements, and outlet requirements, etc.)
- The parking configuration does not allow for a drive-up book drop

Staff

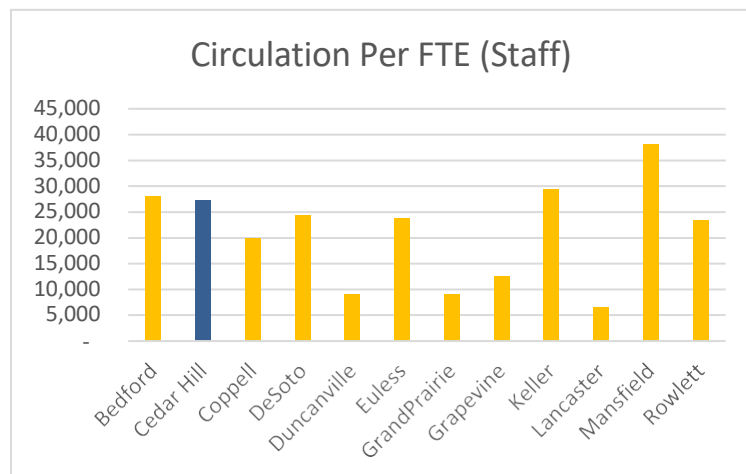
Staff training, and motivation levels appear to be very high due to the leadership of the Council, Library Board, Library Director and staff. **"The most important asset of any library goes home at night – the library staff"**... Father Timothy Healy, President, New York Public Library.

Population Per Library FTE Staff



Ranking 4th out of the 11 peer libraries may be considered a measure of excellent efficiency when it is considered beside a related measure, the number of annual circulation transactions per FTE Staff Member.

Circulation per FTE Staff



At just under 28,000 annual transactions per FTE staff member, ZBWPL ranks 4th out of its 11 peers in this measure of staff workload.

In Summary

The high volume of books that are circulated out of a small collection is taxing both the staff and facility. As the Library's collections improve in currency and begin to grow with the anticipation of a new facility, Library use will also increase. Library staff workloads are already high, the additional technologies such as automated materials handling systems and self-check kiosks would provide substantial additional help, but technology can only go so far. With the expectation of growing collections and providing an expanded scope of programming services within a new facility will require additional staff. The increase in staffing as recommended should be phased over a transition period.

As a new facility comes on line, there will be an increase in exposure to be at the forefront of a diverse programming portfolio, and an expanded collection to meet the community desires which will require an increase in staffing. The increased staffing of a Customer Technology Specialist, an Outreach/Teen Coordinator and Program Assistant will assist in the programming opportunities for children, teens, adults, professionals and the growing retire communities for exceptional service quality.

The below summation highlights a series of “**fast facts**” about the library’s outcomes and inputs at the time of the last masterplan report (2008) as compared to today’s statistics.

Descriptions	FY 2006/2007 Estimate	FY 2016/2017 Estimate	Percent Increase / Decrease
Residential Population	44,000	48,084	9.2%
Registered Borrows	25,745	46,175	79.3%
Items Checked Out (total)	102,084	298,619	192.5%
Juvenile Items Checked Out	39,026	79,806	104.5%
Total Items Checked Out Per Capita	2.32	6.21	167.6%
Electronic Resource Usage			
Number of Computers	16	37	132.5%
Number of Users	48,252	34,348	-28.8%
Pay for Print Usage	69,900	74,000	5.8%
Pay for Print Revenue	\$6,990	\$14,804	111.7%
Users Trained (Formal / Informal)	NA	11,738	--
Total Reference Questions	14,534	18,500	27.2%
Total Programs Provided	122	716	486.8%
Total Attendance	4,147	28,030	575.9%
Number of Children's Programs	110	309	180.9%
Children Program Attendance	3,232	8,133	151.6%
Interlibrary Loan			
Items lent to other Libraries	0	73	--
Items Borrowed from other Libraries	248	2	-99.1%
Visits			
People entering the library	86,258	126,470	46.6%
Resident visits per year	1.96	2.63	34.2%
Hours of Operation	2,832	2,824	-0.28%
Library Materials (total)	65,612	81,796	24.7%
Books and Serial Volumes (print)	56,728	71,278	25.6%
Audio	4,918	5,328	8.3%
Video	3,969	5,054	27.3%
Print Subscriptions	108	67	-37.9%
Electronic Subscriptions	7	1	-85.7%
Total Licensed Databases	29	68	134.4%
Total Expenditures	\$714,606	\$954,400	33.5%
Materials	\$99,270	\$90,000	-9.3%
Youth	\$13,826	\$16,500	19.3%
Adult	\$26,030	\$46,900	80.1%
Reference	\$3,427	\$0	-100%
Media	\$38,719	\$24,000	-38.0%
Subscriptions	\$14,439	\$27,000	86.9%
Special Collections	\$2,829	\$2,000	-29.3%
Staff	\$516,066	\$748,000	44.9%
Facility Square Footage	10,800	10,800	--

Recommendations

Recommendation

Build a new Library facility

In November 2017, Cedar Hill voters approved by 67% the issuance of \$45 million in general obligation bonds to finance infrastructure, parks and recreation and Library improvements to be initiated over the next five to seven years without a tax rate increase.

The City leadership, bond committee, library staff, library board and users are on a clear path (vision) to construct a new library facility that will meet today, tomorrow and the future growth of Cedar Hill, and the demands of a 21st century library providing the required trends, services and programs.

The NEW Facility SHALL provide at a minimum:

Goal	Flexible and Blended Spaces	Optimize Space for Flexibility for Future Change
	State of the Art Technologies	An Open Spacious Concept
	A Community Gathering Place	Expanded Collections
	Lively & Contemplative Spaces	Expanded Program Spaces
	A Place to Encourage Discovery	Enhanced Children and Teen Spaces
	Active Learning Zones for All Ages	Access to impromptu Spaces for Socialization
	Operational Efficiency	An "identity" a visual connection to its location
	Lifespan – Maintain Vitality	Meet the community needs and desires

The consultants recommend the following option to increase building efficiency and expand library service to meet current and future library trends.

Option:

Action Plan Build a New Library (46,451 SF, two-story with expansion capabilities horizontally and vertically to meet the projected future growth buildout in FY2035 – approx. 68,000-70,000 SF)

Recommendation

Improve the relevancy of the collection

The Zula B. Wylie Public Library's Collection Management Plan articulates a balanced approach that gives appropriate weight to the educational, informational, cultural and recreational needs and wants of the Cedar Hill community. The approach to the plan shall be updated based on the wants and needs of new services and programs that will need to be implemented in a new library facility.

Goal The Zula B. Wylie Public Library should strive to achieve a more current collection over the next five years, with a goal of reducing the overall average age of items in the collection to no more than 12 years.

Action Plan Beginning in FY18 replace 5% of the collection annually for 5 years until the new facility is built.

Recommendation***Increase the number of items in the collection***

The Library's collections are too small to meet the demands currently being placed on them and will be increasingly inadequate as the population continues to grow. Growth of the collection is currently constrained by the limits of the Library facility. Expanded collections should be a priority, based on a new facility.

Goal

The consultants recommend that the Library work toward a benchmark collection ratio of 2.25 items per person in the service area, (*currently they are 1.63 as compared to (5) peer Libraries average of 2.5*) and that it set a goal of achieving this level within 7 years from the date that the new facility is open which will make collection growth possible.

Action PlanStep 1:

The current facility is maximized and will not allow for additional collection (therefore additional SF is required i.e. a New Facility). Projected Total Collection in FY2021 – 98,352

Step 2:

Implement a collection development plan and budget to increase the collection over a 7-year period. The collection development plan should assume a 70% print and 30% digital collection breakdown.

Recommendation***Update and increase the number of reader seats***

A library's collection is the original reason for the invention of libraries and is still one of its most important elements. Nevertheless, a public library is far more than just a warehouse for its physical collection. Typically, only about a third of the floor space in a public library is devoted to the collection.

Reader seating is an important measure of the ability of a library facility to accommodate visitors to the Library who come to read and use the Library's collection. After space for housing a library's collection, the space required for user seating typically consumes the second largest amount of floor space in a public library.

Libraries try to provide a range of seating types to meet the needs of a variety of users, including those who wish to sit comfortably while they read or browse current materials, students who need space at a table or study carrel to spread out and work on a project, parents reading to children, and children working in groups on a project.

There are no national standards for reader seats in public libraries. This is primarily because the need for seating is so heavily dependent on the goals each library sets for itself in its program of services. Libraries such as ZBWPL, which value the educational role of the Library in addition to the recreational role, must plan to accommodate the needs of users who come to stay and study. This leads to a mid-range recommended number of reader seats. Curriculum support and extended study tends to require a greater number of reader seats, while recreational reading requires fewer seats to accommodate users who tend to check out their materials for later reading at home.

At present, the number and variety of reader seats available severely limits the utility of the existing Library to students and readers of all ages. Additional seating (various types of seating) in a new facility shall be planned to accommodate the important role of the Library as a venue for lifelong learning and leisure activities.

Goal The current facility is maximized and will not allow for additional reader seats therefore the consultants propose a benchmark of 2 reader seats per 1,000 people. (i.e. current population of 48,084 = 96 seats) for the planning efforts of a new library facility. Consultants also recommend that a variety of tables and seats to be planned to allow for mobility and power connectivity flexibility.

Action Plan Program a new facility to include a minimum of 120 reader seats and masterplan for 170 reader seats which is the maximum for the service population build out of 85,000 in FY2035.

Recommendation

Increase access to online resources

Public access computers in libraries have become a major public conduit for Internet access in many communities, and the importance of this role has grown with the growth of e-government services at all levels of government. Beyond general Internet access, public access computers provide:

- General software (word processing, spreadsheets, presentations, etc.)
- e-books
- Digital reference or virtual reference services
- Homework resources
- Audio Content such as podcasts and audiobooks
- Services for job seekers
- Computer and/or Internet training
- Access to licensed databases
- Access to and assistance with local, state, and federal government electronic services

Counts of public access computers include computers with Internet access and other computers that do not access the Internet but offer word processing or other computing resources. The counts do not include computers that only access the Library's online catalog, computers used only to book appointments on other computers, or print-release workstations.

Goal The library currently exceeds the "Exemplary" level of service described by Texas standards for one computer per 1,500 persons. (i.e. 48,084 persons = 32 required computers. The library currently provides 37. This is a direct reflection of the high use and the demand of the users.

Action Plan In order to provide more effective access to online resources and training, the staff recommends providing a (50) person computer lab in addition to access to public computers for children, teens and adults located at various in the new library. The need for a (50) person computer lab shall be evaluated and confirmed during the pre-design / programming phase of the new library and master planned for the ultimate buildout. It is recommended that a (i.e. multi-purpose room / business center) be planned initially that can provide that environment and flexibility of a (computer training/lab -- classroom) accommodating 25 persons and expanding to 50 in the future.

Recommendation***Improve the number and diversity of public meeting spaces***

More than ever before, the public library is being regarded as the community's living room, and a key part of that role is the provision of places for members of the community to gather.

There are never enough meeting spaces available in a community to satisfy the need for places to meet. The range of possible uses for a community meeting space is very broad. A community room can be the site for a concert, a lecture, a place for community groups to meet, for social gatherings or public discussions on topics of the day, a political forum, and more.

Public meeting spaces designed for community use require a significant allocation of library resources. The Library is not the only agency in a community that can provide a meeting place, but in some way's it may be the most neutral and universally welcoming place.

ZBWPL should plan to include a substantial public meeting space in the new library. It will require approximately 15 square feet per person for the room, arranged auditorium style, plus the storage space for tables and chairs, and any desired support space for food and beverages that might be included. The room should also include versatile electronic support for presentations of various types, and this equipment will likely require a support space adjoining the room.

Goal

Zula B. Wylie Public Library should plan to include a versatile public meeting facility (sub-dividable for flexibility), large enough to accommodate at least 150 persons. In addition, the Library should incorporate a variety of smaller spaces for small meetings, groups study, collaborative projects, one-on-one tutoring and instruction, and individual quiet study.

Action Plan

Program a new facility to include a large multipurpose meeting room and a variety of smaller meeting spaces.

Recommendation***Increase Staffing***

With the anticipation of a new (larger) library facility, growing collections and providing an expanded scope of programming services, and additional technologies, additional staff is an absolute to continue providing quality services to the growing community. Staff can provide that immediate customer service to the patron with the application of technology, including self-service checkout workstations and RFID tagging, and automated material handling systems.

In order to address the cultural, technological and literacy needs of the community, the library will need to plan for increases in innovative programming.

Goal

The City and Library should set a development plan and budget over the next 5 years for additional staff based on the development of a new library facility.

Action Plan

Beginning FY2018, it is recommended the City and Staff implement the development plan and budget for the addition of a Customer Technology Specialist and in FY2019 the addition of an Outreach / Teen Coordinator. Following in FY2020, it is recommended the library add a Part Time Program Assistant and Library Service Representative.

Recommendation***Continue to offer innovative programming***

The role of libraries has evolved from being a center for reading materials and research to a community place in which residents and visitors are exposed to authors, artists and new concepts and ideas through programming. The ZBWPL is known for its premier, innovative programming that attracts a higher average attendance than other libraries its size.

Goal

The ZBWPL should continue to provide premier, thought provoking, innovative, culturally significant, educational programming that represents the community it serves and reflects its patrons current and future needs, leveraging partnerships with other organizations and community partners.

Action Plan

Continue to offer programming that supports the community's needs and exposes residents and visitors to unique concepts and ideas that reflect the Cedar Hill community and the broader world in which we live.

IN SUMMARY - RECOMMENDATIONS

Value of the Library in the Community

As originally identified in the 2008 Long Range....."Many within the community value the library as a place of discovery, a repository of knowledge, an intellectual center, and a haven from hectic lives. There are passionate supporters of the library's role in research and as a partner to education, and those that look to the library to create young readers by teaching the community's children to read. The library is the place where reading as a fundamental element of educational and life successes is learned.

The library is perceived as the place in the community where cultures can merge, where diversity is embraced, awareness is fostered, and the interaction that allows a community to overcome diversity challenges occurs. Individuals look to the library as the potential catalyst for community discussion and dialogue on current topics and issues that the community, and maybe even the nation and world, must address.

The library is perceived as an equalizer, providing access to information and resources to individuals and families to create better lives for themselves, whether they 'have not' or 'have'. This is where learning happens, and knowledge is shared. It is a safe, neutral place that welcomes all, without the potential intimidation factors associated with other public services. It is also the 'last bastion of democracy' as the place where all views are represented, and intellectual freedom is protected.

For many, **the library is**, or should be, **a gathering place**. And for most, the library is a reflection of the community. The place, the people, and everything available within its walls and through its site present a statement of the quality of the community that supports it. There is disagreement in the community as to whether the current library is a 'good' library; some did not know it existed and many do not feel it meets their needs. Some have become frustrated after poor experiences and have not returned. Others love the library and appreciate it fully for all it does."

Site Selection

The consultants believe the relationship of the best possible site to the success of a public library's effectiveness is of paramount importance. *"The selection criteria for an effective site have much in common with the selection of an effective retail business. Both sites should be located within convenient proximity to the greatest number of customers. And, both should be located where people go in their daily rounds and not where people live."* Lee B. Brawner and Donald K. Beck. *Determining Your Public Library's Future Size*. American Library Association, 1996

The Zula B. Wylie Public Library, formerly named the Cedar Hill Public Library, began in a small frame building in 1948. After several moves, its current building of 10,800 SF (completed in the spring of 1987) is located at 225 Cedar Street with access off Cedar Street and W. Belt Line Rd. It was renamed in honor and memory of Mrs. Wylie and her family who donated the site's land. The library's collection and services have continued to expand to meet the needs of a growing population. As of 2017, the building has undergone a few renovations over the past 30 years without an increase in square footage....and now it is time to provide a NEW contemporary library that will meet the demands of the community and the current and future trends of library services and programs.

Public libraries differ from other municipal services such as police, fire protection, garbage collection, water and wastewater, and other utilities, in that most other municipal services are "delivered" to the user. A library requires the user to make a trip to the Library to receive the full benefit of its services, even in an electronic age when many library services can be delivered to remote users through network connections.

This is an important factor to consider. Public planners have a mandate to provide equity of access to the whole community to the greatest extent possible, and the location of the physical library facility is one of the most critical factors in how well it will serve the community. Public libraries must be conveniently located in order to serve their purpose for the community. While it is true that larger, more full-featured libraries can effectively serve a much larger area than smaller less well-stocked libraries, if the distances or the travel times are too long, people will simply not avail themselves of the resources, even though their tax dollars have helped fund them.

ZULA B. WYLIE PUBLIC LIBRARY LONG RANGE PLAN

An effective library site can be selected with an objective, documented process that establishes sound criteria, considers all potential sites, and arrives at an objective recommendation that ranks each of the sites. Maximum potential, effectiveness, location and access, and equity of service of the library plays a significant role in selecting and configuring a site layout whether existing or virgin. That has been the approach of the consultant in assessing possible sites for the new library facility.

Funding, budgets, community input, effectiveness, maximizing potential, location and access and the ability to continue and provide equity library services is the question that the City leadership and Library must answer regarding “What Potential Site Option” is the BEST for the City of Cedar Hill and the new Zula B. Wylie Public Library? Note: “Successful site planning and design is inseparable from effective architectural design. Artfully designed environments connect us to our surroundings and reveal sense of place, and fluidity between inside and out which serves to strengthen that experience.” Hidell and Associates Architects

Role of the Library

Leadership within the Cedar Hill community is asking the question again – “What does it mean to have a great library?”

The library of tomorrow should be a public campus that will grow the world's knowledge base while still providing access to non-digital resources. It will be responsive to the changing cultural and digital needs, providing opportunities for dynamic collaboration.

Even more today, Americans strongly value the role of public libraries in their communities, both for providing access to materials and resources and for promoting literacy and improving the overall quality of life. Most Americans say they have only had positive experiences at public libraries, and value a range of library resources and services.

Tomorrow's users will connect to the “public campus” on the go: For example, pedestrians will receive “pushed” information from [Bluetooth i-beacons](#) near the library, and students will be able to access the cloud for school projects.

As planners it is time to start developing the next generation of libraries, enabling the community to benefit from a variety of knowledge resources. Through an integrated customer service model and tiered support services, the next generation (ZBWPL) ~~will~~ enrich the cultural life of the Cedar Hill community.

The public library has evolved into a space that's a combination of where you can find modern technology or a quiet study space to read. As leaders of the community, staff and library planners it is important to prepare the library's purpose for the future by being aware of the latest ways of learning, including innovations with virtual reality. Preparing the future means involving the leadership, staff and community in the library design.

Today libraries and librarians must have a role to play in harnessing technological advances.... creating for them a portal---both digital and physical---through which users can find their way to accessible, credible and vital knowledge. Architects today must design libraries that must have flexible spaces that can facilitate collaboration, as well as the ability to create specialized environments for library users. Creative, flexible spaces in future libraries will meet the needs of digital learners who multi-task with many technologies, while at the same time continue to accommodate the traditional user searching for a printed resource or quiet place to read.

Moving Forward

The community is thriving and once again excited that the Zula B. Wylie Public Library and the City leadership is moving forward to improve the library's services, programs and facility, to meet the current and future needs of the community. The community recognized the need by their vote in November of 2017 for a **NEW, up-to-date, great library**.

There is no question that this community values the library. (*Reference the Appendix Online Survey Results*). Reflection of the 2008 report and the current movement to future planning of a new library following key concepts are still valid from the perspective of the City, staff and community:

- the library is both destination and portal - be a presence in the community and welcome ALL into the library
- a new physical environment (a new library) can provide the catalyst for changes in the service model to achieve the best impact in the community
- create community capital by acting immediately on the bond measure - the time is now for a new library, the library today is more relevant to the community
- organizational and operational sustainability of the library is critical to serving generations of library customers in the community
- focusing on equitable access to services

The library is a **destination within the community**, which is also a portal to all the world has to offer. The library has always been a cultural icon (each in their own distinctive way) dating back to Alexandria, to Andrew Carnegie and today in the likes of the Seattle Public Library, the San Diego Public Library and to the new Central Austin Public Library, all representing the identity of the community as well as a window to the abundance of knowledge, information, entertainment, and enrichment made available to all. For those that might not ever visit the physical place – the 'library experience' today is so much more and needs to be just as rich and rewarding in the virtual space. That is the future!

Libraries are no longer single-purpose repositories of books dedicated to quiet study. They have become dynamic hubs that function now more than ever as IT centers for students, adults, and underserved communities, including seniors and immigrants. Libraries have morphed from formal compartmentalized facilities into casual multipurpose destinations that allow a diverse range of people, alone or in groups, to engage in a variety of media-centric activities, both day and night.

Libraries in the future will continue to change and respond to the ways we seek knowledge. There will be more flexible spaces for evolving services and forms of information offering.

Libraries of the past were very heavy in shelving and housing of materials, whereas modern libraries have made a drastic shift to being almost collection-free. The thought [behind this is] that open space allows users to access more technology, and books could be retrieved from off-site storage locations. We think libraries of the future see the need for both.

Today, libraries are filled with creative spaces, not only for individuals, but also teams. They are economic incubators and learning hubs. Some agree that libraries are the entry points to the digital world. They are the way to embrace technology and avoid digital exclusion.

The design of the new ZBWPL will be a **catalyst for change** to meet current and future library trends and will facilitate the adoption of new service models desired by the community, staff and city. The new ZBWPL must be planned and designed with future flexibility and adaptive reuse as a core concept. This will allow the Library to reallocate resources currently invested in overcoming service and physical constraints (of the existing facility). Critical to the success of the new ZBWPL and Cedar Hill community will be a robust service model designed to be sustainable over time. Flexibility within the design will allow new programs, services, and collections design and development to continually be refined to address the emergent (ever changing) needs within the community.

The new ZBWPL will continue the city's vision of contemporary design as a means of creating a lively, innovative public hub for community exchange.

- The new ZBWPL will create spaces that welcome and encourage community gathering and interaction while maintaining flexibility, efficiency, and balancing the unique needs of individual library users and communities.
- The new ZBWPL will strive to provide a customer experience that will exceed library users' expectations and create passionate advocates of the ZBWPL.
- The community will recognize the new ZBWPL as a key destination for its educational and recreational pursuits throughout a lifetime, as well as a champion of literacy (early, traditional, financial, technological) in the United States.
- The new ZBWPL will be a visible and dynamic presence in the community, while the staff will continue its mission of being customer focused, delivering positive experiences for ALL.
- The staff will explore new ideas and ways of doing things at the new ZBWPL. They will pursue innovative means to keep all aspects of the library service contemporary, vibrant and relevant to ALL customers. The new ZBWPL will allow for new concepts to be sought out and explored, where creative ideas can take seed and flourish, and where decisions are made looking forward rather than backward.

The library staff and members of the bond committee have taken the first immediate actions to demonstrate to the city leadership and community that new things are on the horizon for the ZBWPL. That commitment, resources and energy to create community excitement, to ensure a successful bond measure and continued relevance of the library to the community is BIG!

The library's goal is to ensure that the value of the library is widely known thru marketing and outreach creating equal awareness of what is available to the community from the library.

The city leadership, city administration, bond committee, Library Director and staff have taken critical steps in the planning process in developing a facility strategy, building program, site analysis and community assessment for library improvements which was validated in the 2017 November election when Cedar Hill voters approved by 67% the issuance of \$45 million in general obligation bonds to finance infrastructure, parks and recreation and Library improvements to be initiated over the next five to seven years without a tax rate increase.

The choice of a new facility will build on the foundation of the Zula B. Wylie Public Library mission “**ZBWPL is to be the community place that acts as the Door to Discovery connecting our culturally rich and diverse community to resources and services that promote lifelong learning, personal growth and development, and awareness of the arts**” and the library's sustainability in the future.

The new ZBWPL will continue to be a place that offers the community a destination as a social gathering place for families where NEW services, programs and resources will help each Cedar Hill individual (and neighboring community) succeed. The New Library will remain an integral part of the unique and distinctive character of Cedar Hill.

THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

CITY COUNCIL UPDATE

January 23, 2018

Library Mission Statement

The mission of the **Zula B. Wylie Public Library** is to be the community place that acts as the Door to Discovery connecting our culturally rich and diverse community to resources and services that promote lifelong learning, personal growth and development, and awareness of the arts.



THANK YOU

MAYOR

Mayor Rob Franke

CITY COUNCIL

Daniel C. Haydin, Jr., Council Member
Stephen Mason, Mayor Pro Tem
Jami McCain, Council Member
Chris Parvin, Council Member
Clifford R. Shaw, Council Member
Wallace Swayze, Council Member

Greg Porter, City Manager
Melissa Valadez-Cummings, Asst. City Manager

LIBRARY MASTERPLAN STAFF COMMITTEE

Melissa Valadez-Cummings, Asst. City Manager
Toni Simmons, Library Director

LIBRARY BOARD MEMBERS

Christine Benson	Kenneth Prettol, ex-officio
Dennis Brock	Mary Sadousky
Lee Ruth Bryant	Darien Shelton, ex-officio
Elaine Cook	Mary White
Traphene Hickman	Alysa Hunter
Jacquelyn Moore	

THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

THE PURPOSE

.....of the Long Range Plan

- **Update the 2008 Long Range Plan**
- **To Retain Accreditation**

Accreditation is essential for city, county and state funders to understand that the local public library is an established institution which meets state standards for services to their community - standards which set a foundation for excellence in meeting information and technology needs.

THE WHY

- Provide information about the community and library to use in decision-making
- Clarify for board, staff and community the role of the library in the community
- Evaluate the usefulness and quality of specific services and activities
- Assist in preparing for change (dropping old services or adding new ones)
- Establish priorities for the allocation of resources
- Document the need for (better) funding

THE PROCESS

- Obtain community input through online surveys and focus groups
- Analyze the current facility against Texas Library Standards and Peer Libraries
- Review community demographics and future growth
- Establish benchmark goals
- Analyze site conditions
- Establish recommendations and action steps



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

CONGRATULATIONS!

PROPOSITION B - APPROVED

This proposition authorizes the issuance of \$20 million in general obligation bonds for a new public library. The project would replace the current 10,800 square foot library with an approximately 46,000 square foot (two-story) facility designed to meet current and future needs, based on Texas Public Library Standards and community needs and desires. The **new facility should provide** for technological enhancements, flexible program space, and community meeting rooms that are not feasible in the existing structure.



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

FAST FACTS

The below summation highlights a series of “fast facts” about the library’s outcomes and inputs at the time of the last master plan report (2008) as compared to today’s reporting statistics.

Description	FY 06/07 Estimate	FY 16/17 Estimate	Percent Increase
Residential Population	44,000	48,084	9.20%
Registered Borrows	25,745	46,175	79.30%
Total Items Checked Out	102,084	298,619	192.50%
Electronic (Computers)	16	37	132.50%
Total Programs provided	122	716	486.80%
Total Attendance	4,147	28,030	575.90%
Children Programs	110	309	180.90%
Children Program Attendance	3,232	8,133	151.60%
Visits	86,258	126,470	46.60%
Total Library Materials	65,759	81,796	24.30%
Library SQ FT	10,800	10,800	NA

TO MEET CURRENT NEEDS

Based on population statistics, library standards, required services & programs, amenities and spaces an approximately 37,000(+) SF facility is required.

....the ZBWPL staff is busy....
while working in an undersized facility

The following are a few deficiencies of the existing facility found:

- The organization of the facility does not maximize the ability to market collections, services and programs
- The lack of functionality within the children’s area prohibits the ability to provide a variety of programs and services. The location and configuration also does not allow a separation from other areas – potential noise
- The facility lacks a diversity of meeting spaces, collaborative areas and social spaces
- The facility interior spaces are dark, which does not encourage use
- The facility lacks an appropriate dedicated space for Teens
- The facility is outdated, inefficient, and lacks a variety of seating
- The facility will not allow for future technology due to the lack of infrastructure (i.e. power and voltage requirements, and outlet requirements, etc.)
- The parking configuration does not allow for a drive-up book drop

Just think what the *community* can do with a new Library
GREAT THINGS!

THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

BENCHMARK GOALS

GOAL 1 Planning and Development

Provide solutions that allow the facility to adapt and grow to meet the needs of the community through buildout

GOAL 2 Operational Efficiency

Provide solutions that improve the customer experience and improve the staff work process

GOAL 3 Meets Community Needs/Demands

Provide solutions that meet the wants and desires identified by the community through the planning process

GOAL 4 Flexibility to Future Trends

Provide solutions that provide a platform which will support continuing change in library services

GOAL 5 Built Environment

Refers to the man-made surroundings that provide the setting for human activity, ranging in scale from buildings, parks or green space, and supporting infrastructure



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

A SUCCESSFUL PUBLIC LIBRARY TODAY IS.... many things
.....A DESTINATION PLACE WITHIN THE COMMUNITY

The Library Must...

1. Provide the architectural organization to house the collection, program spaces, seating, technology, staff functions in an intuitive form
2. It must be economically responsible in its design and operation cost
3. The structure and infrastructure must accommodate today's ever-changing media and delivery system as well as be flexible to accommodate tomorrow's technology
4. The library should reflect the community it serves, the culture and architectural aesthetics



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

SUMMARY

ONLINE (SURVEY) PARTICIPANTS **RATED** THE CURRENT LIBRARY SERVICES from:

GOOD to EXCELLENT



91%

CUSTOMER
SERVICE



81%

ALL PROGRAMS
Children, Tweens/Teens,
Adults

PRINT
MATERIALS



DIGITAL
MATERIALS

79%

OUTDOOR GARDEN
/ PROGRAM SPACE



77%

ONLINE (SURVEY) PARTICIPANTS BELIEVED THE NEW FACILITY SHOULD HAVE:



80%

75%

77%

73%

73%

HIDELL Architects

THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

SUMMARY

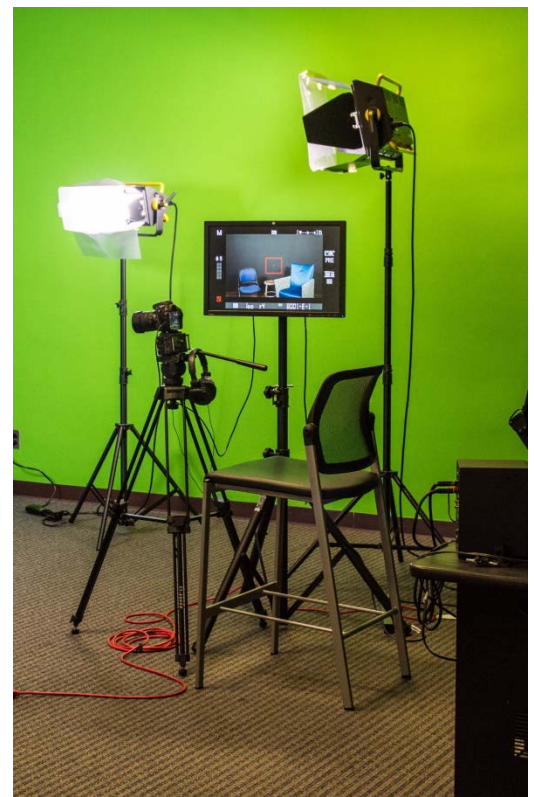
FOCUS GROUP PARTICIPANTS (ADULTS) WANTED....flexible meeting spaces with media capability, a “living room environment”, varying rooms for study, manipulatives for children and so much more....:



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

SUMMARY

FOCUS GROUP PARTICIPANTS (TEENS) RATED THE BELOW IMAGES THE HIGHEST OF WHAT THEY WANT IN A NEW DEDICATED TEEN SPACE..... from color, lighting, seating, collections, collaborative space and technology:



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

SUMMARY

STAFF's TOP "wish list"more technology, computer lab, dedicated Teen area, flexible event spaces, self-contained children's area and outdoor reading areas



THE ZULA B WYLIE PUBLIC LIBRARY

Long Range Plan

RECOMMENDATIONS

- **BUILD A NEW LIBRARY FACILITY**
- **IMPROVE THE RELEVANCY OF THE COLLECTION**
- **INCREASE THE NUMBER OF ITEMS IN THE COLLECTION**
- **UPDATE AND INCREASE THE NUMBER OF READER SEATS**
 - **INCREASE ACCESS TO ONLINE RESOURCES**
 - **IMPROVE THE NUMBER AND DIVERSITY OF**
 - **PUBLIC MEETING SPACES**
- **PLAN AND PROVIDE RESOURCES NECESSARY TO IMPLEMENT RECOMMENDATIONS**

THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

RECOMMENDATION

- The **New** library should provide • Flexible Blended Spaces • State of the Art Technologies • A Community Gathering Place • Lively & Contemplative Spaces • A Place to Encourage Discovery all in a **46,000 SF** facility that creates a “Family Place” environment

Based on Library Statistics, Best Practices and Community Input the new Library should support the following programs and services:

Community

- community meeting facilities and collaborative learning spaces
- makerspace with 3D printer and other amenities
- genealogy and language programs
- collaboration with the Cedar Hill Historical Museum

Children and Teen

- dedicated program space for children, pre-teen, and teens
- combined technology, education, and design facilities for advanced learning including robotics and STEM programs
- areas for age-appropriate books and resources

Businesses and Entrepreneurs

- professional and business development programs
- small meeting and individual workspaces
- video conferencing capabilities
- digital media lab with audio/visual and other specialized software



THE ZULA B WYLIE PUBLIC LIBRARY Long Range Plan

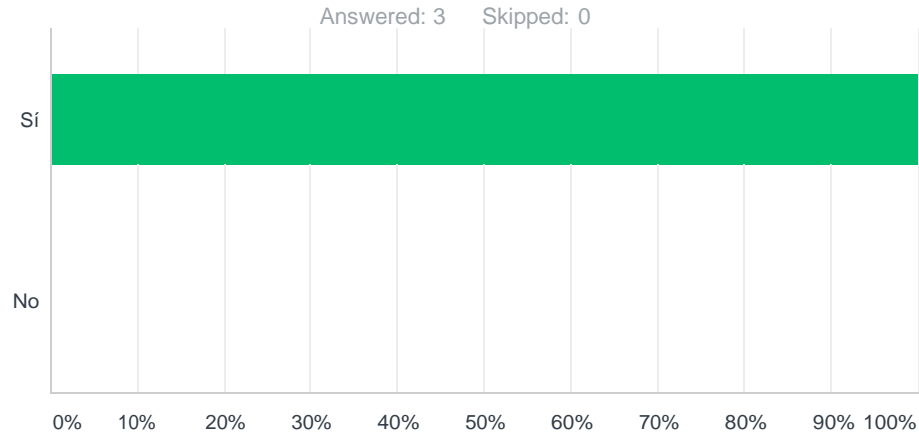
MOVING FORWARD – What is the FUTURE of ZBWPL

The **new ZBWPL** will continue to be a place that offers the community a **social gathering place for people of all backgrounds** where NEW services, programs and resources will help each Cedar Hill individual (and neighboring community) succeed. The new Library will remain an integral part of the unique and distinctive character of Cedar Hill.



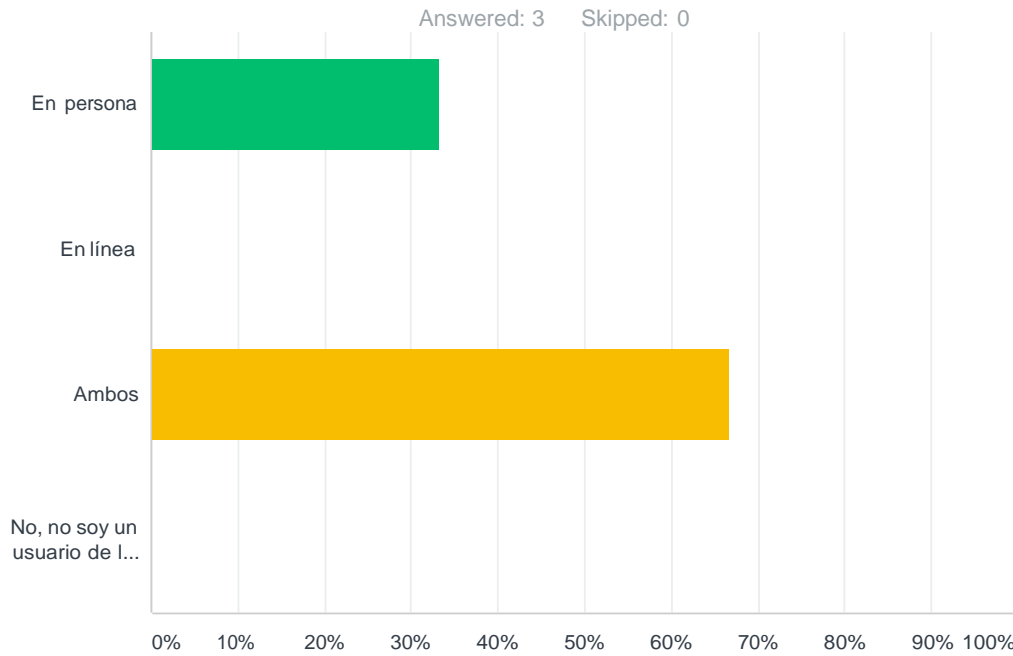
ONLINE SURVEY RESULTS

Q1 ¿Tiene una tarjeta de biblioteca?



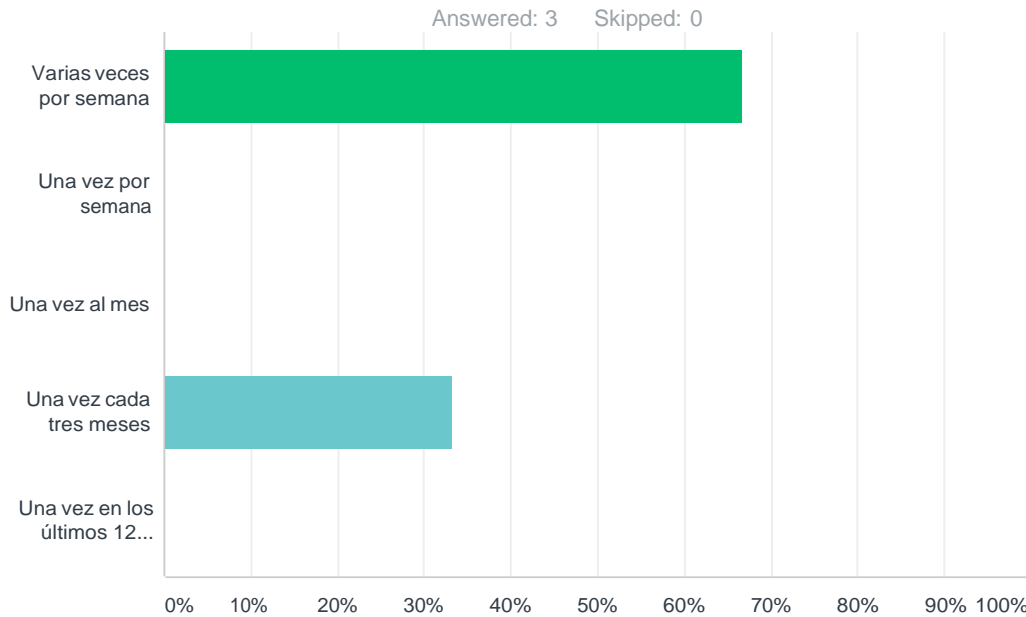
Answer Choices	Responses	
Sí	100.00%	3
No	0.00%	0
Total		3

Q2 ¿Usted ha utilizado la biblioteca pública de Zula B. Wylie en los últimos 12 meses, en persona o en línea?



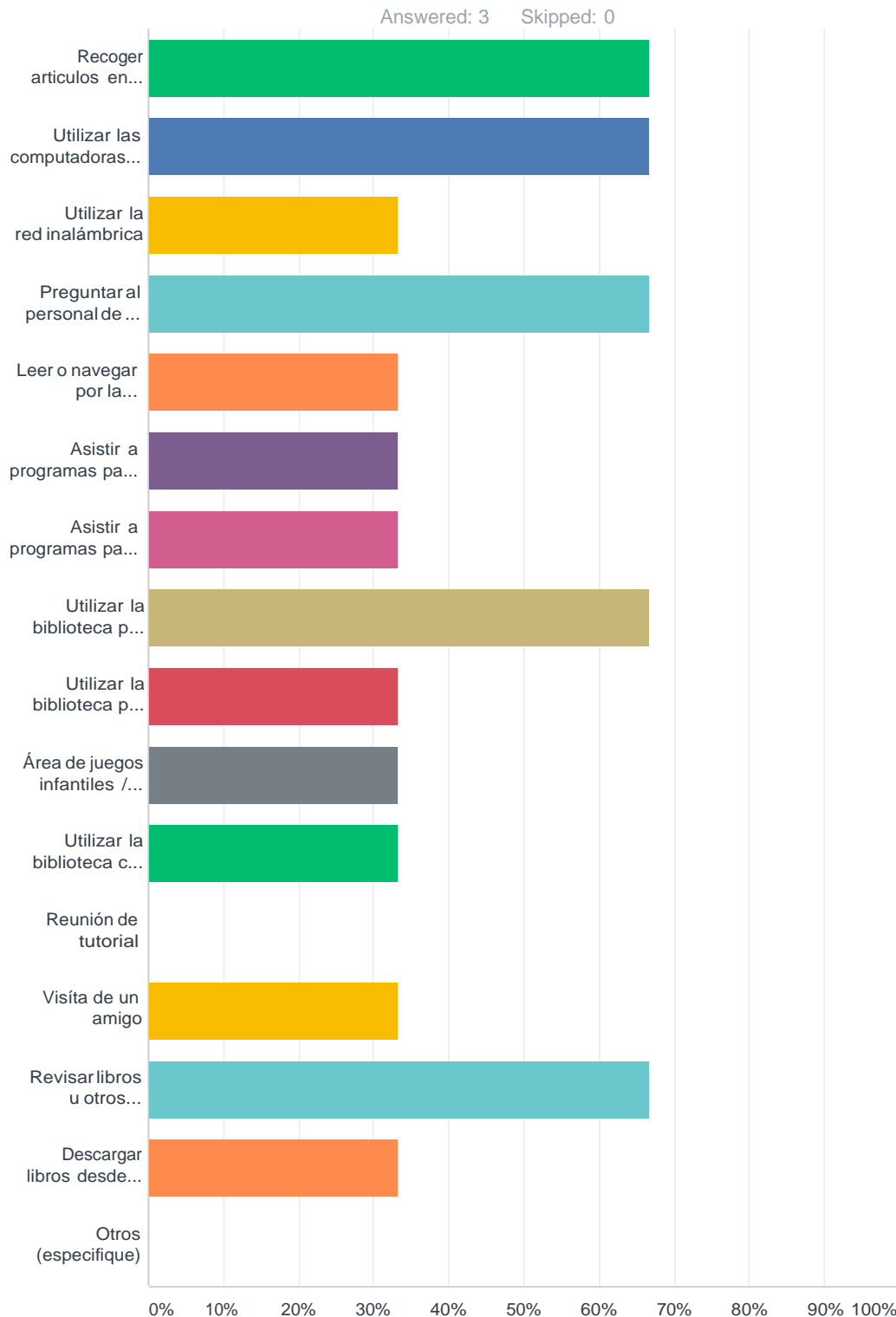
Answer Choices	Responses	
En persona	33.33%	1
En línea	0.00%	0
Ambos	66.67%	2
No, no soy un usuario de la biblioteca	0.00%	0
Total		3

Q3 ¿Con qué frecuencia usted o un miembro de la familia visita la biblioteca pública de Zula B. Wylie?



Answer Choices	Responses	
Varias veces por semana	66.67%	2
Una vez por semana	0.00%	0
Una vez al mes	0.00%	0
Una vez cada tres meses	33.33%	1
Una vez en los últimos 12 meses	0.00%	0
Total		3

Q4 ¿Normalmente qué hace cuando visite una biblioteca pública? (Biblioteca pública de Zula B. Wylie u otra biblioteca) (Seleccione todas las que apliquen)



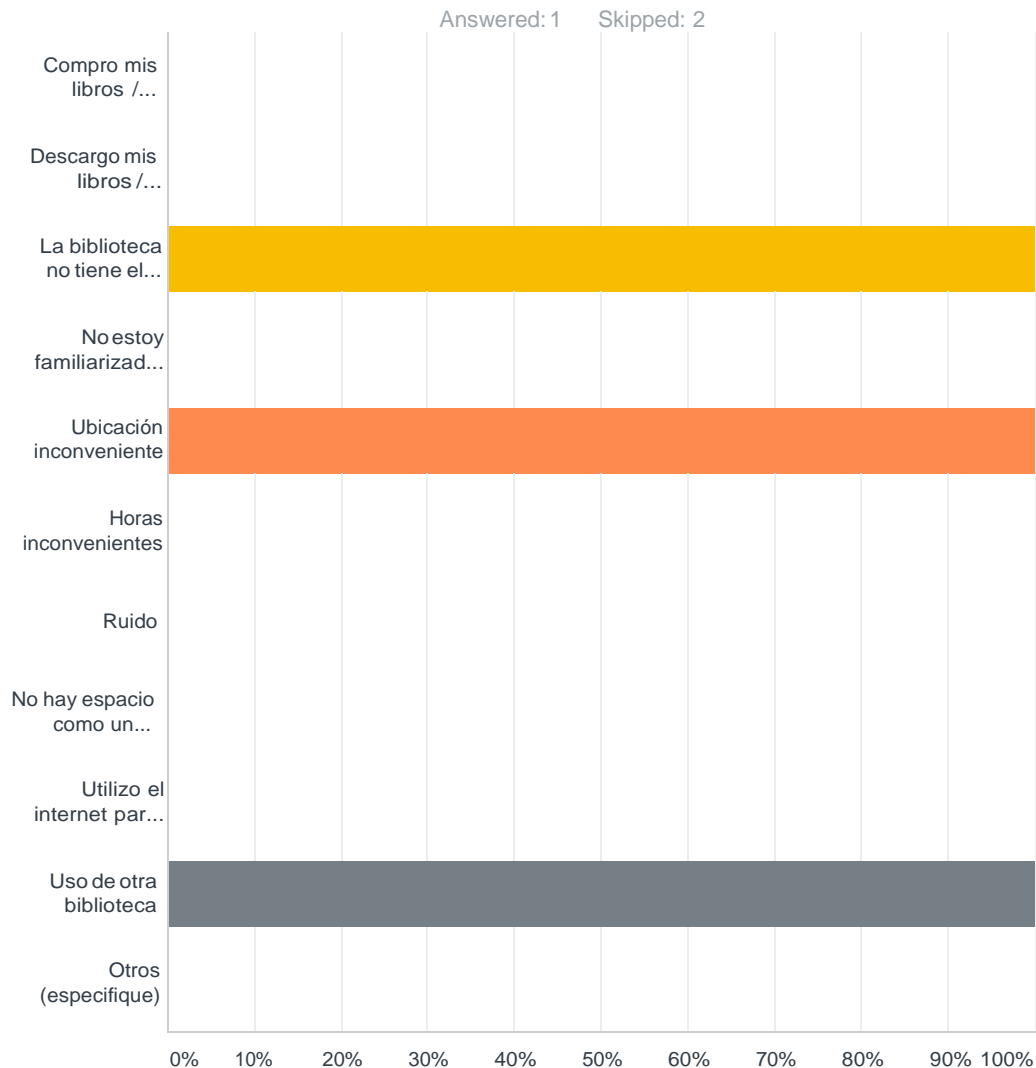
Answer Choices	Responses	
Recoger artículos en espera	66.67%	2

Cedar Hill Library - (Encuesta española)

Utilizar las computadoras públicas	66.67%	2
Utilizar la red inalámbrica	33.33%	1
Preguntar al personal de la biblioteca por ayuda para encontrar materiales	66.67%	2
Leer o navegar por la colección	33.33%	1
Asistir a programas para adultos	33.33%	1
Asistir a programas para niños	33.33%	1
Utilizar la biblioteca para la investigación	66.67%	2
Utilizar la biblioteca para completar tareas	33.33%	1
Área de juegos infantiles / zona de descubrimiento	33.33%	1
Utilizar la biblioteca como un espacio de trabajo profesional	33.33%	1
Reunión de tutorial	0.00%	0
Visita de un amigo	33.33%	1
Revisar libros u otros materiales	66.67%	2
Descargar libros desde el portal del Internet	33.33%	1
Otros (especifique)	0.00%	0
Total Respondents: 3		

#	Otros (especifique)	Date
	There are no responses.	

Q5 Si no ha utilizado la biblioteca pública de Zula B. Wylie en un rato, por favor díganos ¿por qué? (Seleccione todas las que apliquen)



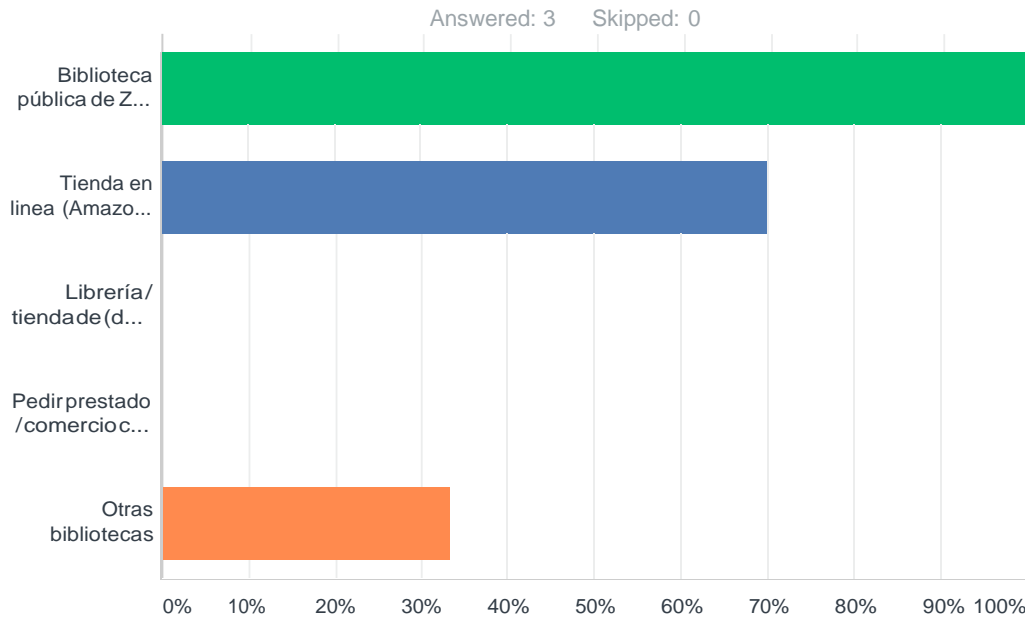
Answer Choices	Responses
Compro mis libros/películas/música/revistas desde una tienda de conveniencia	0.00% 0
Descargo mis libros/películas/música/revistas de un minorista en línea	0.00% 0
La biblioteca no tiene el material de gusto/necesidad	100.00% 1
No estoy familiarizado con los servicios en la biblioteca pública de Zula B. Wylie	0.00% 0
Ubicación inconveniente	100.00% 1
Horas inconvenientes	0.00% 0
Ruido	0.00% 0
No hay espacio como un elemento disuasivo para utilizar	0.00% 0
Utilizo el internet para obtener información	0.00% 0

Cedar Hill Library - (Encuesta española)

Uso de otra biblioteca	100.00%	1
Otros (especifique)	0.00%	0
Total Respondents: 1		

#	Otros (especifique)	Date
	There are no responses.	

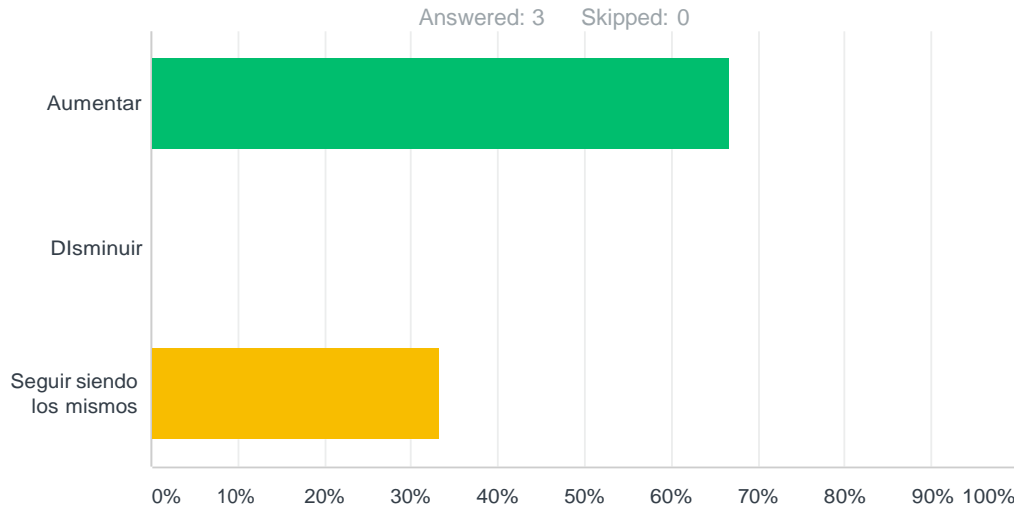
Q6 Cuando usted esta buscando libros, películas o música, ¿a dónde va? (Seleccione todas las que apliquen)



Answer Choices	Responses	
Biblioteca pública de Zula B. Wylie	100.00%	3
Tienda en línea (Amazon, iTunes, etcetera...)	66.67%	2
Librería/tiendade(de conveniencia)	0.00%	0
Pedir prestado/comercio con amigo y familia	0.00%	0
Otras bibliotecas	33.33%	1
Total Respondents: 3		

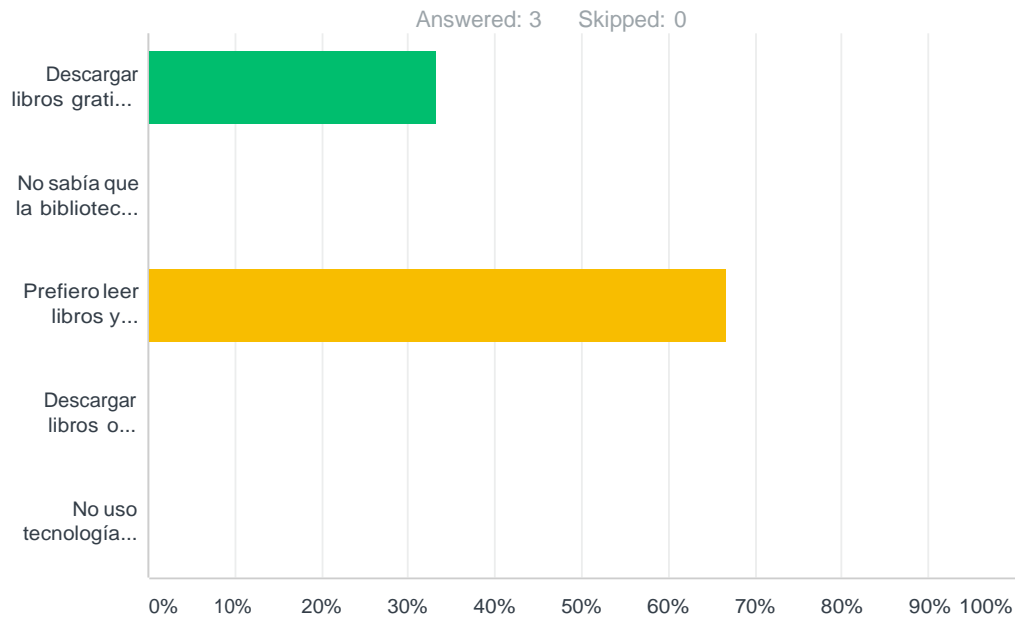
#	Otros (especifique)	Date
	There are no responses.	

Q7 ¿En los próximos cinco años, espera su uso de la biblioteca pública Zula B. Wylie para aumentar, disminuir o permanecer igual?



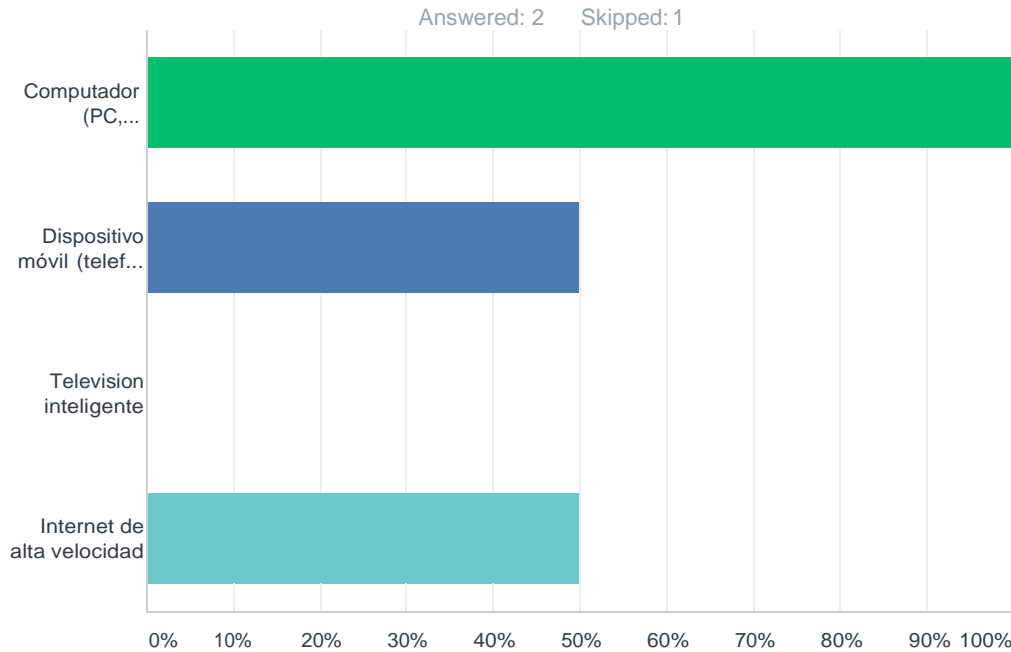
Answer Choices	Responses	
Aumentar	66.67%	2
Disminuir	0.00%	0
Seguir siendo los mismos	33.33%	1
Total		3

Q8 Si usa la tecnología en su vida frecuentemente, como un telefono inteligente, tablet, E-reader o una computadora, por favor, seleccione las siguientes declaraciones que se aplican:



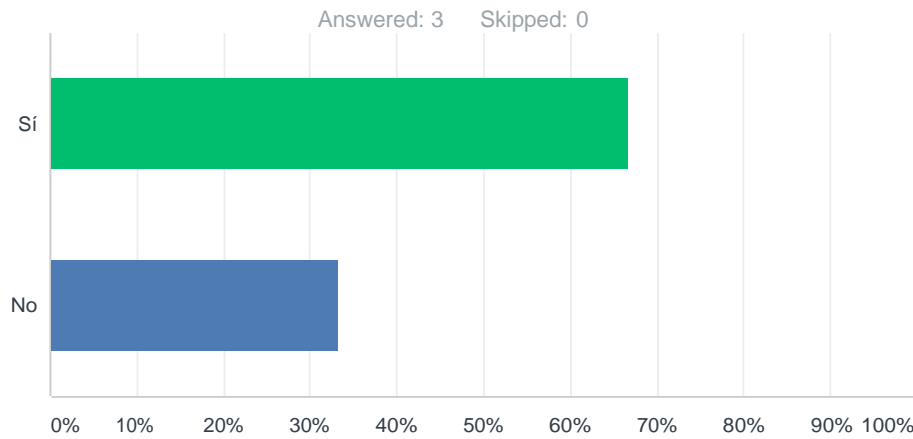
Answer Choices	Responses	
Descargar libros gratis de la biblioteca pública de Zula B. Wylie a mi dispositivo.	33.33%	1
No sabía que la biblioteca pública de Zula B. Wylie ofrece revistas y libros para descargar gratis.	0.00%	0
Prefiero leer libros y revistas impresos.	66.67%	2
Descargar libros o revistas de un vendedor en línea. (Amazon, Barnes and Noble, iTunes).	0.00%	0
No uso tecnología (dispositivos electrónicos móviles) para la lectura.	0.00%	0
Total Respondents: 3		

Q9 Cuando en casa, ¿qué dispositivo usas para obtener información o hacer compras en línea? ¿Tienes de alta velocidad? (Seleccione todas las que apliquen)



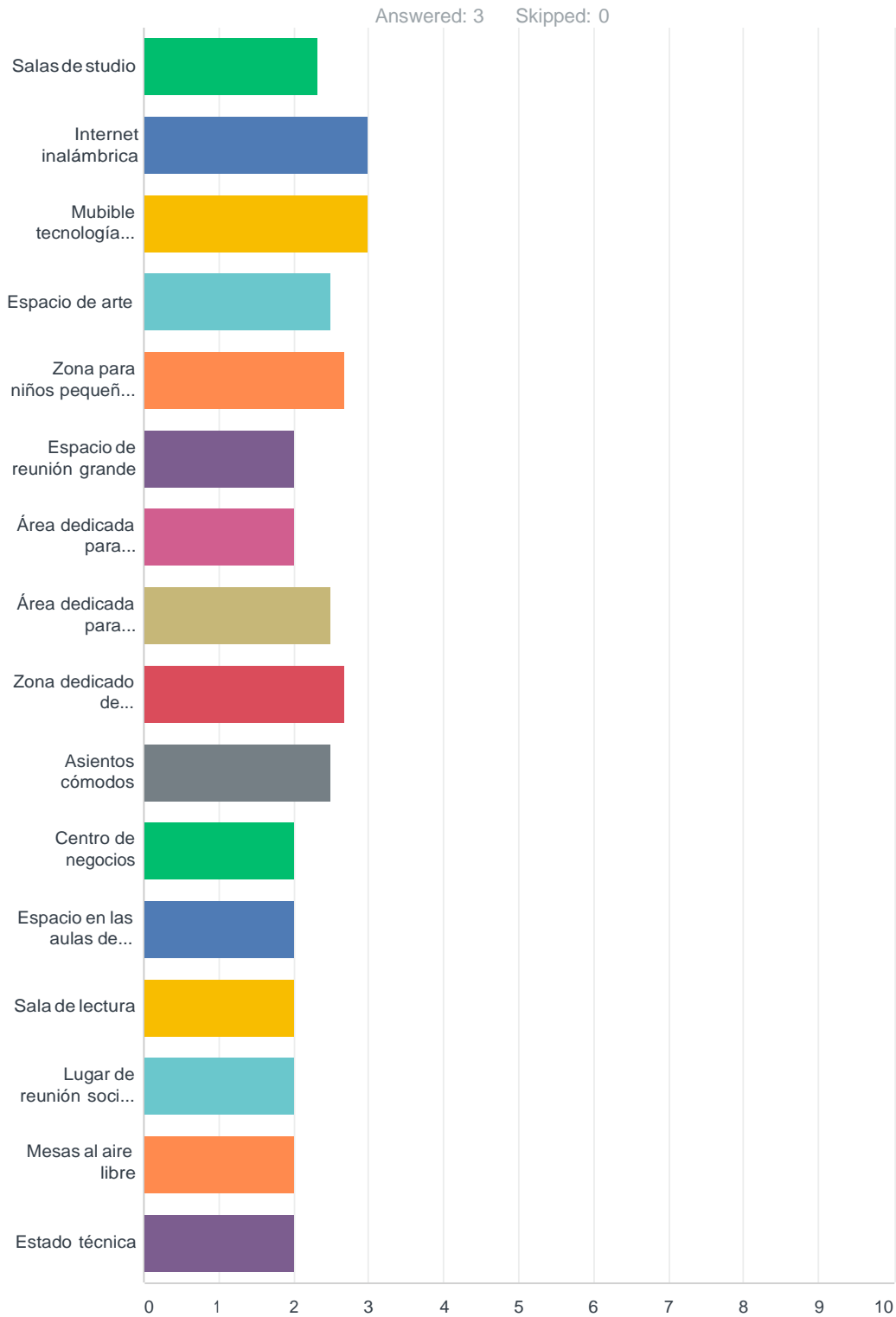
Answer Choices	Responses	
Computador (PC, escritorio, portátil)	100.00%	2
Dispositivo móvil (telefono inteligente, tabletas)	50.00%	1
Television inteligente	0.00%	0
Internet de alta velocidad	50.00%	1
Total Respondents: 2		

Q10 ¿Usted usa o va a eventos que se celebran en el biblioteca pública de Zula B. Wylie jardín musical / jardín del descubrimiento?



Answer Choices	Responses	
Sí	66.67%	2
No	33.33%	1
Total		3

Q11 ¿Qué tan importante crees que son las bibliotecas públicas para proporcionar los siguientes servicios?



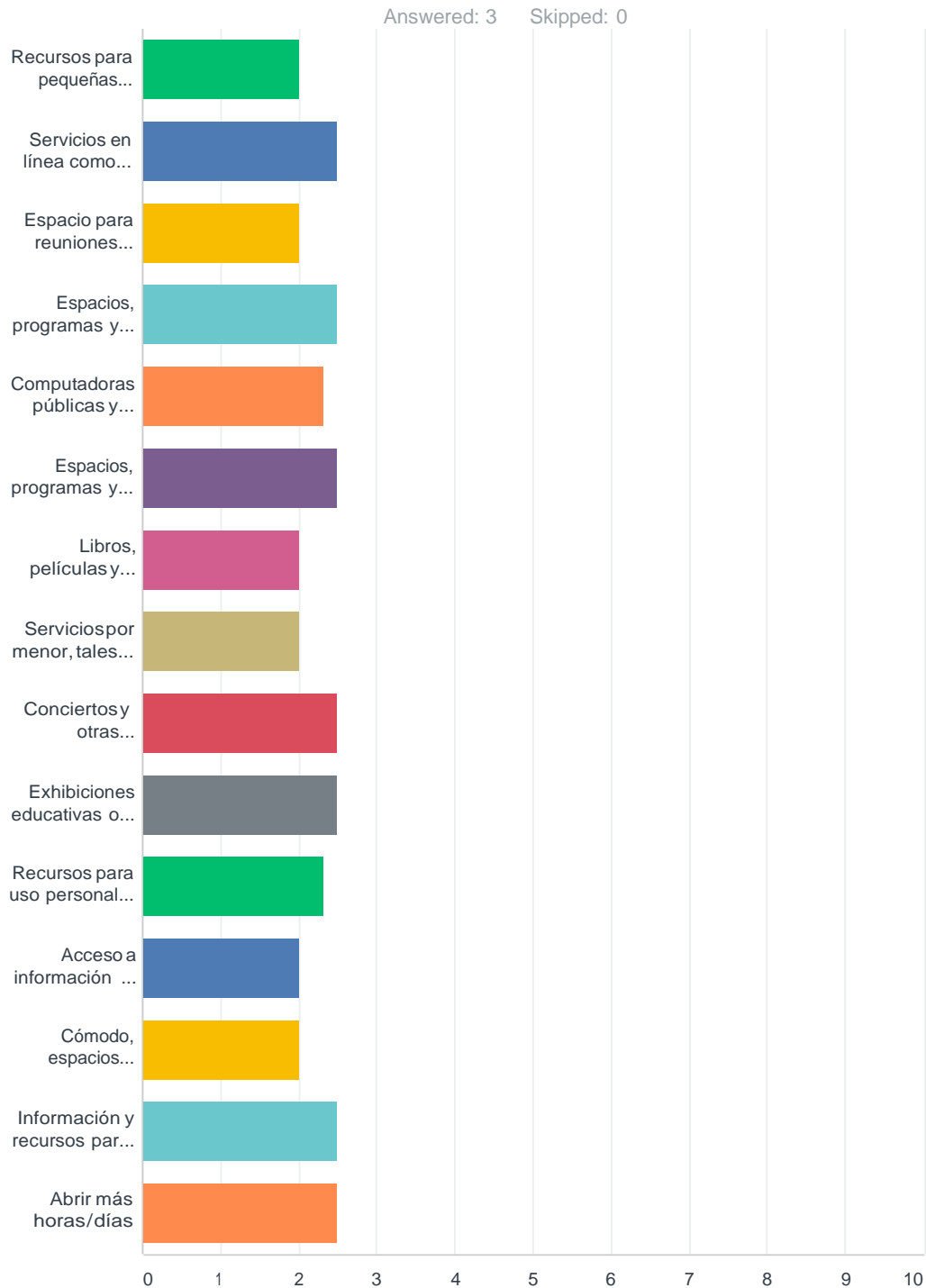
	No es importante	Algo importante	Muy importante	Total	Weighted Average
Salas de estudio	33.33% 1	0.00% 0	66.67% 2	3	2.33

Cedar Hill Library - (Encuesta española)

Internet inalámbrica	0.00% 0	0.00% 0	100.00% 2	2	3.00
Movable tecnología (lugares para cargar dispositivos personales)	0.00% 0	0.00% 0	100.00% 2	2	3.00
Espacio de arte	0.00% 0	50.00% 1	50.00% 1	2	2.50
Zona para niños pequeños (son para niños de preescolares explorar, descubrir y jugar)	0.00% 0	33.33% 1	66.67% 2	3	2.67
Espacio de reunión grande	50.00% 1	0.00% 0	50.00% 1	2	2.00
Área dedicada para programación infantil	50.00% 1	0.00% 0	50.00% 1	2	2.00
Área dedicada para adolescents (las edades 13-18)	0.00% 0	50.00% 1	50.00% 1	2	2.50
Zona dedicado de interpolación para las edades 10-13	0.00% 0	33.33% 1	66.67% 2	3	2.67
Asientos cómodos	0.00% 0	50.00% 1	50.00% 1	2	2.50
Centro de negocios	50.00% 1	0.00% 0	50.00% 1	2	2.00
Espacio en las aulas de formación o demostraciones	50.00% 1	0.00% 0	50.00% 1	2	2.00
Sala de lectura	50.00% 1	0.00% 0	50.00% 1	2	2.00
Lugar de reunión social para la interacción de colaboración o de comunidad	50.00% 1	0.00% 0	50.00% 1	2	2.00
Mesas al aire libre	50.00% 1	0.00% 0	50.00% 1	2	2.00
Estado técnica	50.00% 1	0.00% 0	50.00% 1	2	2.00

#	Otros (indíquelo cualquier servicios gustaría que no se enumeran arriba)	Date
	There are no responses.	

Q12 ¿Qué tan importante crees que son las bibliotecas públicas para proporcionar los siguientes servicios?



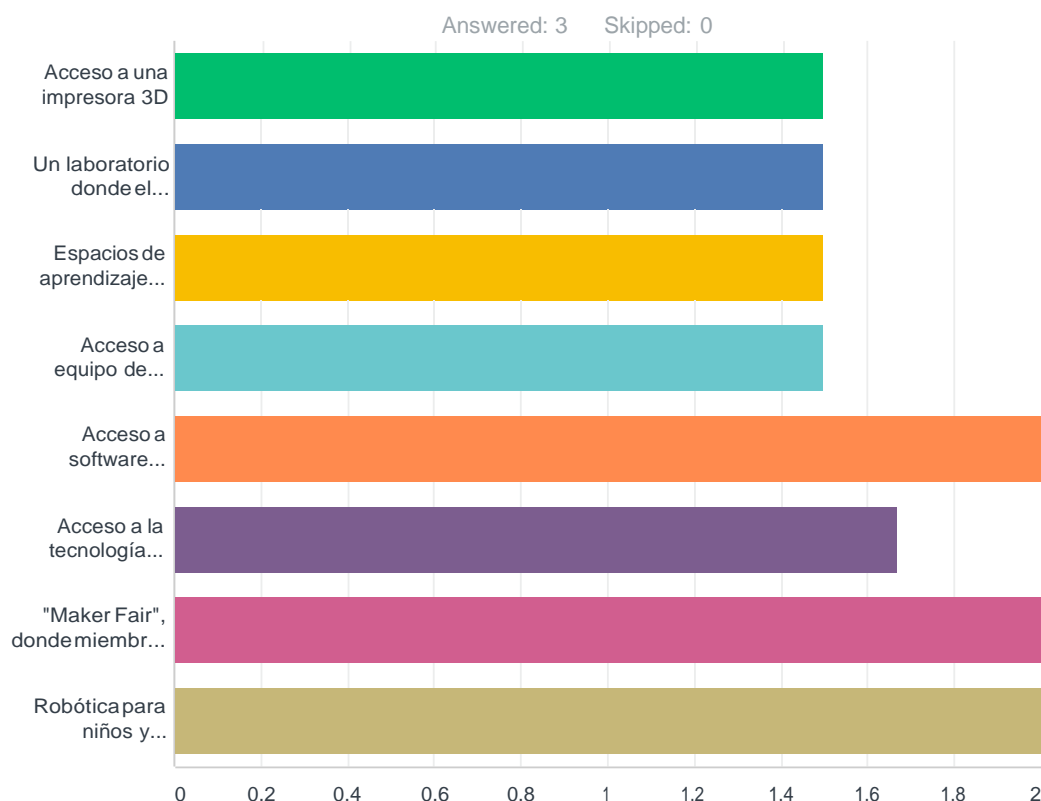
	No es importante	No es importante	No es importante	Total	Weighted Average
Recursos para pequeñas empresas y emprendedores	50.00% 1	0.00% 0	50.00% 1	2	2.00
Servicios en línea como artículos de revistas y libros para descargar	0.00% 0	50.00% 1	50.00% 1	2	2.50

Cedar Hill Library - (Encuesta española)

Espacio para reuniones públicas y eventos de la comunidad	50.00% 1	0.00% 0	50.00% 1	2	2.00
Espacios, programas y materiales para los adolescents	0.00% 0	50.00% 1	50.00% 1	2	2.50
Computadoras públicas y acceso á internet	33.33% 1	0.00% 0	66.67% 2	3	2.33
Espacios, programas y materiales para niños	0.00% 0	50.00% 1	50.00% 1	2	2.50
Libros, películas y música para la gente a endeudarse	50.00% 1	0.00% 0	50.00% 1	2	2.00
Servicios por menor, tales como cafeterías y tiendas de regalos	50.00% 1	0.00% 0	50.00% 1	2	2.00
Conciertos y otras actuaciones	0.00% 0	50.00% 1	50.00% 1	2	2.50
Exhibiciones educativas o culturales	0.00% 0	50.00% 1	50.00% 1	2	2.50
Recursos para uso personal, tales como la salud o la información financiera	33.33% 1	0.00% 0	66.67% 2	3	2.33
Acceso a información y formas de gobierno	50.00% 1	0.00% 0	50.00% 1	2	2.00
Cómodo, espacios acogedor de lectura e investigación	50.00% 1	0.00% 0	50.00% 1	2	2.00
Información y recursos para estudiantes y otras personas haciendo investigación	0.00% 0	50.00% 1	50.00% 1	2	2.50
Abrir más horas/días	0.00% 0	50.00% 1	50.00% 1	2	2.50

#	Otros (indique cualquier servicio que gustaría que no se enumero arriba)	Date
	There are no responses.	

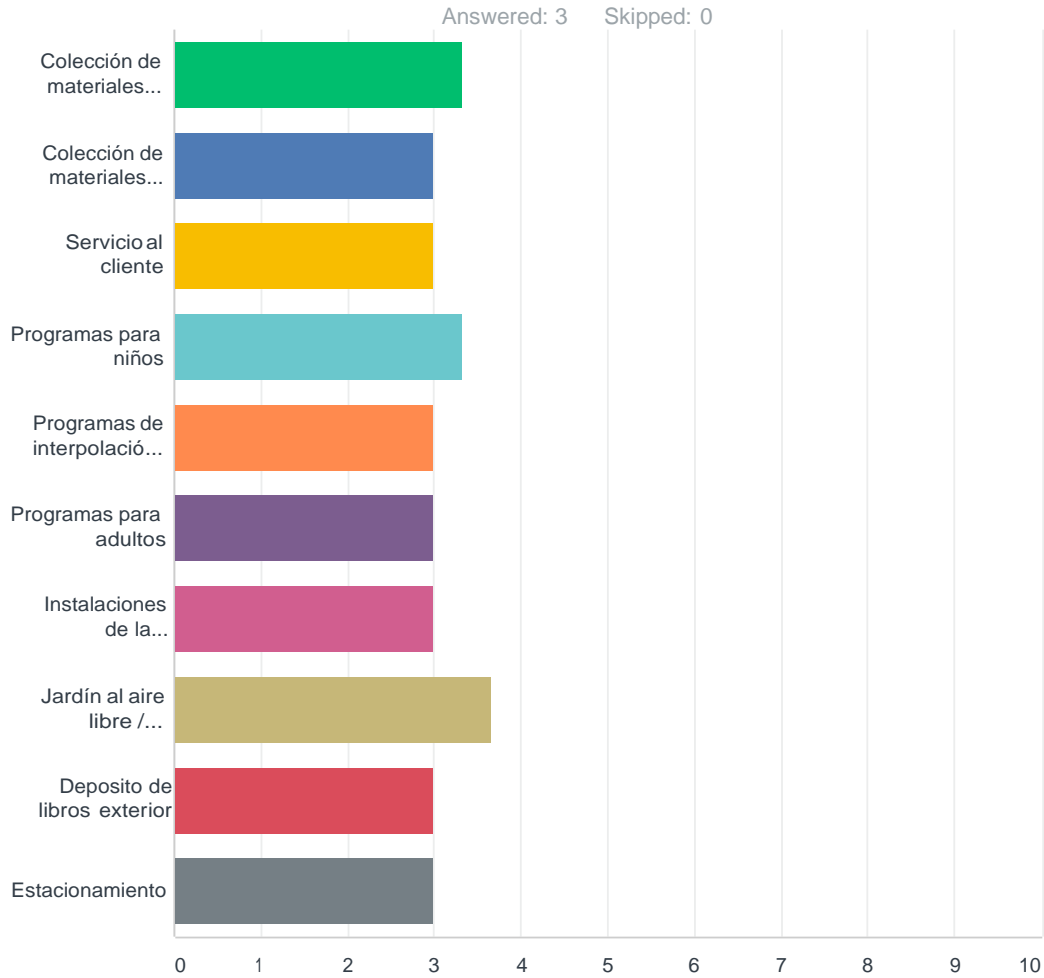
Q13 ¿Cuál de los siguientes programas nuevos y servicios quiere que la biblioteca pública de Zula B. Wylie le ofresca?



	Yo no usaría este programa / servicio	Yo usaría este programa / servicio	Total	Weighted Average
Acceso a una impresora 3D	50.00% 1	50.00% 1	2	1.50
Un laboratorio donde el público puede acceder a equipo de audio y video para crear música y videos.	50.00% 1	50.00% 1	2	1.50
Espacios de aprendizaje colaborativo. Habitaciones equipadas con medios de comunicación populares Muebles equipos	50.00% 1	50.00% 1	2	1.50
Acceso a equipo de videoconferencia.	50.00% 1	50.00% 1	2	1.50
Acceso a software especializado (es decir, gráficos edición Software (Adobe Creative Suite), Software	0.00% 0	100.00% 2	2	2.00
Acceso a la tecnología probar nuevos dispositivos	33.33% 1	66.67% 2	3	1.67
"Maker Fair", donde miembros de la comunidad se enseñan habilidades (coser, pintura, vitrales, cerámica, etcetera...)	0.00% 0	100.00% 3	3	2.00
Robótica para niños y adolescents	0.00% 0	100.00% 2	2	2.00

#	Otros (describa lo que usted utilizaría como un programa / servicio no enumeradas arriba)	Date
	There are no responses.	

Q14 ¿Cómo calificaría los servicios actuales de la biblioteca?

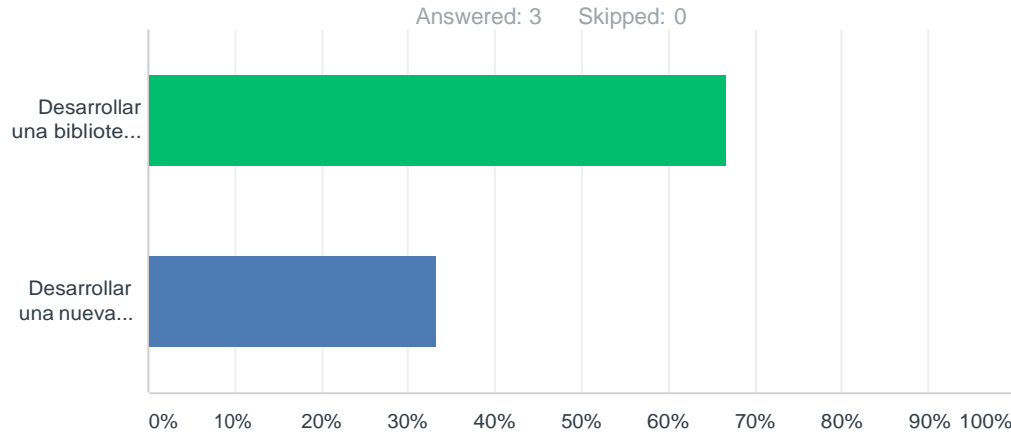


	Pobre	Promedio	Buena	Excelente	Total	Weighted Average
Colección de materiales impresos	0.00% 0	33.33% 1	0.00% 0	66.67% 2	3	3.33
Colección de materiales digitales	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
Servicio al cliente	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
Programas para niños	0.00% 0	33.33% 1	0.00% 0	66.67% 2	3	3.33
Programas de interpolación o adolescente	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
Programas para adultos	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
Instalaciones de la biblioteca	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
Jardín al aire libre / programa de espacio	0.00% 0	0.00% 0	33.33% 1	66.67% 2	3	3.67
Deposito de libros exterior	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00

Cedar Hill Library - (Encuesta española)

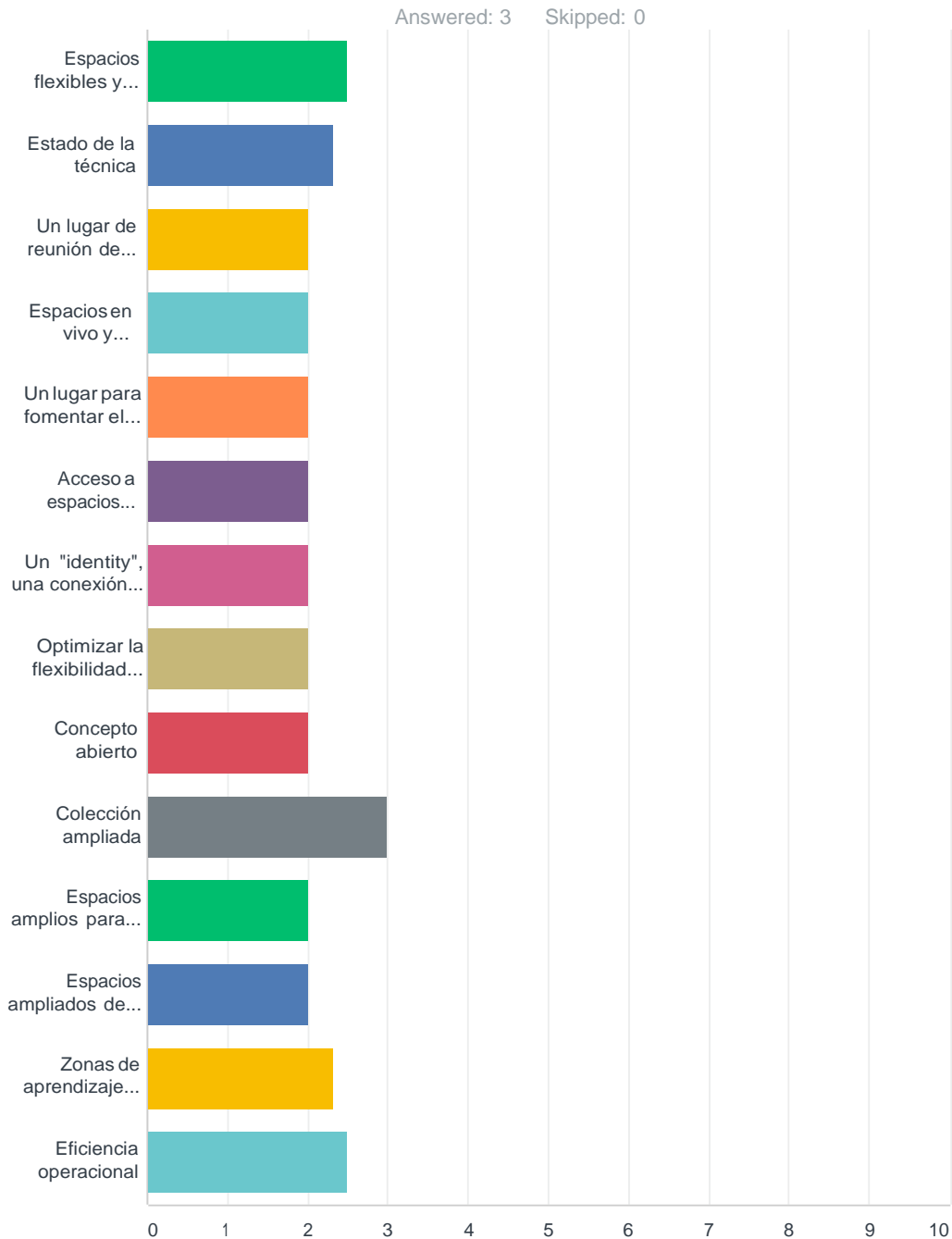
Estacionamiento	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
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Q15 ¿Con respecto a la ubicación de la biblioteca, cuál prefiere?



Answer Choices	Responses	
Desarrollar una biblioteca libre (más grande) nueva en su ubicación actual	66.67%	2
Desarrollar una nueva biblioteca libre (más grande) en una ubicación diferente	33.33%	1
Total		3

Q16 ¿Cual estado describe mejor lo que las nuevas instalaciones de la biblioteca deben tener y/o proporcionar?

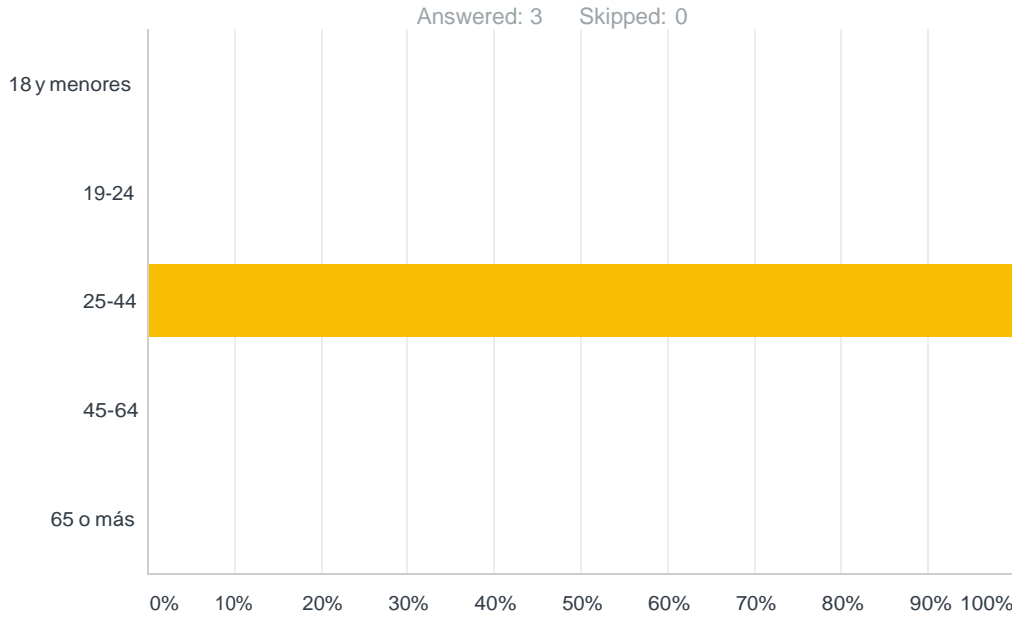


	No es importante	Algo importante	Muy importante	Total	Weighted Average
Espacios flexibles y amplios	0.00% 0	50.00% 1	50.00% 1	2	2.50
Estado de la técnica	33.33% 1	0.00% 0	66.67% 2	3	2.33
Un lugar de reunión de comunidad	50.00% 1	0.00% 0	50.00% 1	2	2.00

Cedar Hill Library - (Encuesta española)

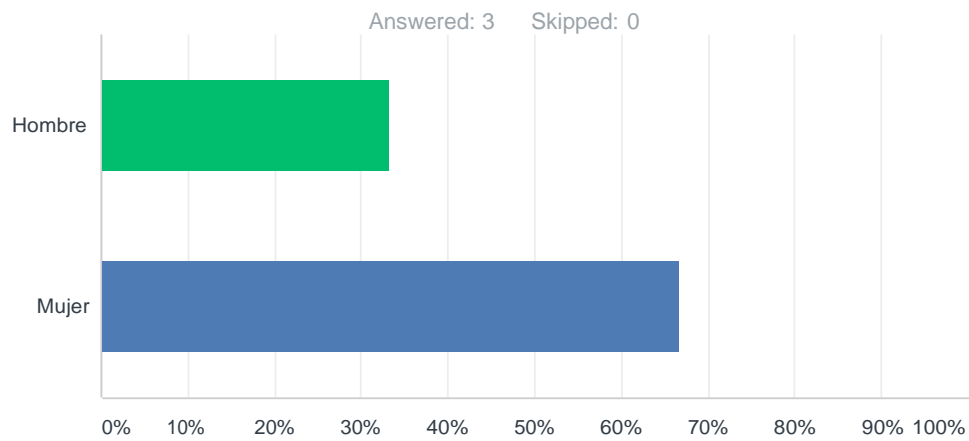
Espacios en vivo y contemplativos	50.00% 1	0.00% 0	50.00% 1	2	2.00
Un lugar para fomentar el descubrimiento	50.00% 1	0.00% 0	50.00% 1	2	2.00
Acceso a espacios improvisados para la socialización	50.00% 1	0.00% 0	50.00% 1	2	2.00
Un "identity", una conexión visual a su ubicación y entorno	50.00% 1	0.00% 0	50.00% 1	2	2.00
Optimizar la flexibilidad de espacio para el cambio del futuro	50.00% 1	0.00% 0	50.00% 1	2	2.00
Concepto abierto	50.00% 1	0.00% 0	50.00% 1	2	2.00
Colección ampliada	0.00% 0	0.00% 0	100.00% 2	2	3.00
Espacios amplios para programas	33.33% 1	33.33% 1	33.33% 1	3	2.00
Espacios ampliados de los niños y adolescentes	50.00% 1	0.00% 0	50.00% 1	2	2.00
Zonas de aprendizaje activo para todas las edades	33.33% 1	0.00% 0	66.67% 2	3	2.33
Eficiencia operacional	0.00% 0	50.00% 1	50.00% 1	2	2.50

Q17 ¿En cual categoría cae su edad?



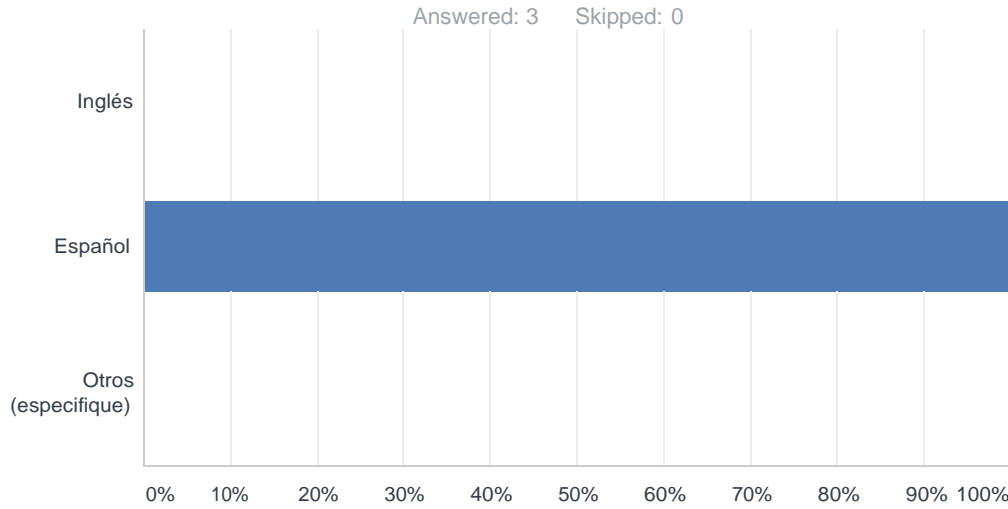
Answer Choices	Responses	
18 y menores	0.00%	0
19-24	0.00%	0
25-44	100.00%	3
45-64	0.00%	0
65 o más	0.00%	0
Total		3

Q18 ¿Cual es tu genero?



Answer Choices	Responses	
Hombre	33.33%	1
Mujer	66.67%	2
Total		3

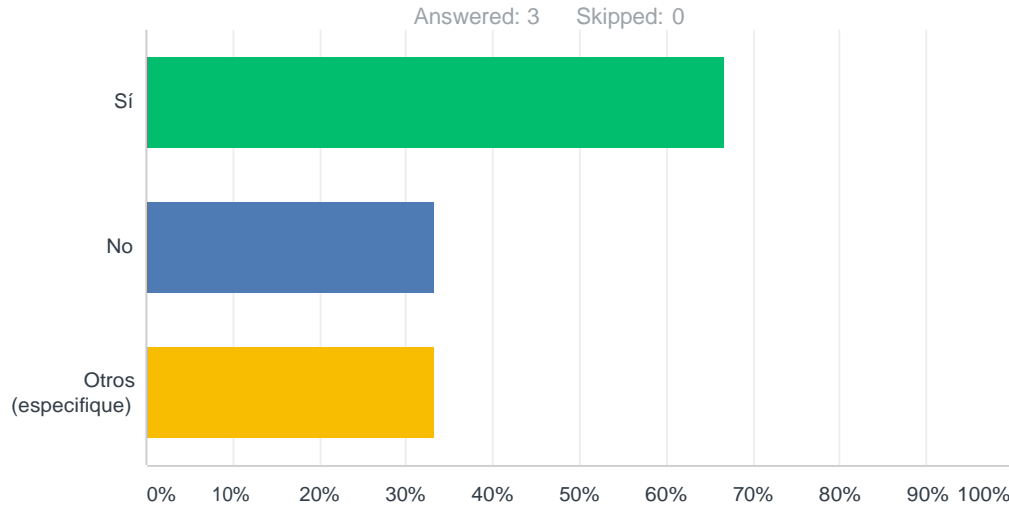
Q19 ¿Cuál es su idioma principal para hablar?



Answer Choices	Responses
Inglés	0.00% 0
Español	100.00% 3
Otros (especifique)	0.00% 0
Total	3

#	Otros (especifique)	Date
	There are no responses.	

Q20 ¿Vive en Cedar Hill, si no, donde?



Answer Choices	Responses	
Sí	66.67%	2
No	33.33%	1
Otros (especifique)	33.33%	1
Total Respondents: 3		

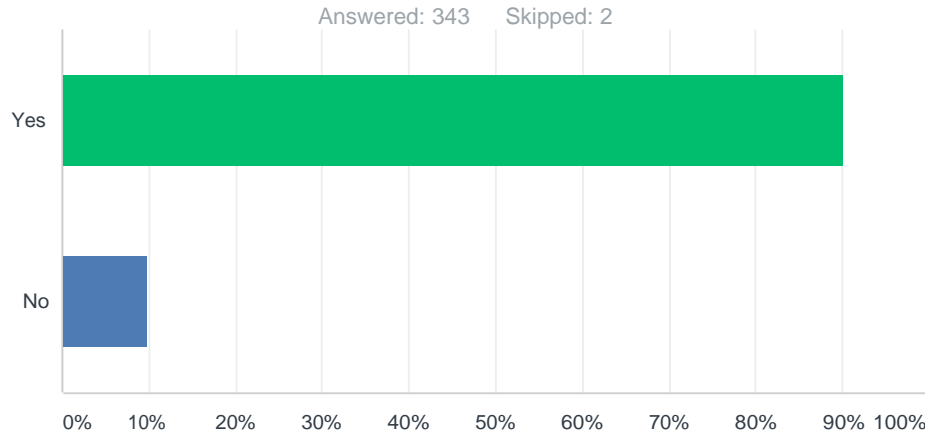
#	Otros (especifique)	Date
1	Glenn Heights, TX	5/11/2017 11:44 AM

Q21 ¿Tienes un comentario específico relacionado con servicios que le gustaría que la biblioteca pública de Zula B. Wylie proporcione?

Answered: 2 Skipped: 1

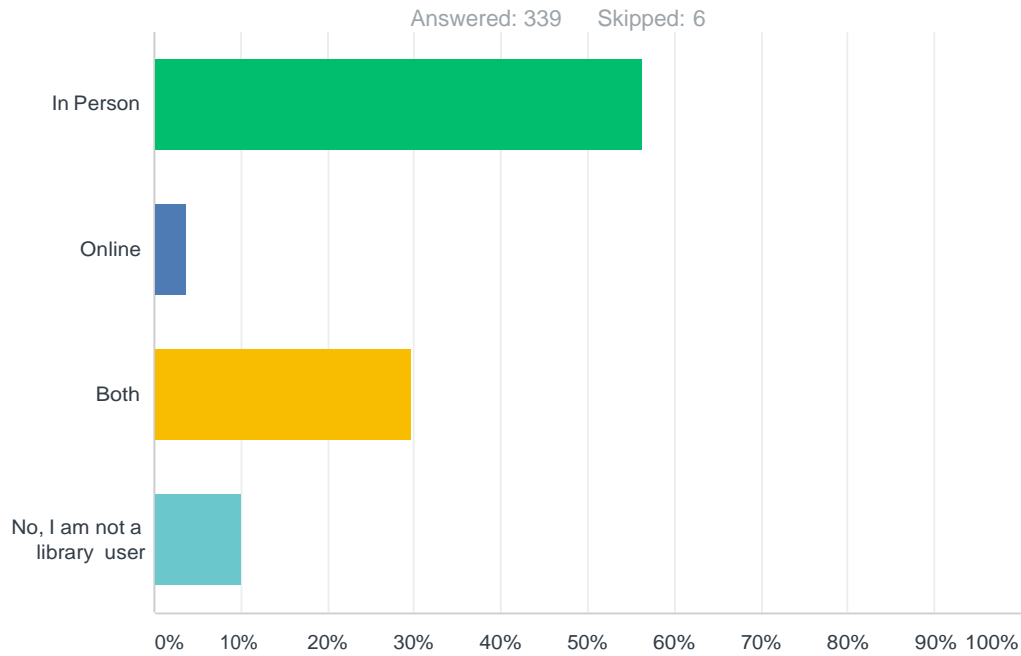
#	Responses	Date
1	It's a nice library, but compared to what the Dallas Public Library can offer, the collection is just so small. The Dallas Public Library allows patrons to submit requests for new materials, through an online form. I would really like that feature at Zula. Then you would have some idea of what books your patrons would actually check out (at least once). :) Thanks for considering! Also, I find the website a little confusing. I'm never sure if I'm looking at Zula or DeSoto. It's a little odd and hard to figure out. :(6/13/2017 1:25 PM
2	son muy amables y te dan buen servicio	5/15/2017 5:59 PM

Q1 Do you have a library card?



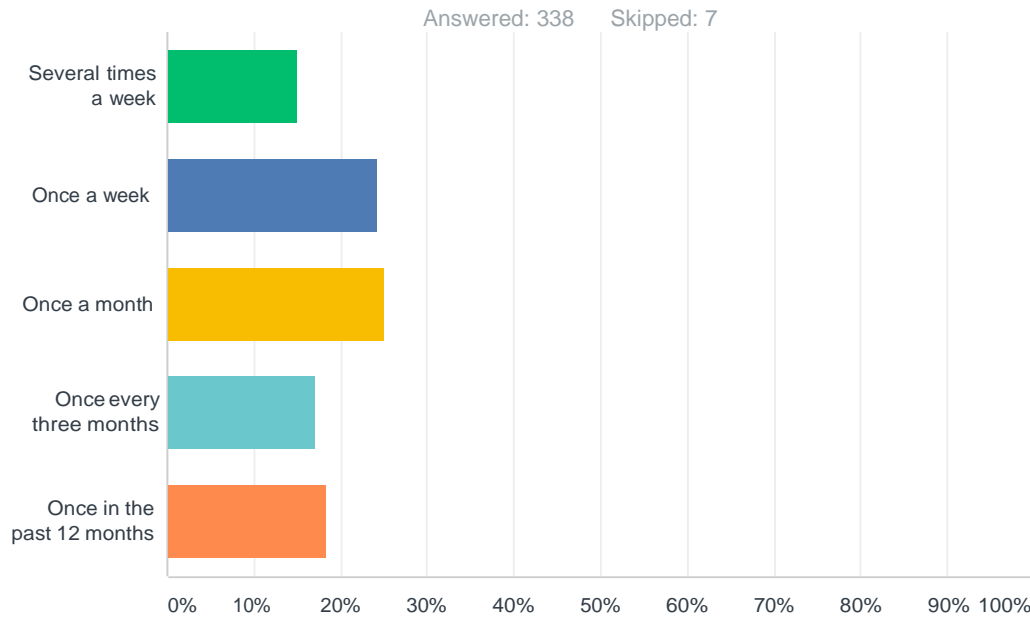
Answer Choices	Responses	
Yes	90.09%	309
No	9.91%	34
Total		343

Q2 Have you used the Zula B. Wylie Public Library in the past 12 months, in person or online?



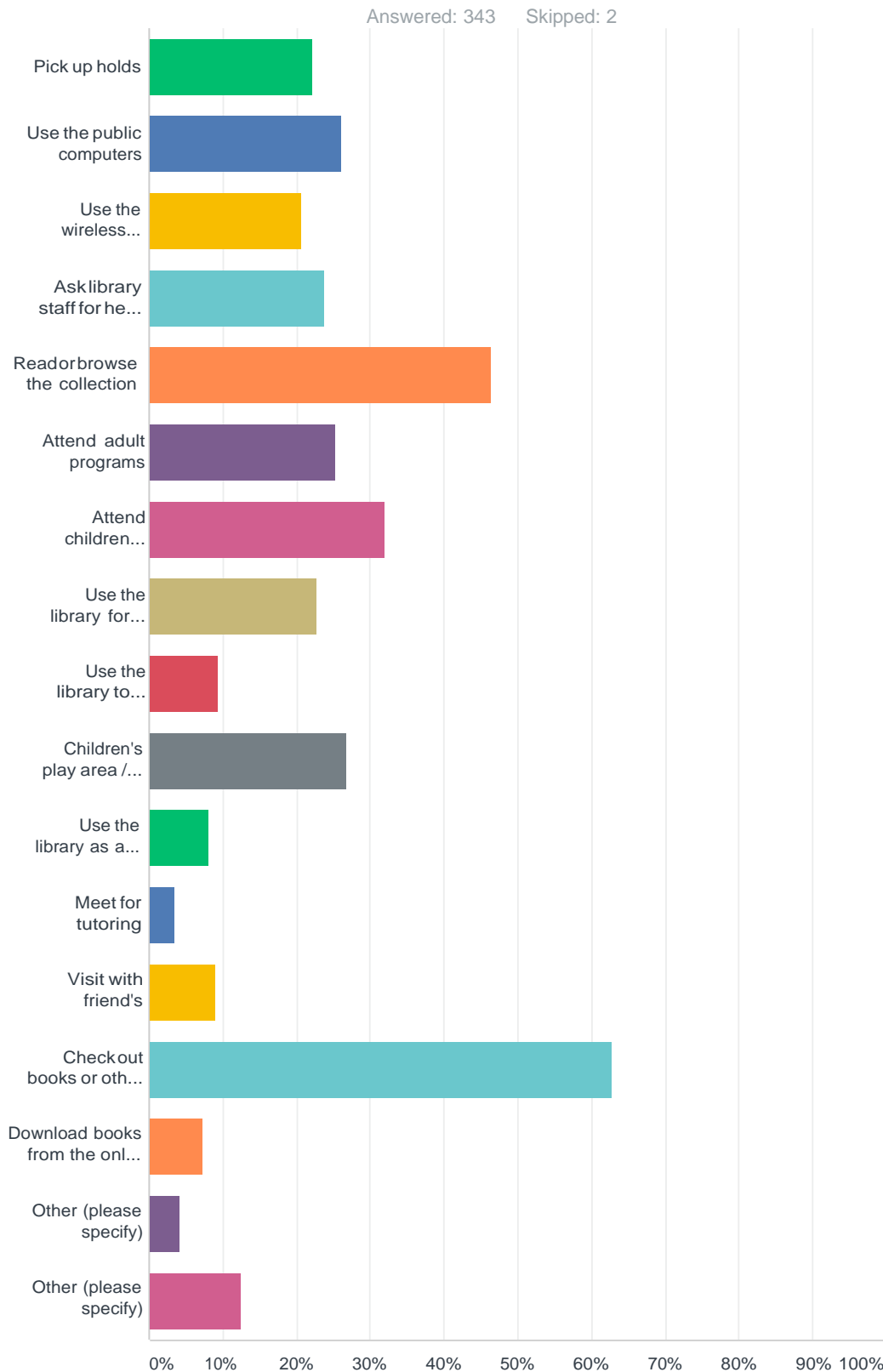
Answer Choices	Responses	
In Person	56.34%	191
Online	3.83%	13
Both	29.79%	101
No, I am not a library user	10.03%	34
Total		339

Q3 How often do you or a family member visit the Zula B. Wylie Public Library?



Answer Choices	Responses	
Several times a week	15.09%	51
Once a week	24.26%	82
Once a month	25.15%	85
Once every three months	17.16%	58
Once in the past 12 months	18.34%	62
Total		338

Q4 What do you typically do when you visit a public library? (Zula B. Wylie Public Library or another library) (Select all that apply)



Cedar Hill Library

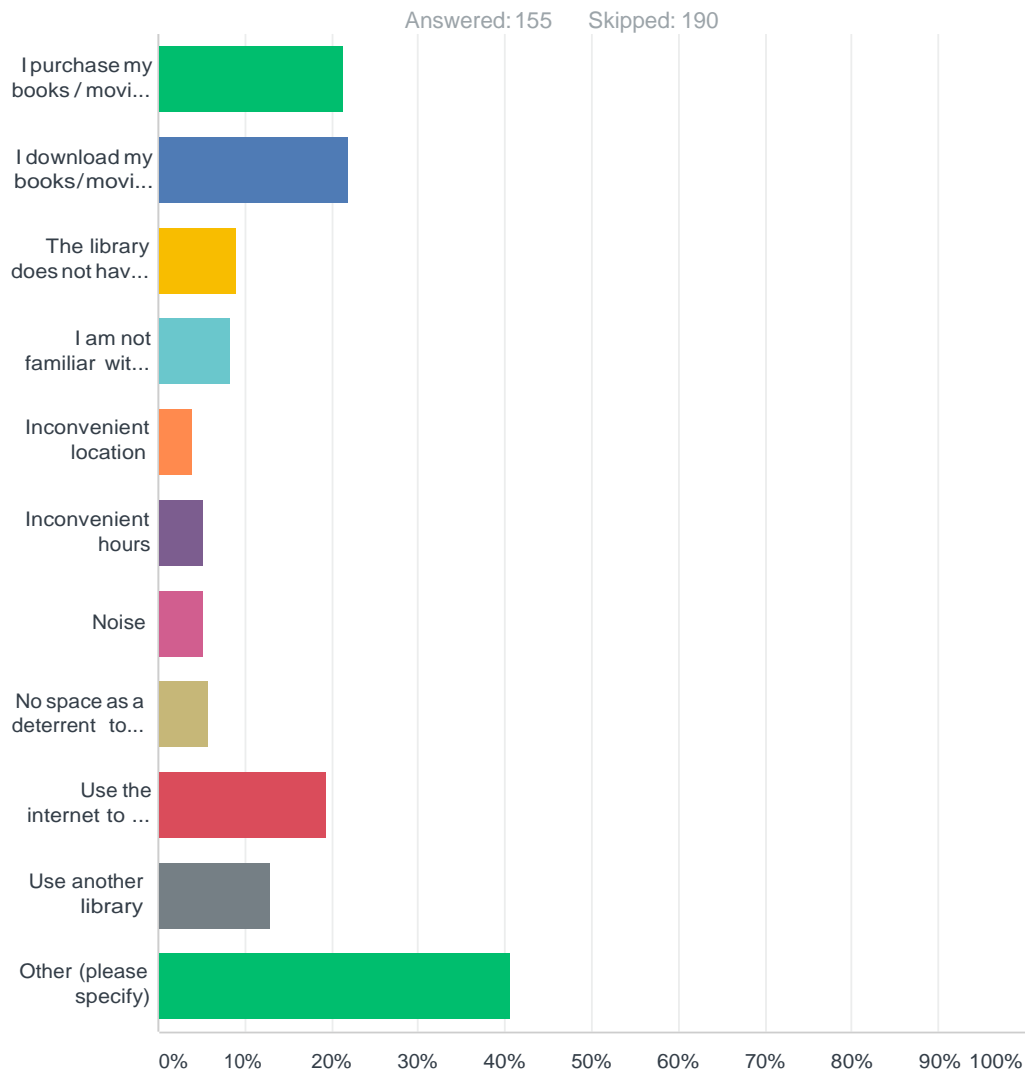
Answer Choices	Responses
Pick up holds	22.16% 76
Use the public computers	26.24% 90
Use the wireless network	20.70% 71
Ask library staff for help to find materials	23.91% 82
Read or browse the collection	46.36% 159
Attend adult programs	25.36% 87
Attend children programs	32.07% 110
Use the library for research	22.74% 78
Use the library to complete homework	9.33% 32
Children's play area / discovery zone	26.82% 92
Use the library as a professional work space	8.16% 28
Meet for tutoring	3.50% 12
Visit with friend's	9.04% 31
Check out books or other materials	62.68% 215
Download books from the online portal	7.29% 25
Other (please specify)	4.08% 14
Other (please specify)	12.54% 43
Total Respondents: 343	

#	Other (please specify)	Date
1	Kids events	6/19/2017 8:18 PM
2	check out items like the bikes, and wireless hotspot	6/16/2017 6:03 PM
3	ck out dvd's	6/16/2017 10:58 AM
4	summer reading program	6/13/2017 9:21 PM
5	It was my first time visiting, but I am definitely going to return	6/13/2017 7:24 PM
6	printing/copies/fax	6/13/2017 12:39 PM
7	Visit with Workforce Solutions team	6/12/2017 5:39 PM
8	Working	6/5/2017 8:32 PM
9	Bring resources to people	6/5/2017 2:51 PM
10	Community Garden	6/3/2017 4:01 PM
11	study, do homework	6/3/2017 12:42 PM
12	use conference room	5/29/2017 10:05 PM
13	Meet with Cedar Hill Genealogical Society or visit with Library staff	5/24/2017 2:24 PM
14	View display case	5/24/2017 12:50 PM
15	use the whiteboard in the quiet room, we'd like to use the bikes this summer, and we currently have a plot in the community garden	5/23/2017 4:05 PM
16	3d print	5/20/2017 11:29 AM

Cedar Hill Library

17	to sit and read in peace	5/19/2017 5:29 PM
18	online programs	5/18/2017 4:29 PM
19	Interested in attending Genealogy group meeting.	5/18/2017 3:40 PM
20	Make copies/use fax machine/get tax forms	5/16/2017 7:56 PM
21	book club	5/16/2017 9:44 AM
22	Check out books on tape.	5/15/2017 10:03 PM
23	Genealogy on Ancestry	5/14/2017 8:38 AM
24	Check out movies	5/14/2017 1:03 AM
25	Meet with staff	5/13/2017 9:12 PM
26	Community Garden	5/13/2017 11:18 AM
27	photocopying and fax service	5/13/2017 11:09 AM
28	Renew my texshare card to borrow more books online	5/12/2017 11:39 PM
29	Meeting for job club	5/12/2017 3:26 PM
30	Get taxes done through AARP once an year	5/12/2017 2:26 PM
31	Print copies	5/12/2017 12:41 PM
32	Jam Session	5/12/2017 12:28 PM
33	a quiet place to work/study without much distraction; rent a movie	5/12/2017 12:00 PM
34	read newspaper	5/11/2017 9:51 AM
35	dddddd	5/10/2017 3:19 PM
36	school	5/10/2017 2:24 PM
37	too read books for home work	5/4/2017 5:57 PM
38	Take classes offered by the library.	5/3/2017 3:13 PM
39	Use community garden.	5/1/2017 4:52 PM
40	Review the area where newly-received materials are, and check out the postings area in the library entrance atrium	4/26/2017 11:24 PM
41	meetings	4/26/2017 6:24 PM
42	NA	4/12/2017 5:41 PM
43	Use library as a quiet place to write.	4/12/2017 4:52 PM

Q5 If you have not used the Zula B. Wylie Public Library in a while, please tell us why? (Select all that apply)



Answer Choices	Responses	
I purchase my books / movies / music / magazines from a retail store.	21.29%	33
I download my books / movies / music / magazines from an online retailer.	21.94%	34
The library does not have the material I like / need.	9.03%	14
I am not familiar with the services at the Zula B. Wylie Public Library.	8.39%	13
Inconvenient location	3.87%	6
Inconvenient hours	5.16%	8
Noise	5.16%	8
No space as a deterrent to use	5.81%	9
Use the internet to get information	19.35%	30
Use another library	12.90%	20

Cedar Hill Library

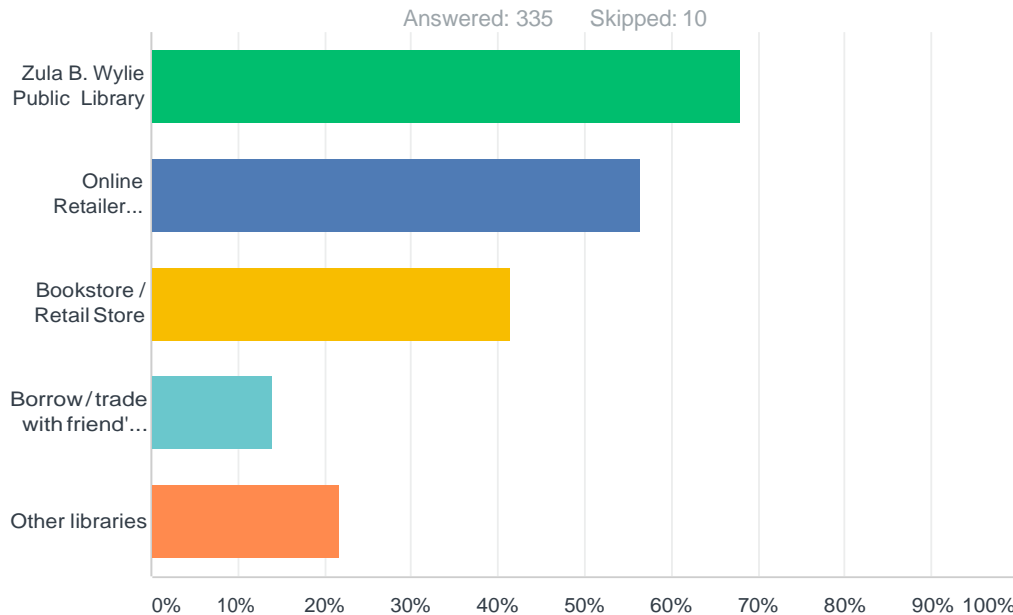
Other (please specify)	40.65%	63
Total Respondents: 155		

#	Other (please specify)	Date
1	N/A	6/19/2017 4:04 PM
2	I	6/19/2017 2:55 PM
3	I normally go to Desoto library	6/17/2017 7:53 AM
4	My kids are grown, but we have begun taking our granddaughter.	6/16/2017 1:50 PM
5	Haven't had time lately	6/16/2017 1:30 PM
6	I recently retired.and I now have the urge to want to learn about authors and making time for reading.and learning what my library has to offer me..	6/13/2017 8:50 PM
7	Lost library card	6/13/2017 1:05 PM
8	I have been ill	6/13/2017 12:39 PM
9	n/a	6/12/2017 5:39 PM
10	N/A	6/12/2017 5:10 PM
11	N/A	6/12/2017 3:18 PM
12	Long work hourshub	6/12/2017 1:44 PM
13	I ALWAYS USE THE LIBRARY	6/5/2017 1:50 PM
14	I have not found anything that I really wish to checkout, and I do not need to meet up for school purposes very often.	6/3/2017 4:45 PM
15	time	6/3/2017 1:37 PM
16	my first time	6/3/2017 12:42 PM
17	na	6/1/2017 9:27 AM
18	not a big variety of books for children/teens	5/25/2017 8:00 PM
19	I go to school far away	5/24/2017 3:00 PM
20	Unable to check out reference books	5/24/2017 12:50 PM
21	use library's overdrive	5/20/2017 11:29 AM
22	I don't live in the area I use the Dallas Public Library	5/19/2017 7:26 PM
23	Been busy	5/19/2017 7:25 PM
24	I use any type of library.	5/19/2017 6:03 PM
25	Live in Dallas county	5/19/2017 4:46 PM
26	My work hours	5/19/2017 4:39 PM
27	If it doesn't download or stream on my phone or iPad, I probably won't use it.	5/19/2017 4:21 PM
28	haven't had time	5/19/2017 10:20 AM
29	Commute to work in Cedar Hill	5/19/2017 9:24 AM
30	just moved here	5/18/2017 3:44 PM
31	My schedule is limited.	5/18/2017 3:40 PM
32	haven't had the time	5/18/2017 3:15 PM
33	I like the online services	5/15/2017 8:17 PM
34	I use ZBW Library, but also Duncanville with my TexShare Card	5/14/2017 8:20 PM
35	I just moved to the area this is my first time using this library	5/13/2017 12:40 PM

Cedar Hill Library

36	Just haven't made the time... love the library!	5/13/2017 11:18 AM
37	Currently have too many books to read	5/12/2017 11:39 PM
38	I use the Arlington library, better selection more new items	5/12/2017 8:35 PM
39	Just very busy lately - used to go frequently and check out audio books - will start again soon	5/12/2017 7:22 PM
40	Have been very busy.	5/12/2017 6:28 PM
41	I don't live very close to the library.	5/12/2017 5:07 PM
42	read newspaper	5/12/2017 4:55 PM
43	Desoto Library	5/12/2017 3:26 PM
44	None	5/12/2017 3:18 PM
45	I visit your library and DeSoto's, where I live.	5/12/2017 12:25 PM
46	less need	5/12/2017 12:00 PM
47	n/a	5/11/2017 4:38 PM
48	I only use the library for proctoring services	5/11/2017 11:42 AM
49	Never really had the time to go to a library	5/10/2017 7:08 PM
50	Never really had the time to go to a library	5/10/2017 6:36 PM
51	more of time management on my behalf	5/10/2017 4:01 PM
52	NA - I used the library Friday.	5/8/2017 5:51 PM
53	busy parent if I had free parent I will be there every week	5/4/2017 5:57 PM
54	I have been there recently	4/26/2017 10:12 PM
55	wish there were more study rooms	4/26/2017 4:40 PM
56	WORK;	4/25/2017 7:14 PM
57	don't have time	4/13/2017 6:26 PM
58	I use the Zula B. Wylie Library very often.	4/13/2017 1:56 PM
59	We mostly use the library in the summer	4/12/2017 9:04 PM
60	lack of children's programs on the weekend	4/12/2017 6:33 PM
61	Busy with other activities	4/12/2017 4:46 PM
62	No time	4/12/2017 4:41 PM
63	I don't live close enough	4/12/2017 4:27 PM

Q6 When you are looking for books, movies, or music, where do you go? (Select all that apply)



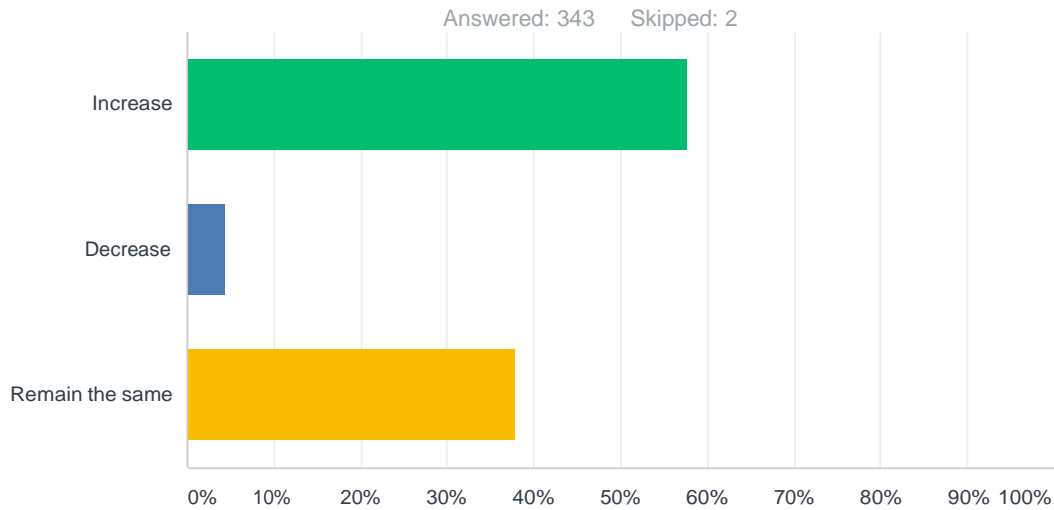
Answer Choices	Responses	
Zula B. Wylie Public Library	68.06%	228
Online Retailer (Amazon, iTunes, etc....)	56.42%	189
Bookstore/Retail Store	41.49%	139
Borrow / trade with friend's and family	14.03%	47
Other libraries	21.79%	73
Total Respondents: 335		

#	Other (please specify)	Date
1	Hoopla	6/19/2017 7:47 PM
2	Hoopla	6/19/2017 7:28 PM
3	i have not used the library for books...only children programs	6/19/2017 12:28 PM
4	Various websites	6/16/2017 2:47 PM
5	Arlington	6/16/2017 2:17 PM
6	Desoto Public Library	6/14/2017 4:20 PM
7	At this time I rarely do this	6/13/2017 12:39 PM
8	Dallas libraries	6/12/2017 2:50 PM
9	half price books	5/25/2017 8:00 PM
10	Dallas (textshare) and Half Price	5/23/2017 4:05 PM
11	DeSoto Public Library	5/20/2017 8:05 AM
12	Dallas Public Library	5/19/2017 7:26 PM
13	Hampton-Illinois Public Library	5/19/2017 4:46 PM
14	99% online services, 1% libraries for the rare items I cannot download/stream	5/19/2017 4:21 PM

Cedar Hill Library

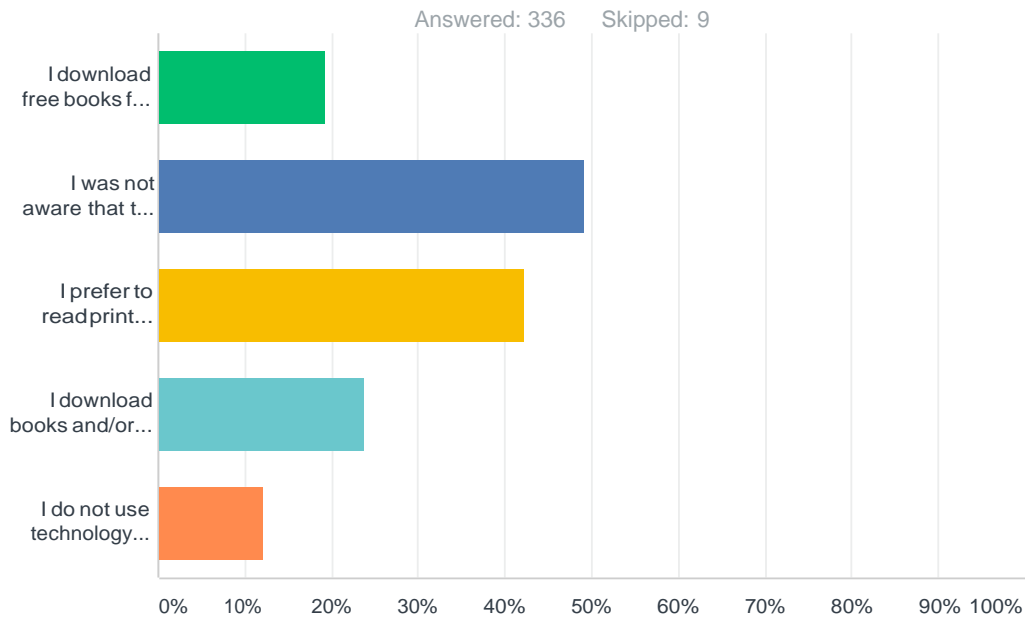
15	Redbox	5/18/2017 3:32 PM
16	THE COLLECTION IS NOT AS LARGE SO I HAVE TO USE TX SHARE AND GO TO DALLAS LIBRARIES	5/18/2017 3:29 PM
17	Netflix	5/16/2017 7:56 PM
18	DeSoto, D'ville	5/16/2017 9:44 AM
19	Desoto Library	5/15/2017 1:10 AM
20	Desoto Library	5/14/2017 10:30 AM
21	Half Price Books	5/14/2017 8:38 AM
22	Only look for books at library	5/13/2017 1:52 PM
23	Duncanville Library's Online book share program	5/12/2017 11:39 PM
24	Arlington	5/12/2017 8:35 PM
25	DeSoto	5/12/2017 6:28 PM
26	Used book stores	5/12/2017 5:07 PM
27	Desoto Library	5/12/2017 3:26 PM
28	I use another library because they have a bigger selection	5/12/2017 3:19 PM
29	DeSoto Public Library	5/12/2017 12:25 PM
30	Public Library in Desoto Tx	5/12/2017 11:51 AM
31	I usually just don't look for them	5/9/2017 5:54 PM
32	Netflix, Youtube	5/5/2017 7:00 PM
33	Half Price Books and Thriftbooks	5/5/2017 5:26 PM
34	Desoto Library	5/4/2017 11:51 AM
35	Desoto Library	4/29/2017 12:40 PM
36	Barnes & Noble Mardelsd	4/27/2017 10:30 PM
37	Redbox	4/12/2017 4:46 PM

Q7 Over the next five years, do you expect your use of the Zula B. Wylie Public Library to increase, decrease, or remain the same?



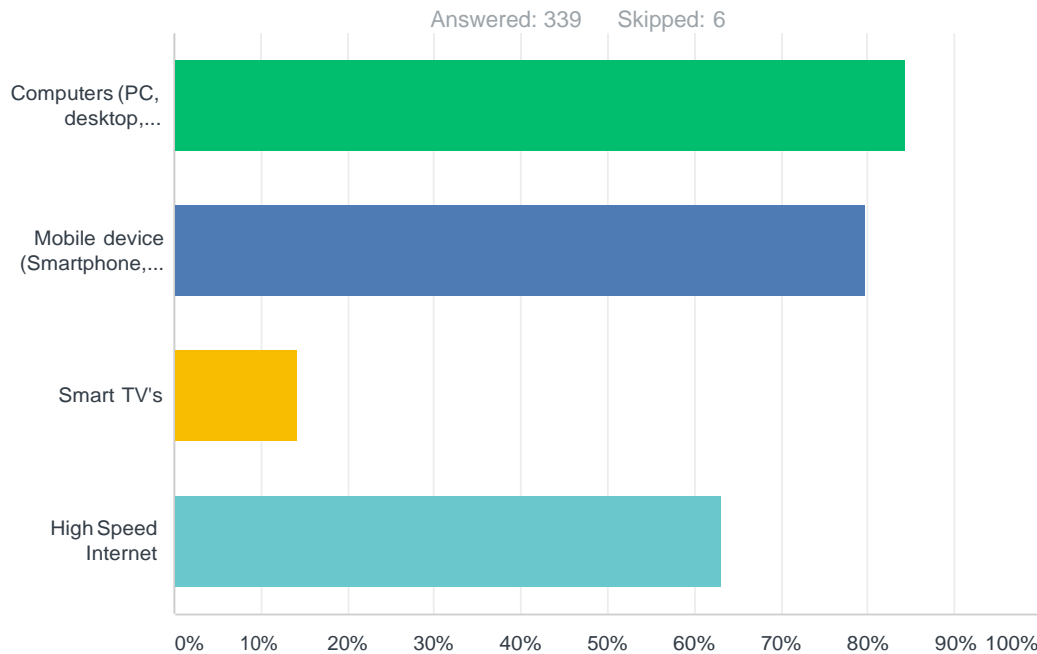
Answer Choices	Responses	
Increase	57.73%	198
Decrease	4.37%	15
Remain the same	37.90%	130
Total		343

Q8 If you use technology in your everyday life, such as a smartphone, tablet, E-reader, or computer, please select the following statements that apply:



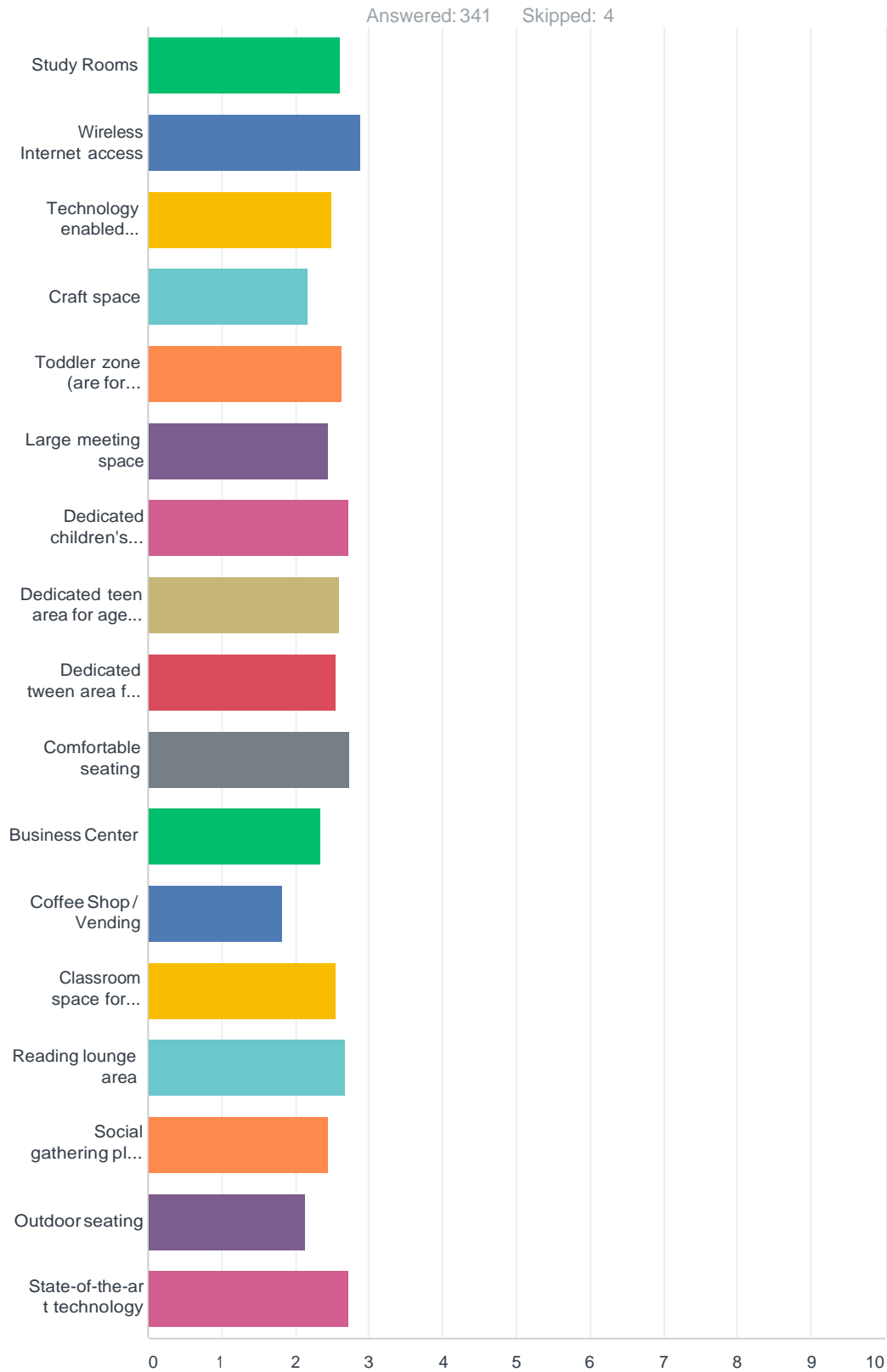
Answer Choices	Response s	
I download free books from the Zula B. Wylie Public Library to my device.	19.35%	65
I was not aware that that Zula B. Wylie Public Library offers free downloadable books and magazines.	49.11%	165
I prefer to read print books/magazines.	42.26%	142
I download books and/or magazines from an online vendor. (Amazon, Barnes and Noble, iTunes).	23.81%	80
I do not use technology (electronic/mobile devices) for reading.	12.20%	41
Total Respondents: 336		

Q9 When at home, what device(s) do you use to access information or make online purchases? Do you have high speed internet? (Select all that apply)



Answer Choices	Responses	
Computers (PC, desktop, laptop)	84.37%	286
Mobile device (Smartphone, tablet)	79.65%	270
Smart TV's	14.16%	48
High Speed Internet	63.13%	214
Total Respondents: 339		

Q10 How important do you feel it is that public libraries provide the following amenities?



	Not Important	Somewhat Important	Very Important	Total	Weighted Average
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Cedar Hill Library

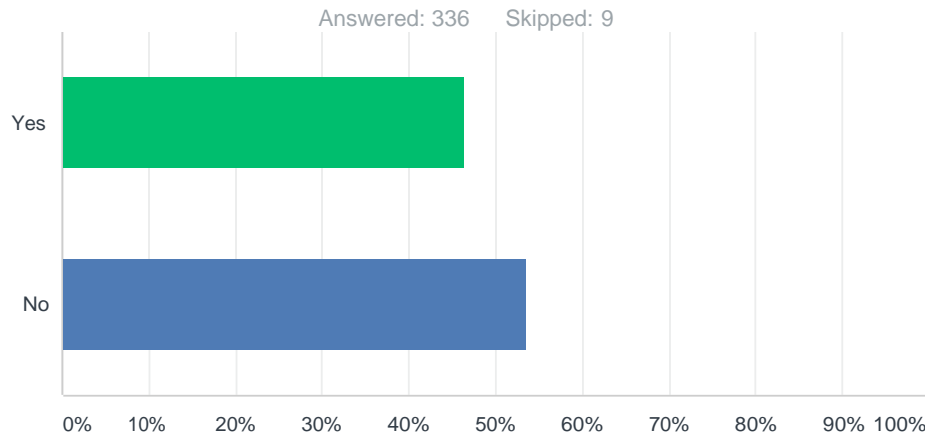
Study Rooms	3.64% 12	30.30% 100	66.06% 218	330	2.62
Wireless Internet access	1.19% 4	9.52% 32	89.29% 300	336	2.88
Technology enabled furniture (places to charge personal devices)	7.85% 26	35.35% 117	56.80% 188	331	2.49
Craftspace	17.52% 58	46.83% 155	35.65% 118	331	2.18
Toddler zone (are for pre-school kids to explore / discover and play)	5.11% 17	26.13% 87	68.77% 229	333	2.64
Large meeting space	7.88% 26	40.00% 132	52.12% 172	330	2.44
Dedicated children's programming area	3.34% 11	21.28% 70	75.38% 248	329	2.72
Dedicated teen area for ages 13-18	4.91% 16	30.37% 99	64.72% 211	326	2.60
Dedicated tween area for ages 10-13	4.64% 15	35.60% 115	59.75% 193	323	2.55
Comfortable seating	2.42% 8	21.15% 70	76.44% 253	331	2.74
Business Center	8.70% 28	47.52% 153	43.79% 141	322	2.35
Coffee Shop / Vending	43.65% 141	31.89% 103	24.46% 79	323	1.81
Classroom space for training or demonstrations	4.88% 16	35.06% 115	60.06% 197	328	2.55
Reading lounge area	2.13% 7	28.88% 95	69.00% 227	329	2.67
Social gathering place for collaboration or community interaction	9.64% 32	35.54% 118	54.82% 182	332	2.45
Outdoor seating	16.36% 54	53.03% 175	30.61% 101	330	2.14
State-of-the-art technology	3.31% 11	19.88% 66	76.81% 255	332	2.73

#	Other (please list any amenities you would like to see that are not listed above)	Date
1	the library has lots od programming but not enough space	6/19/2017 8:07 PM
2	If it has outdoor seating then it needs better looking outdoor area	6/17/2017 8:27 AM
3	I personally believe that the basic things my local library should provide include clean restrooms and a safe, comfortable, and peaceful atmosphere with helpful staff.	6/13/2017 4:59 PM
4	more clearinghouse displays for entrepren endeavors	6/13/2017 12:39 PM
5	Children and juveniles are not near the central area of the library.	6/6/2017 6:04 PM
6	Disinfectant wipes to clean computers in business center. Therefore the computer will be sanitized between patrons.	6/6/2017 8:24 AM
7	Staff areas, bigger break room, work area	6/5/2017 8:32 PM
8	Workforce Center At The Library	6/5/2017 5:36 PM
9	Space for educational displays and exhibits	5/29/2017 10:05 PM
10	I like our community garden and bike riding program	5/23/2017 4:05 PM

Cedar Hill Library

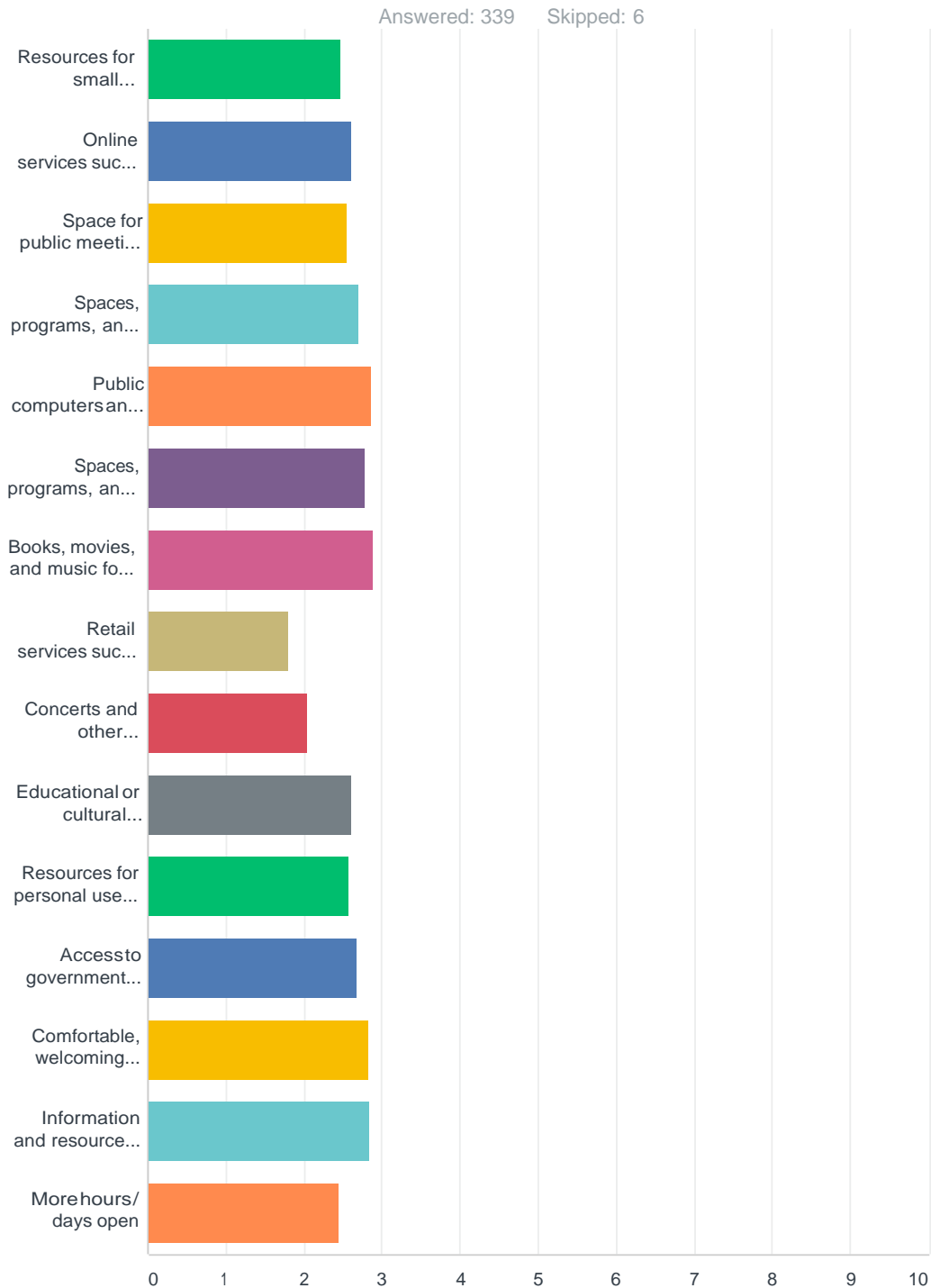
11	online education webinars/classes	5/22/2017 2:45 PM
12	laser engraver/cutter. Poly material 3d printer	5/20/2017 11:29 AM
13	Career and job research	5/19/2017 7:25 PM
14	longer hours	5/19/2017 5:35 PM
15	Theater space with a stage and seating,	5/19/2017 4:21 PM
16	LARGER AREA FOR COMPUTER USERS, EVEN DEDICATED ROOM	5/18/2017 3:29 PM
17	love the 3d printer station would to see more classes and printers	5/16/2017 8:07 PM
18	More rolling stools for viewing items on bottom shelves	5/16/2017 7:56 PM
19	Autism sensory areas to	5/14/2017 10:52 PM
20	More space for using personal computers with access to electrical plug and some kind of better screening from sun so computer is more readable. More attention from library staff to ask people to not be chewing gum loudly or popping it; eating; and/or talking on telephones or listening to telephones without headphones.	5/12/2017 5:07 PM
21	Sound Proof Media Room to make movies, commercials, and videos	5/12/2017 3:26 PM
22	Adult fun programs not computer and crafts, true Summer Reading Program for adults similar to kid's one	5/12/2017 11:44 AM
23	Indoor cinema	5/12/2017 11:37 AM
24	A new sign by belt line road. That wooded one is way outdated.	5/11/2017 11:15 AM
25	Store, play pen for babies	5/10/2017 7:08 PM
26	Store, play pen for babies	5/10/2017 6:36 PM
27	I would like to see more comfortable seating in the kids area.	5/8/2017 5:51 PM
28	listed every thing:)	5/4/2017 5:57 PM
29	Expansion of Childrens Literacy Program	5/4/2017 11:51 AM
30	A sense of safety in a public space; a seed bank that can be used with community gardening	4/26/2017 11:24 PM
31	there should also be a history/ museum space at the library	4/26/2017 6:24 PM
32	extended hours everyday and sundays	4/26/2017 4:40 PM
33	adult programming for reading other than a book club	4/12/2017 10:01 PM
34	My toddler grandson and I frequently play in the outdoor music space. I need to investigate the use of a garden space and would like to see a dedicated bird feeding area. We LOVE our library!	4/12/2017 5:21 PM

Q11 Do you use or go to events held at the Zula B. Wylie Public Library outdoor musical garden / discovery garden?



Answer Choices	Responses	
Yes	46.43%	156
No	53.57%	180
Total		336

Q12 How important do you feel it is that public libraries provide the following services?



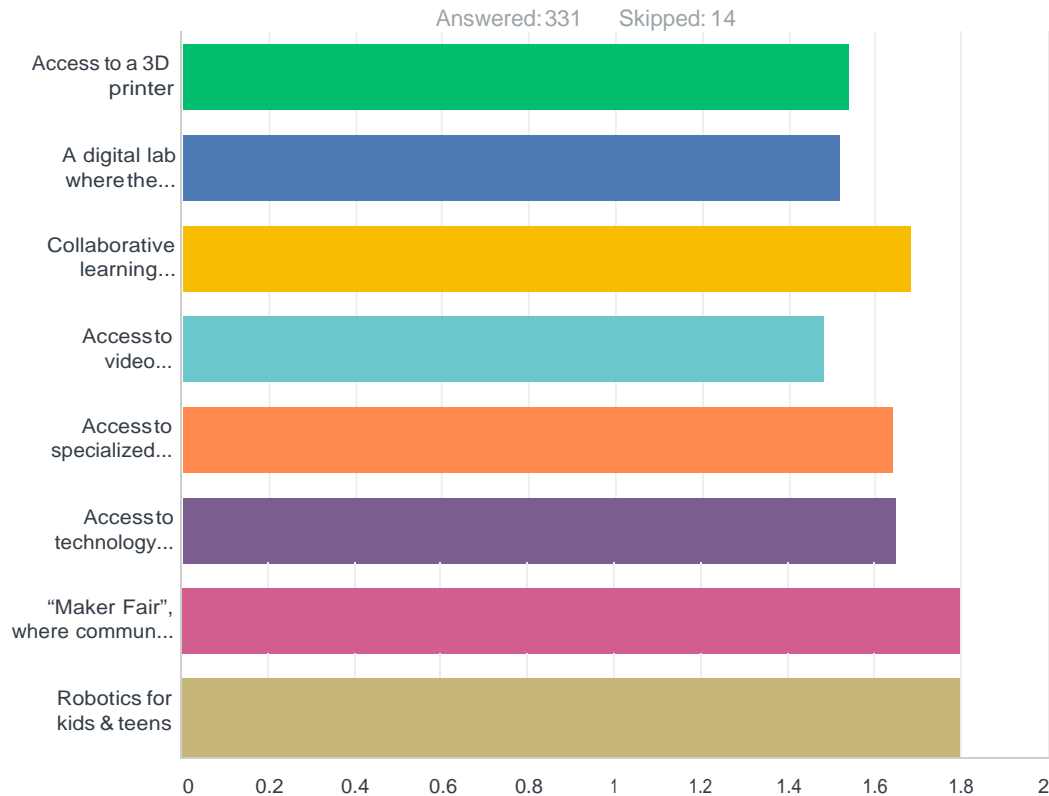
	Not Important	Somewhat Important	Very Important	Total	Weighted Average
Resources for small businesses and entrepreneurs	5.67% 19	41.49% 139	52.84% 177	335	2.47
Online services such as magazine articles and books to download	2.09% 7	34.63% 116	63.28% 212	335	2.61

Cedar Hill Library

Space for public meetings and community events	5.72% 19	32.83% 109	61.45% 204	332	2.56
Spaces, programs, and materials for teens	2.10% 7	25.83% 86	72.07% 240	333	2.70
Public computers and internet access	0.60% 2	12.54% 42	86.87% 291	335	2.86
Spaces, programs, and materials for kids	2.11% 7	16.31% 54	81.57% 270	331	2.79
Books, movies, and music for people to borrow	1.22% 4	9.45% 31	89.33% 293	328	2.88
Retail services such as coffee shops and gift stores	43.16% 142	33.74% 111	23.10% 76	329	1.80
Concerts and other performances	24.16% 79	47.40% 155	28.44% 93	327	2.04
Educational or cultural exhibits	4.56% 15	28.88% 95	66.57% 219	329	2.62
Resources for personal use, such as health or financial information	5.78% 19	30.70% 101	63.53% 209	329	2.58
Access to government forms and information	3.96% 13	24.39% 80	71.65% 235	328	2.68
Comfortable, welcoming spaces for reading and research	0.61% 2	15.45% 51	83.94% 277	330	2.83
Information and resources for students and others doing research	1.52% 5	11.82% 39	86.67% 286	330	2.85
More hours / days open	7.60% 25	41.03% 135	51.37% 169	329	2.44

#	Other (please list any services you would like to see that are not listed above)	Date
1	More tutoring	6/16/2017 8:16 PM
2	I think we should be able to return magazines in the drop box. Other libraries do it, and it doesn't seem to ruin the magazines or cause problems with the quality of the magazines. It would be more convenient to do so.	6/9/2017 12:47 PM
3	Provide area for cell phone usage or have library staff enforce the library policy about not using cell phones.	6/6/2017 8:24 AM
4	I also like the computer, crafting,...classes.	5/23/2017 4:05 PM
5	Geographic Information Systems tools, Software for creating graphics	5/22/2017 2:45 PM
6	makerspace-type tools	5/20/2017 11:29 AM
7	later hours would be nice for working people	5/16/2017 8:07 PM
8	Sunday hours	5/16/2017 7:58 PM
9	Checkouts of more non-traditional items such as lawn mowers or video games.	5/11/2017 11:15 AM
10	Vinnie machines	5/10/2017 7:08 PM
11	Vinnie machines	5/10/2017 6:36 PM
12	I feel the library hours are really good the way they are.	5/8/2017 5:51 PM
13	Open earlier on Saturday and stay open later on Friday.	5/5/2017 11:38 PM
14	everything is listed to me	5/4/2017 5:57 PM
15	Professionally-trained staff to assist patrons and work with materials	4/26/2017 11:24 PM

Q13 Which of the following new programs and services would you like to see the Zula B. Wylie Public Library offer?



	I would not use this program / service	I would use this program / service	Total	Weighted Average
Access to a 3D printer	45.68% 148	54.32% 176	324	1.54
A digital lab where the public can access audio and video equipment to create music and videos.	48.29% 155	51.71% 166	321	1.52
Collaborative learning spaces. Rooms equipped with popular media equipment and movable furniture to enable flexible arrangements.	32.20% 104	67.80% 219	323	1.68
Access to video conferencing equipment.	52.20% 166	47.80% 152	318	1.48
Access to specialized software (i.e. Graphic Editing Software (Adobe CreativeSuite), Video Editing Software, 3D Modeling Software, etc...)	36.34% 117	63.66% 205	322	1.64
Access to technology "petting zoos" to try out new devices	35.11% 112	64.89% 207	319	1.65
"Maker Fair", where community members teach each other skills (sewing, painting, stained glass, pottery, etc...)	20.49% 67	79.51% 260	327	1.80
Robotics for kids & teens	37.69% 121	62.31% 200	321	1.62

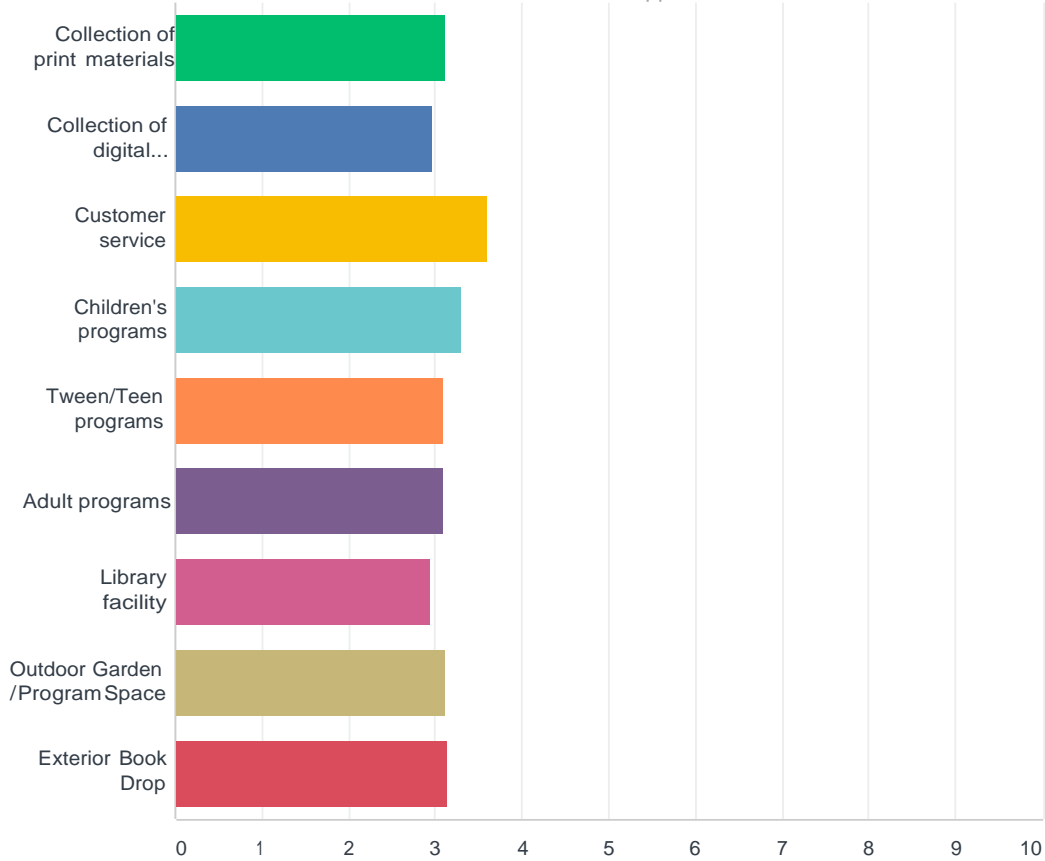
#	Other (Please describe WHAT you would use as a program / service that is NOT listed above.)	Date
1	Some of services s/b dine in Rec or Senior center	6/19/2017 10:13 PM
2	Just because I wouldn't use it, it doesn't mean it wouldn't be good to have.	6/19/2017 8:07 PM

Cedar Hill Library

3	It's a library. Can't be all things to everyone.	6/17/2017 5:53 AM
4	My tween may use some of the services that I would not use.	6/12/2017 5:39 PM
5	Need 2 or mor large areas, no cramped space.	6/6/2017 6:04 PM
6	Auditorium for guest speakers to present topics of interest	5/29/2017 10:05 PM
7	Though I wouldn't use a lot of these services myself, I think they would be important to the community.	5/24/2017 9:00 PM
8	Some items above, I did not mark because although I may not use - I can see the possibilities for it & I don't want to mark down a negative answer to survey there.	5/24/2017 2:24 PM
9	WOW! Is this even possible?	5/23/2017 4:05 PM
10	ESRI arc map editing/creating maps, Genealogy courses. Geology displays of local rocks and minerals. Biology displays of local fauna and flora.	5/22/2017 2:45 PM
11	diy tools for check out	5/20/2017 11:29 AM
12	Though I would not need some of these things for my one personal use. I feel they would be beneficial to the community.	5/19/2017 10:20 AM
13	A book exchange. Take a book/leave a book	5/19/2017 5:58 AM
14	We should continue to have a book group.	5/16/2017 7:58 PM
15	Partner with schools to create more student-led programs	5/15/2017 8:08 PM
16	Eco friendly building in which natural resources are utilized more and in a teaching manor. The rain barrel event was amazing	5/14/2017 10:52 PM
17	Genealogy access, Language learning	5/14/2017 8:38 AM
18	The bikes that you can loan are great for exercise.	5/12/2017 12:28 PM
19	CodingClasses	5/12/2017 11:37 AM
20	music recording studio with software. Green screen like in the movies. Web design software, on designated computers.	5/11/2017 11:15 AM
21	tony	5/10/2017 3:19 PM
22	STEM for elementary children	5/5/2017 5:26 PM
23	Every thing is listed I like these plans :)	5/4/2017 5:57 PM
24	A seed bank for gardening	4/26/2017 11:24 PM

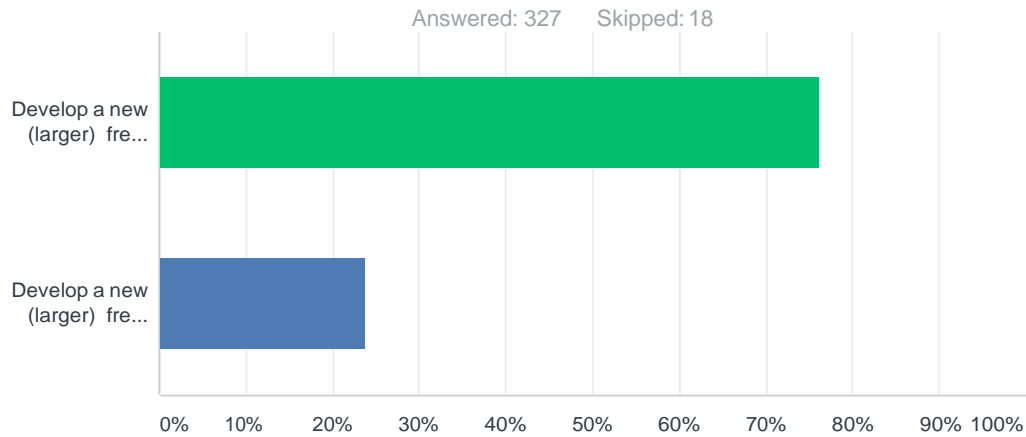
Q14 How would you rate the library's current services?

Answered: 332 Skipped: 13



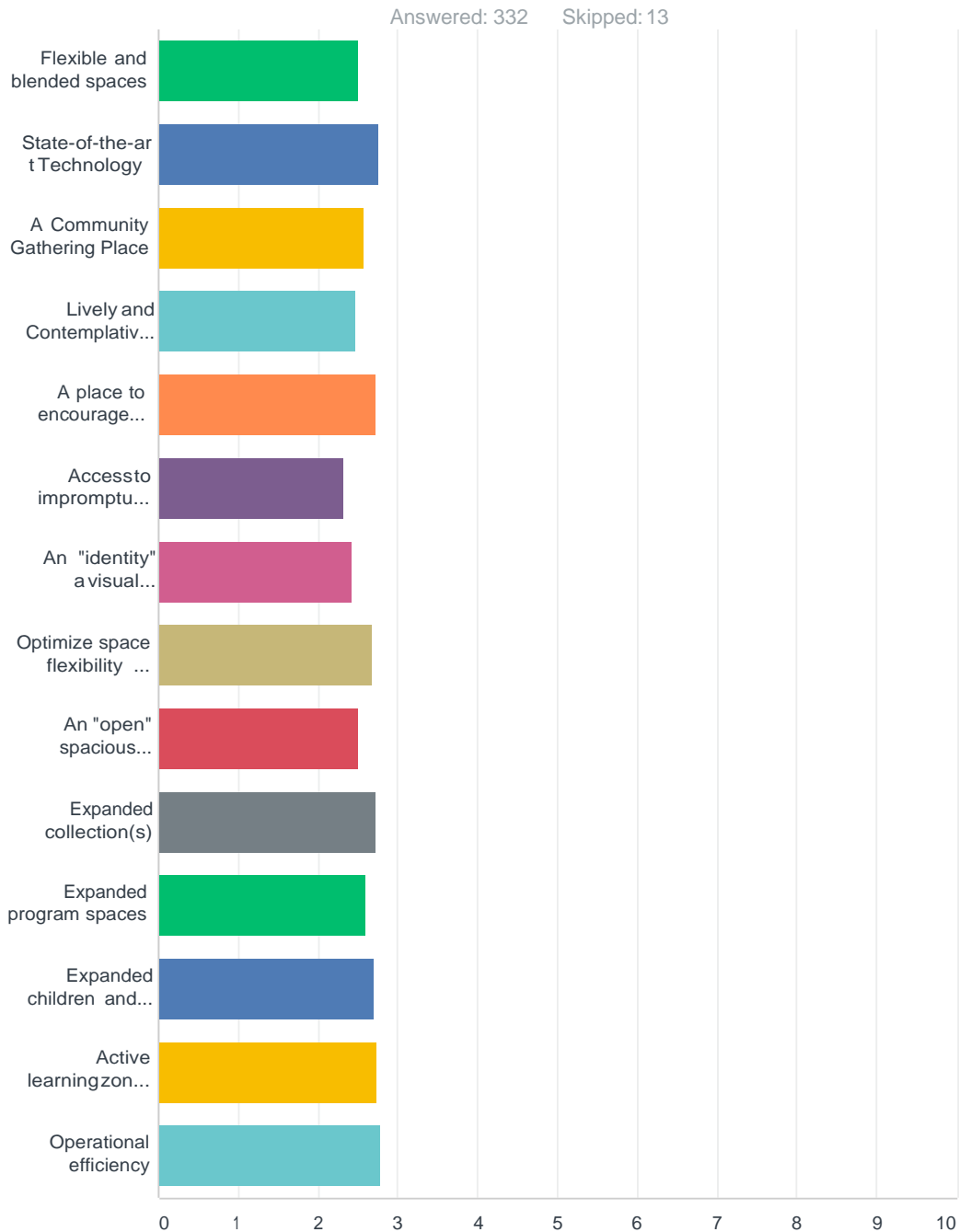
	Poor	Average	Good	Excellent	Total	Weighted Average
Collection of print materials	1.82% 6	17.33% 57	48.94% 161	31.91% 105	329	3.11
Collection of digital materials	3.22% 10	19.61% 61	53.70% 167	23.47% 73	311	2.97
Customer service	0.91% 3	7.60% 25	23.40% 77	68.09% 224	329	3.59
Children's programs	0.99% 3	13.16% 40	39.47% 120	46.38% 141	304	3.31
Tween/Teen programs	2.34% 7	19.06% 57	44.82% 134	33.78% 101	299	3.10
Adult programs	2.24% 7	21.09% 66	41.53% 130	35.14% 110	313	3.10
Library facility	9.29% 30	17.96% 58	40.25% 130	32.51% 105	323	2.96
Outdoor Garden / Program Space	1.29% 4	21.29% 66	42.90% 133	34.52% 107	310	3.11
Exterior Book Drop	2.47% 8	17.28% 56	44.44% 144	35.80% 116	324	3.14

Q15 Regarding the location of the Library, which would you prefer?



Answer Choices	Responses	
Develop a new (larger) free standing library at its current location	76.15%	249
Develop a new (larger) free standing library at a different location	23.85%	78
Total		327

Q16 What statements below best describes what the NEW Library facility should have and / or provide?

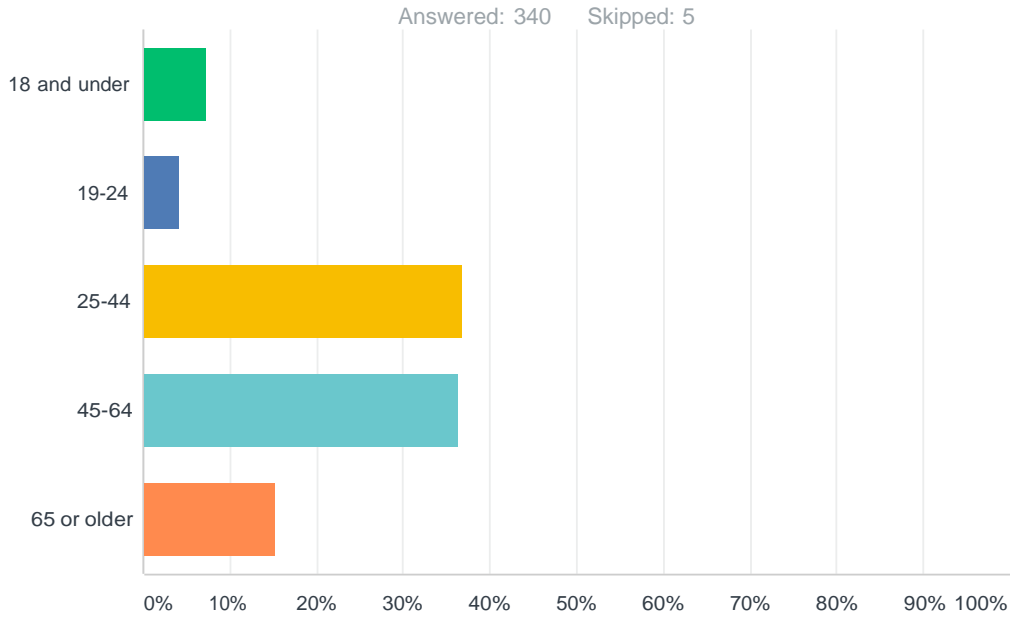


	Not Important	Somewhat Important	Very Important	Total	Weighted Average
Flexible and blended spaces	7.76% 25	33.85% 109	58.39% 188	322	2.51
State-of-the-art Technology	3.06% 10	16.51% 54	80.43% 263	327	2.77
A Community Gathering Place	6.13% 20	30.06% 98	63.80% 208	326	2.58

Cedar Hill Library

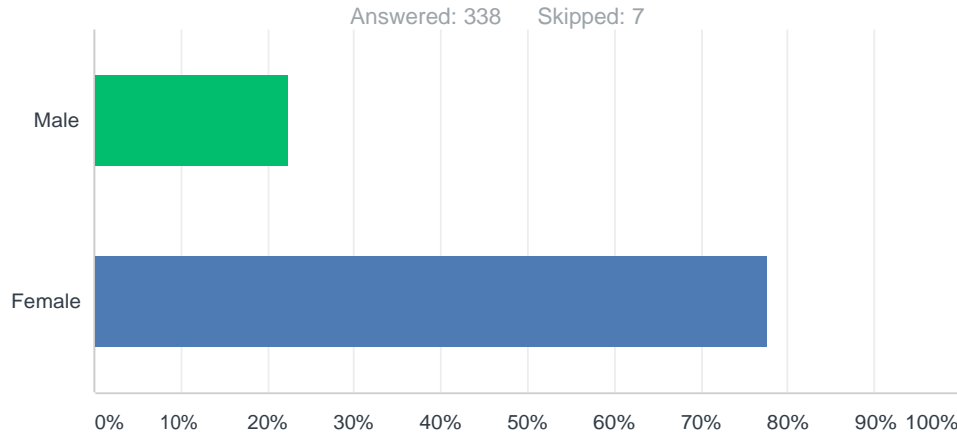
Lively and Contemplative Spaces	8.41% 27	35.83% 115	55.76% 179	321	2.47
A place to encourage discovery	2.17% 7	22.36% 72	75.47% 243	322	2.73
Access to impromptu spaces for socialization	14.37% 46	38.44% 123	47.19% 151	320	2.33
An "identity" a visual connection to its location and surroundings	9.35% 30	38.01% 122	52.65% 169	321	2.43
Optimize space flexibility for future change	3.76% 12	24.76% 79	71.47% 228	319	2.68
An "open" spacious concept	7.81% 25	33.13% 106	59.06% 189	320	2.51
Expanded collection(s)	3.13% 10	23.13% 74	73.75% 236	320	2.71
Expanded program spaces	4.73% 15	30.28% 96	64.98% 206	317	2.60
Expanded children and teen spaces	3.14% 10	23.90% 76	72.96% 232	318	2.70
Active learning zones for all ages	2.17% 7	20.43% 66	77.40% 250	323	2.75
Operational efficiency	2.50% 8	16.56% 53	80.94% 259	320	2.78

Q17 What category does your age fall into?



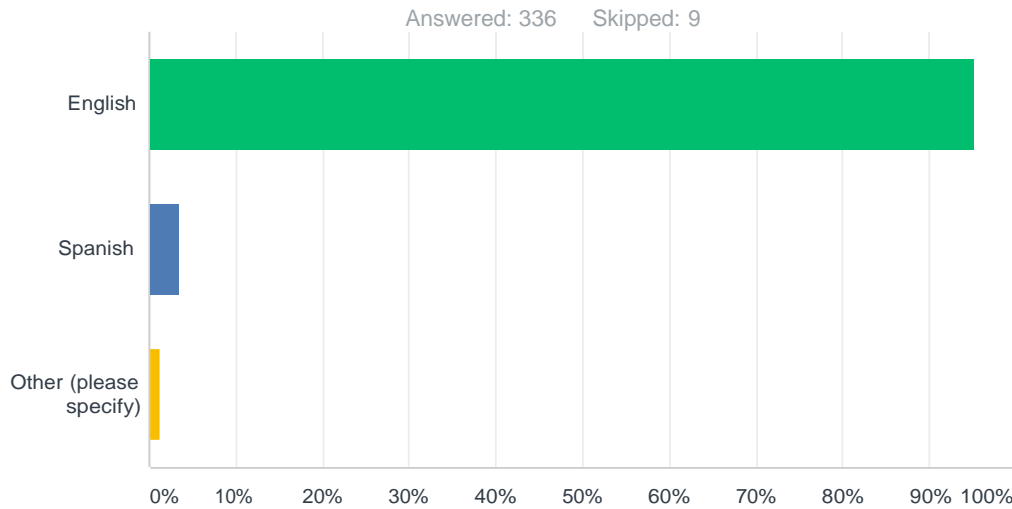
Answer Choices	Responses	
18 and under	7.35%	25
19-24	4.12%	14
25-44	36.76%	125
45-64	36.47%	124
65 or older	15.29%	52
Total		340

Q18 Are you male or female?



Answer Choices	Responses	
Male	22.49%	76
Female	77.51%	262
Total		338

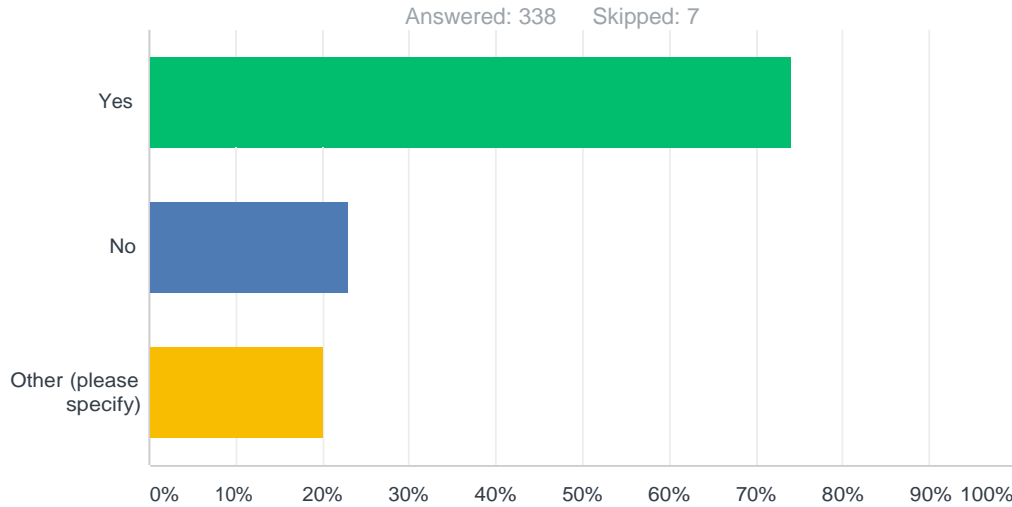
Q19 What is your primary language to speak?



Answer Choices	Responses	
English	95.24%	320
Spanish	3.57%	12
Other (please specify)	1.19%	4
Total		336

#	Other (please specify)	Date
1	Arabi	6/19/2017 7:11 PM
2	Vietnamese	6/16/2017 3:14 PM
3	Vietnamese	6/16/2017 2:17 PM
4	Turkish	6/8/2017 2:26 AM

Q20 Do you live in Cedar Hill, if not where?



Answer Choices	Responses	
Yes	73.96%	250
No	23.08%	78
Other (please specify)	20.12%	68
Total Respondents: 338		

#	Other (please specify)	Date
1	Midlothian	6/19/2017 10:58 PM
2	Duncanville TX	6/19/2017 8:18 PM
3	Ovilla	6/19/2017 7:11 PM
4	Desoto, Texas	6/19/2017 4:04 PM
5	Glenn Heights	6/19/2017 11:53 AM
6	Desoto	6/17/2017 7:53 AM
7	Grand Prairie	6/16/2017 1:04 PM
8	Desoto	6/14/2017 4:20 PM
9	Grand Prairie	6/13/2017 7:24 PM
10	Desoto, Tx	6/10/2017 7:41 AM
11	Cedar Hill	6/8/2017 11:47 AM
12	Dallas	6/8/2017 10:41 AM
13	desoto	6/8/2017 10:22 AM
14	ARLINGTON TX	6/5/2017 2:51 PM
15	S Grand Prairie	6/5/2017 2:05 PM
16	desoto	6/3/2017 1:37 PM
17	Midlothian	6/3/2017 1:01 PM
18	DUNCANVILLE	6/3/2017 12:55 PM
19	desoto	5/30/2017 10:48 AM
20	Desoto	5/22/2017 10:28 PM

Cedar Hill Library

21	Desoto	5/22/2017 10:21 AM
22	Midlothian	5/22/2017 7:18 AM
23	DeSoto	5/21/2017 9:35 PM
24	Glenn Heights Texas	5/20/2017 8:05 AM
25	Dallas, Texas	5/19/2017 7:26 PM
26	Mansfield	5/19/2017 7:25 PM
27	Dallas	5/19/2017 6:47 PM
28	midlothian	5/19/2017 6:41 PM
29	Dallas County	5/19/2017 4:46 PM
30	Desoto	5/19/2017 4:39 PM
31	Grand Prairie	5/19/2017 4:21 PM
32	Midlothian	5/19/2017 10:20 AM
33	Cleburne	5/19/2017 9:24 AM
34	Desoto	5/18/2017 4:29 PM
35	DeSoto	5/18/2017 3:40 PM
36	Red Oak	5/18/2017 3:39 PM
37	Mansfield	5/18/2017 3:35 PM
38	Mansfield	5/18/2017 3:32 PM
39	DESOTO	5/18/2017 3:29 PM
40	Midlothian	5/18/2017 3:24 PM
41	Canton, tx	5/18/2017 3:21 PM
42	Desoto	5/18/2017 3:15 PM
43	Desoto	5/17/2017 6:32 PM
44	Duncanville	5/16/2017 8:53 PM
45	DeSoto, but I go to the Cedar Hill library because it is more kid friendly.	5/16/2017 12:55 PM
46	Desoto	5/15/2017 1:10 AM
47	Desoto	5/14/2017 10:30 AM
48	Desoto	5/13/2017 5:01 PM
49	desoto	5/13/2017 12:29 AM
50	DeSoto	5/12/2017 6:28 PM
51	Hutchins	5/12/2017 5:07 PM
52	Duncanville	5/12/2017 3:34 PM
53	Desoto	5/12/2017 3:26 PM
54	Midlothian, Texas	5/12/2017 12:48 PM
55	DeSoto	5/12/2017 12:28 PM
56	Desoto	5/12/2017 12:25 PM
57	Desoto Tx	5/12/2017 11:51 AM
58	glenn heights	5/12/2017 11:16 AM
59	Duncanville	5/11/2017 11:42 AM
60	Glenn Heights, TX	5/11/2017 10:45 AM

Cedar Hill Library

61	Dallas	5/9/2017 4:29 PM
62	Grand Prairie	5/8/2017 5:51 PM
63	My actual zip is Dallas, but Zula B Wylie is less than 10 minutes from my house	5/5/2017 7:00 PM
64	Glenn Heights	5/4/2017 11:51 AM
65	Desoto	4/29/2017 12:40 PM
66	DeSoto	4/26/2017 10:12 PM
67	Desoto	4/26/2017 6:52 PM
68	Midlothian	4/24/2017 8:20 AM

Q21 Do you have a specific comment related to what amenities or services you would like the Zula B. Wylie Public Library to provide?

Answered: 141 Skipped: 204

#	Responses	Date
1	More books off the best seller lists. I read in the newspaper all the time about great new books that are reviewed and then can never find them at the library.	6/19/2017 10:58 PM
2	I love all the events for every season !!	6/19/2017 8:18 PM
3	BUILD THE NEW LIBRARY NOW!!!!	6/19/2017 8:07 PM
4	We love your kid programs and look forward to being more involved in the future as they get older!	6/19/2017 5:45 PM
5	N/A	6/19/2017 4:04 PM
6	I love all the programs offered. I would like this GREAT library to more marketing. Some programs I am unaware that the library provides them (until I ask). Be sure to let the people know ALL the amenities you have and I know the attendance will increase. This library is MUCH better than the original one I go to.	6/19/2017 11:53 AM
7	I love Zula B. Library	6/19/2017 8:26 AM
8	I would love to see an increase in audiobooks.	6/18/2017 8:29 PM
9	I love the robotics workplace	6/17/2017 8:27 AM
10	Closed off quite kids area	6/16/2017 8:16 PM
11	Libraries will have to keep up with technology to survive.	6/16/2017 6:58 PM
12	More kids' programs.	6/16/2017 3:14 PM
13	I don't have a specific comment related to amenities or services.	6/16/2017 3:00 PM
14	More innovation.	6/16/2017 2:47 PM
15	I really enjoy the gardens and the outdoor space with my grandchild.	6/16/2017 1:50 PM
16	Keep and expand the book section. Build up the classic literature (e.g. GK Chesterton, Dickens, Agatha Christie, George MacDonald, etc).	6/16/2017 1:30 PM
17	children area closed in somewhat	6/16/2017 12:26 PM
18	The full inventory of a series by a specific author. ie author Kay Hooper's Bishop series.	6/16/2017 12:05 PM
19	Doing very well as it is....No need for improvements that would be costly and/or add to tax rate.	6/16/2017 10:46 AM
20	none	6/14/2017 4:20 PM
21	No	6/13/2017 9:21 PM
22	I would like to see more books by African-American authors. PLEASE! Especially Kimberla Lawson Roby and J. California Cooper.	6/13/2017 4:59 PM
23	More UK videos.	6/13/2017 12:43 PM
24	I plan to start a new business B-Corporation within a year and plan to join the and utilize the library for my start up activities	6/13/2017 12:39 PM
25	they were excellent	6/12/2017 7:30 PM
26	not at this time.	6/12/2017 5:39 PM
27	None at the moment	6/12/2017 5:10 PM
28	Staff are Excellent	6/12/2017 3:18 PM
29	The staff and children's programs/services are excellent! I definitely support a larger library though. I hope those plans are in the works.	6/12/2017 1:42 PM

Cedar Hill Library

30	I love this library!	6/10/2017 7:41 AM
31	i love Zula B. Library!!! My family often uses the services and programs offered	6/8/2017 11:59 AM
32	I really love the customer service. You can't beat it. It means alot to have that.	6/8/2017 11:47 AM
33	please let the new library location be close to the high school so students can walk to the library location to do home work and seek guidance in doing home works or research . instead of going home and play games	6/8/2017 11:41 AM
34	More quiet areas where the visitors can read without a lot of distractions.	6/8/2017 11:28 AM
35	Better return policy on materials. There are a lot of materials that are not returned and it makes it a lotharder on others, especially when really needed.	6/7/2017 10:30 PM
36	A double story library would be beneficial to divide the children and adults. The children are very noisy and that is just fine. However it is disruptive to adults that do not have children and are here for themselves.	6/7/2017 10:44 AM
37	No	6/7/2017 9:06 AM
38	The library can remain where it is, however, it need to be 2 levels if it remains at this location. Open concept is recommended for the central area of the library, however, other rooms should be away from the open concept. Library etiquette;supervision to all children, noise and cell phones should be addressed. More parking and security will be needed.	6/6/2017 6:04 PM
39	The library is noisy. I would like to see the library be a quiet place for research and study like the libraries were when I was in elementary school and college.	6/6/2017 8:24 AM
40	I would like to see more "Seminars" held relevant to Education, Technology, Community Changes and Updates, Awareness, Health, Voting, Meet Your Mayor and other Officials, Growth In The City and How It Impacts Everyone, Pharmaceuticals, AARP, Insurance (Disasters, Weather), Speed Limits, Walking and Crossing Streets Safely, Areas That Need More Lighting in Neighborhoods, Intersection Lights	6/5/2017 5:36 PM
41	no	6/5/2017 4:27 PM
42	No.	6/5/2017 2:19 PM
43	Keep up the great kids programs, and friendly service. That's what keeps us coming back over and over.	6/5/2017 1:41 PM
44	The current staff and volunteers are wonderful! More space and resources is an obvious huge need. The current staff and leadership are maximizing what they have to work with now but they could certainly benefit from a much larger space and more resources to work with for the community.	6/3/2017 5:41 PM
45	Make sure to offer programs to all age groups and not solely focus on the children's department so much. Also make sure that volunteers looking for information can be repsonded to.	6/3/2017 4:45 PM
46	The library provides a wide, creative, useful set of services now. There is simply not enough room to give each one the space it needs.	5/29/2017 10:05 PM
47	better teen book selection	5/25/2017 8:00 PM
48	Author Fan clubs	5/25/2017 7:44 PM
49	OPEN DAILY.	5/24/2017 9:14 PM
50	The staff is very professional and responsive!	5/24/2017 3:26 PM
51	not fond of single-use facilities, combine it with another use.	5/24/2017 3:04 PM
52	N/A	5/24/2017 3:00 PM
53	Firmly committed to printed resources/media & also technical advances. More than 1 meeting & program rooms are very important; quiet areas ARE needed for study & browsing - which may be difficult, but preferable. The terms 'lively' & 'interactive' sound the opposite to 'quiet' space to me. If the lively & interactive areas have a large buffer area/walls to the quiet areas = best. If computers could be permanently part of 1 program room - that could be helpful/may need some flexibility built in as to computers included, where they could be shifted about. Earlier plans, from previous yrs included possible 2nd floor to existing Library; that seemed good idea.	5/24/2017 2:24 PM
54	More space for use of civic organizations.	5/24/2017 12:50 PM

Cedar Hill Library

55	I'd like to see a large homeschool section with classic literature, volunteer program during the day, which involves library science, and popular curriculums available for checkout, ACT and SAT prep classes, Cornell note-taking classes. Just off the top of my head. HA!	5/23/2017 4:05 PM
56	LARGER facility! The library staff does an amazing job managing the multitude of programs they offer in such a limited space. Our "Premiere" city must have a "premiere" library.	5/22/2017 1:31 PM
57	More space for visitors to read and research	5/22/2017 10:37 AM
58	nice open place that is visible by more people -- over by the government center? Easier parking area and open space for more expanded events.	5/22/2017 10:04 AM
59	More books	5/21/2017 9:35 PM
60	give kids their own area in room instead of common area	5/21/2017 7:32 PM
61	makerspace type of tools and community workshop	5/20/2017 11:29 AM
62	No	5/20/2017 8:05 AM
63	no	5/19/2017 7:26 PM
64	no	5/19/2017 5:35 PM
65	no	5/19/2017 5:29 PM
66	No	5/19/2017 4:39 PM
67	Libraries today are not just about checking out books and electronics. Libraries are multi-functional communal spaces that almost resembles an enclosed park to enhance the standard of living. Most modern libraries have the collection as the secondary attraction to the communal spaces whether those are conference rooms, outdoor green spaces, entertainment rooms or play areas.	5/19/2017 4:21 PM
68	The library should provide a comfortable/safe place and services to assist the community (students & adults) in their study/learning/business goals and needs.	5/19/2017 10:20 AM
69	I went with my girlfriend to donate books. They were hardback popular books and we were told you do not accept donations. Why? They were free.?	5/19/2017 5:58 AM
70	None	5/18/2017 4:10 PM
71	I haven't visited your library much so some things I can't comment about.	5/18/2017 3:40 PM
72	ZBW Library staff does so much, they deserve to have the best library with all of the best equipment!	5/18/2017 3:35 PM
73	LARGER FACILITY AND MORE PARKING	5/18/2017 3:29 PM
74	Would like a greater audio book selections	5/18/2017 3:21 PM
75	Expanded collection of DVD's	5/16/2017 7:56 PM
76	More variety for the children's area. More hands on things or computer programs. It will interest them at a young age and most likely keep them active as they grow. (I have a 15 yr & 9 yr old)	5/16/2017 11:11 AM
77	Continue to acquire physical print inventory(books, dvds etc) and digital books	5/16/2017 9:44 AM
78	I love our library and all who work there. It feels like home when I visit. I like the small town feel of it. It is friendly and welcoming.	5/15/2017 10:03 PM
79	Larger library with more marketing for public.	5/15/2017 8:20 PM
80	I would like to see a similar floor layout in comparison to Plano Library.	5/15/2017 1:10 AM
81	I would like to see a multi level library that is open, with local art work, history and technology blended, the current location is old and too small although functional. Staff truly makes the difference here they are so helpful, patient and most of all knowledgeable in available resources.	5/14/2017 10:52 PM
82	I would really like to see specific study areas as it often gets too loud in the library and makes it difficult to concentrate while trying to study.	5/14/2017 8:20 PM
83	Keep up the good work.	5/14/2017 10:30 AM

Cedar Hill Library

84	Keep access to Ancestry website and Language programs. Love the cultural programs and classes offered. Suggestion box for books & materials	5/14/2017 8:38 AM
85	Been involved with this library on and off for over 10 years and I have lived every minute of it!	5/14/2017 1:03 AM
86	Thee staff and equipment(including computers) are excellent. Thanks so much	5/13/2017 1:52 PM
87	Resources and outreach for local nonprofits	5/13/2017 11:18 AM
88	Study rooms are a great need. It would provide a quiet environment to study. It is challenging to use the library to study or for quiet reading space.	5/13/2017 11:09 AM
89	Keep up the great job, my kids and myself love our visits to the Library. The amenities are great and the staff is amazing	5/12/2017 11:46 PM
90	Add more books to your free download program.	5/12/2017 11:39 PM
91	None.	5/12/2017 9:57 PM
92	No	5/12/2017 7:16 PM
93	Thanks for providing computer program education....very much appreciated.	5/12/2017 5:31 PM
94	No.	5/12/2017 4:55 PM
95	No	5/12/2017 3:18 PM
96	would love more gardening activites	5/12/2017 3:07 PM
97	None at this moment	5/12/2017 2:26 PM
98	None	5/12/2017 1:47 PM
99	No	5/12/2017 1:38 PM
100	N/A	5/12/2017 12:48 PM
101	I feel you need a more prominent location in Cedar Hill. It's hard for me to tell people where you are located	5/12/2017 12:25 PM
102	I love the "quiet" at the library and believe that a library should be a place where people can read and study or work in a quiet environment. I believe the tables and chairs now are good and would like to see more. Children' sections and play/group sections should be partitioned separately to avoid distracting the readers and those needing a quiet place to do work/research.	5/12/2017 12:00 PM
103	A summer adult reading program with weekly prizes for all.	5/12/2017 11:44 AM
104	We love the Zula B. Wylie Public Library and the services provided. Everyone is always friendly and very helpful.	5/12/2017 11:37 AM
105	n/a	5/11/2017 12:08 PM
106	n/a	5/11/2017 11:42 AM
107	Green Screen, music recording studio with padded walls, movie editing designated computer, Lots more shelves for books and movies, web design software on designated computer, designated computer with vision enhancing tools for people with vision problems, designated computer with Linux instead of Windows for people to try out, a few Apple PCs for people to use instead of Windows, tools to learn computer programming on a designated computer	5/11/2017 11:15 AM
108	Yes classes, computer classes	5/11/2017 11:15 AM
109	N/A	5/11/2017 10:39 AM
110	Y'all are just perfect !!	5/10/2017 7:08 PM
111	Y'all are just perfect !!	5/10/2017 6:36 PM
112	My family thoroughly enjoys the various events put on my Zula B Wylie Public Library. The staff is great. Everyone is so helpful. The library is in a great location. The Partnership that the library has in the community is phenomenal and greatly appreciated amongst the residents.	5/10/2017 4:01 PM
113	tony	5/10/2017 3:19 PM
114	No	5/9/2017 5:54 PM
115	More activities for babies and toddlers	5/8/2017 5:51 PM

Cedar Hill Library

116	I love the growth at the library. I think having a kids area where they can discover and be a "kids" (i.e. a little noisy) is great. I also like the idea of adding a coffee shop. However, one of the main features of the library that I like is the quietness, at least quiet enough where I can think or complete tasks without loud chatter or interruptions.	5/5/2017 7:00 PM
117	I use the library for books and audiobooks...that's it. I love Overdrive, if there are new and popular titles available through Overdrive (either ebook or audiobook) I will check them out. The addition of Hoopla is quite nice as well. But Overdrive (in my opinion) is the best amenity the library provides for me and I would love to see that collection grow even more.	5/5/2017 4:53 PM
118	I love this Library:)	5/4/2017 5:57 PM
119	Love the childrens programs and storytimes. Would love a sign language class or mommy and me classes. Also would like a seed library and more gardening programs.	5/4/2017 1:09 PM
120	We love the Children's program with Terri and Chelsea.	5/4/2017 11:51 AM
121	More after school activities!!!	5/2/2017 10:19 AM
122	I think the Desoto, Cedar Hill and Duncanville sharing is a great idea; everyone can choose the location that is close to their home. Please continue. I spend more time here at Zula B. because it is on the cusp of both cities and is closer.	4/29/2017 12:40 PM
123	No	4/28/2017 6:56 PM
124	I live on the west side of Cedar Hill, so the library's present location is perfect, but it would be nice if there was a bookmobile or additional location available for residents on the other side of Highway 67. It is difficult to walk or ride a bike across the streets that span the highway, and by offering some alternate access, children and teenagers on the east side of the highway might be able to more frequently use library services and resources.	4/26/2017 11:24 PM
125	No	4/26/2017 6:52 PM
126	The new library needs to be flexible both in terms of space and technology as needs are changing rapidly.	4/26/2017 6:24 PM
127	Job board and space to advertise entrepreneurs.	4/26/2017 4:40 PM
128	THANKS! THEIR PLACE IS ALREADY ORGANIZED!!!	4/25/2017 7:14 PM
129	no	4/20/2017 5:34 PM
130	more books for teens	4/13/2017 6:26 PM
131	Staff are AMA big, but they need more space! Just imagine just how great we can be!	4/13/2017 5:27 PM
132	No suggestions at this time.	4/13/2017 1:56 PM
133	I really would like to see adult programming other than computer classes and a book club. I want a summer reading program for adults where prizes are awarded.	4/12/2017 10:01 PM
134	The library is dated, but seems to utilize what they have well.	4/12/2017 9:04 PM
135	No, I love everything about Zula B. Wylie!! Please do not change the location!!!	4/12/2017 8:59 PM
136	My primary interest at this point in my life is activities for my grandchildren. To be able to be with other children in music, dance, reading, craft and play activities has been wonderful. Ms. Teri and her staff have done a wonderful job. My 2 year old grandson asks to go to the library at least once a week. Thank you! We love all the opportunities young children have to learn and grow in our neighborhood!	4/12/2017 5:21 PM
137	More space for study groups	4/12/2017 5:15 PM
138	I love the people who work there. They are so kind and I receive excellent customer service	4/12/2017 4:48 PM
139	More genealogy material	4/12/2017 4:46 PM
140	I love the programs that the library provides!	4/12/2017 4:27 PM
141	The library is becoming a crucial place for the whole community that involves more than just books. It is an active Cedar Hill community center - a place for discovery, exploration and resources.	4/6/2017 9:40 AM