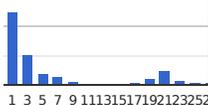


# Survey Results: Library

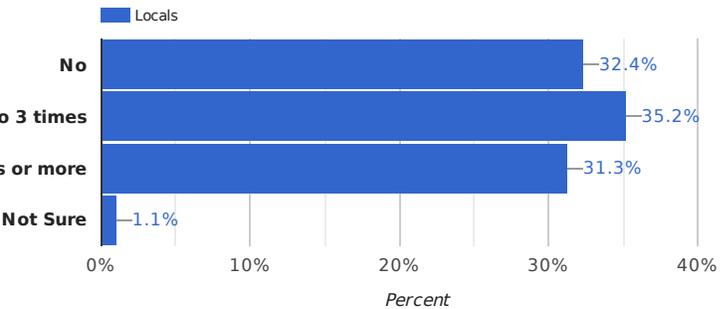
[Survey Info](#) - This survey was sent on behalf of the City of Bedford to the FlashVote community for Bedford, TX.

These FlashVote results are shared with local officials

<p><b>610</b> Total Participants</p> <p>604 of 1147 initially invited (53%) 6 others Margin of error: ± 4%</p>	<p>Applied Filter: <b>Locals only</b></p> <p>Participants for filter: <b>528</b></p>	<p><b>Response Time (hours)</b></p> 	<p>Started: <b>Feb 23, 2023 1:17pm CST</b></p> <p>Ended: <b>Feb 23, 2023 1:14pm CST</b></p> <p>Target Participants: <b>All Bedford</b></p>
--	--	--	--

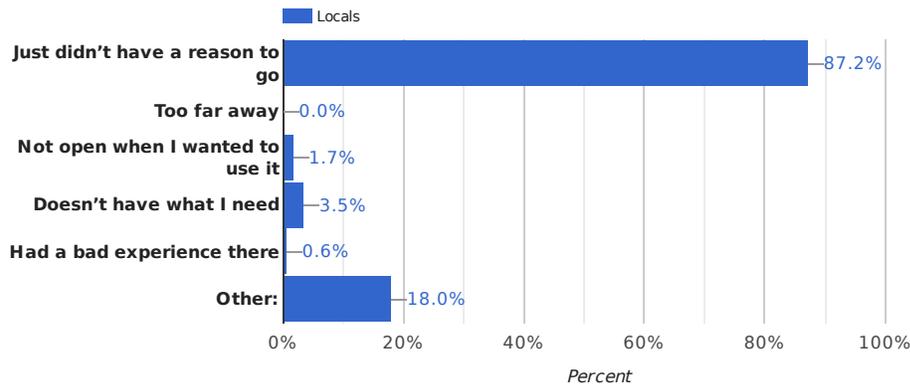
**Q1** In the last 12 months have you or your family visited the City of Bedford Library or used its programs?  
(528 responses by )

Options	Locals (528)
No	32.4% (171)
Yes, about 1 to 3 times	35.2% (186)
Yes, about 4 times or more	31.3% (165)
Not Sure	1.1% (6)



**Q2** Which best explains why you haven't visited the library? (You can choose up to THREE, if any)  
(172 responses by )

Options	Locals (172)
Just didn't have a reason to go	87.2% (150)
Too far away	0.0% (0)
Not open when I wanted to use it	1.7% (3)
Doesn't have what I need	3.5% (6)
Had a bad experience there	0.6% (1)
Other:	18.0% (31)



covid nook vote use  
 busytime wasn  
 haven take  
 book go event  
 kindle wantread  
 think interest programs

Prefer Kindle or Nook. Can get books free on them as well.

Do all of my reading through Kindle app with books from Amazon Prime.

dissatisfied with selection of books, staff can be unfriendly

Want to use e-reader books

Haven't had time

Covid

Busy, and just don't think to go or take my kids.

Just busy at home renovation

Just haven't made the time

Too busy with work

Wanted to go for the book sale but it was at times i wasn't able to make

I'm not certain what programs they have that would be of interest to me

other than voting or mornings with the mayor meetings. I did visit once at a craft event.

N/A

I use nook or kindle

I hate to read, not interested in books. I haven't seen computer class I want & need.

We've been too busy with other things.

Not many programs for adults (non-senior)

I take three newspapers and watch YouTube videos and get most of my reading on the internet.

Wasn't aware of existence

Covid -- am avoiding enclosed spaces.

Don't know what's available in the library

No time and illness.

Rarely leave the house.

not sure of online services

Purchase the books I want to read

busy with projects

Only go there to vote

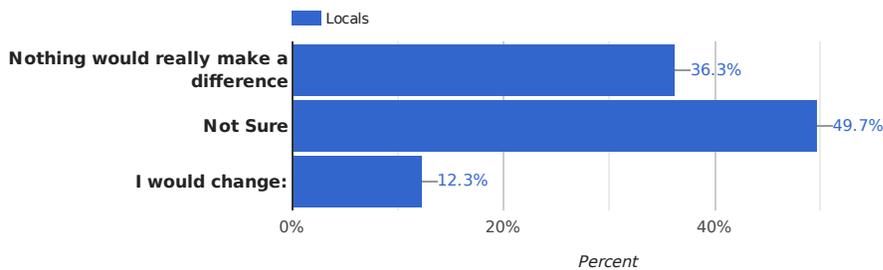
I read on my Kindle.

Never have enough time to fit everything i want to do in a day!

**Q3** If you could change anything about the library or its programs, to make it more useful (and worth visiting) for you, what would you change?

(171 responses by )

Options	Locals (171)
Nothing would really make a difference	36.3% (62)
Not Sure	49.7% (85)
I would change:	12.3% (21)



evenings great  
 better use offer online  
 borrow book  
 free programs kindle  
 etc adults add ebooks  
 children library maybe old

Request online & have "drive through" or curbside pickup

more ebooks for Kindle

add new vendors to your list so that Christian books can be added, your "INSPIRATIONAL" lacks

Authors making visits to promote and talk about their books

More interesting programs for 7-9 yr olds. Sewing, animals, art, etc

Better selection/variety of books

More programs for children on evenings or weekends. Hard for working parents to participate

Add programs for adults, not just children and seniors. Notary available would be great

Better communication about programs they offer

More school

We have an 8 month old. Woul LOVE to attend a mixer for that age group. Music or story time, etc.

Maybe offer free resume writing. Free course on using platforms like LinkedIn or indeed.

Programs and activities for adults

Family classes. Add a public use woodworking shop.

I thought it would have ebooks you could borrow online, but it doesn't seem to be the case.

If there was more outside or open-air seating -- though I realize that's not possible at this point

Have a better kids section with more books, especially nonfiction

Maybe a few more programs for adults.

Does the library offer borrowing non-book items such as small tools, folding chairs, etc.?

The library is great as it is. Before I had a Kindle I used it a lot.

Not that I would change it, but maybe try to have some programs for Mom and I or Dad and I.

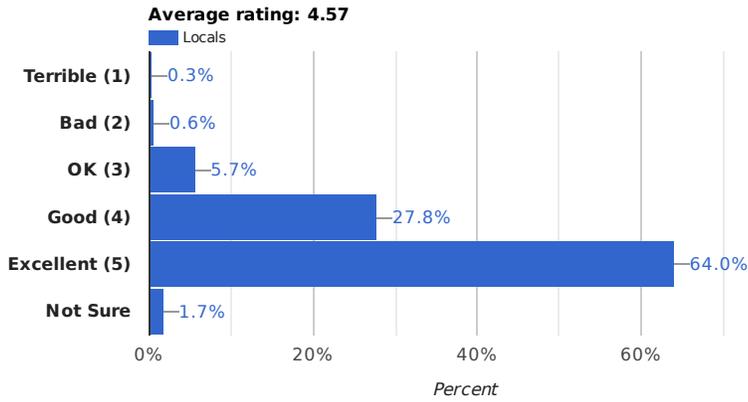
**Q4** Please rate your overall satisfaction with the library services and staff:

(353 responses by )

**Options**

**Locals** (353)

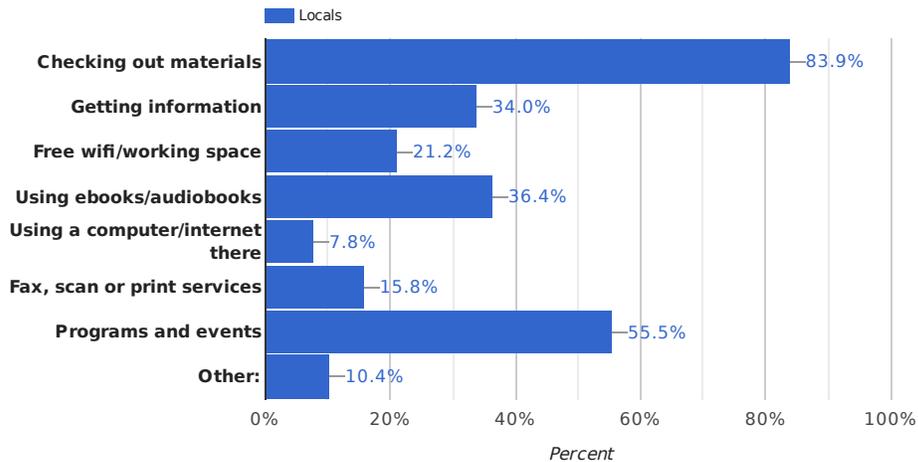
Options	Locals (353)
Terrible (1)	0.3% (1)
Bad (2)	0.6% (2)
OK (3)	5.7% (20)
Good (4)	27.8% (98)
Excellent (5)	64.0% (226)
Not Sure	1.7% (6)



**Q5** Which of the following services are most important to you? (You can choose up to FOUR, if any)

(335 responses by )

Options	Locals (335)
Checking out materials	83.9% (281)
Getting information	34.0% (114)
Free wifi/working space	21.2% (71)
Using ebooks/audiobooks	36.4% (122)
Using a computer/internet there	7.8% (26)
Fax, scan or print services	15.8% (53)
Programs and events	55.5% (186)
Other:	10.4% (35)



program read activities  
space **book area** etc  
love **vote** sale  
**children kids**  
playlibrary thing location

---

Kids tablets and backpack projects

---

The scavenger hunt for my 6 year old

---

Vote

---

Donating my books

---

Voting

---

Things for our children, one has special needs

---

Love book/audio sales.

---

Voting

---

Children's area

---

Large selection of check out items (Books, DVDs, etc...)

---

The children's area and play space - it's almost the only free thing to do indoors with young child

---

My voting location

---

Library of things

---

Voting

---

Voting

---

Children's area

---

Being able to read new books without having to purchase them

---

Kids play area

---

Children's area and activities (baby chicks, games/toys/etc)

---

Voting

---

voting

---

Kids section with lots of activities available

---

reading the magazines

---

Kids

---

Book Sale

---

Kids play area

---

Seeing local art

Assistance in locating materials

Book sale, Library of Things to checkout

Quiet place to read and study

Tax forms

Book Sale and plant seed program

The books for sale in the lobby. Wonderful idea that is a win-win for everyone.

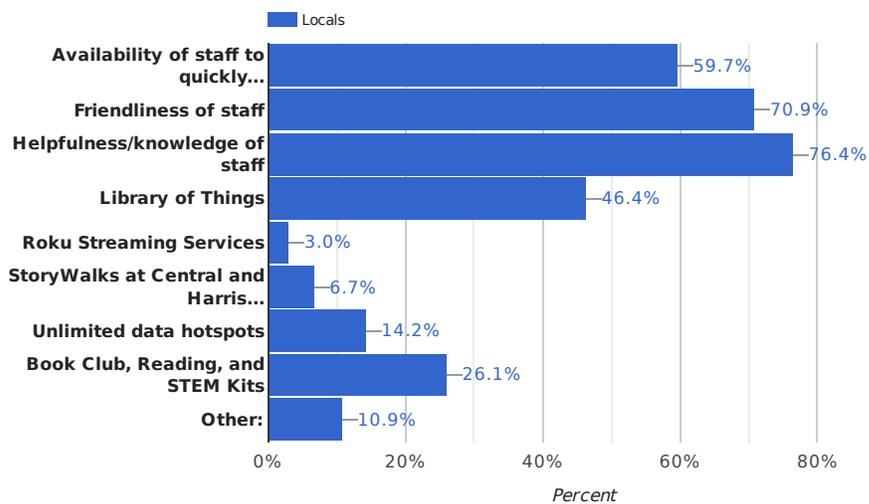
Space/area for the younger kids.

I love the ability to get "loaned" household products. Very helpful.

**Q6** Which of the following specific features are most important to you, if any? (You can choose up to FOUR)

(330 responses by )

Options	Locals (330)
Availability of staff to quickly assist you	59.7% (197)
Friendliness of staff	70.9% (234)
Helpfulness/knowledge of staff	76.4% (252)
Library of Things	46.4% (153)
Roku Streaming Services	3.0% (10)
StoryWalks at Central and Harris Ryals Parks	6.7% (22)
Unlimited data hotspots	14.2% (47)
Book Club, Reading, and STEM Kits	26.1% (86)
Other:	10.9% (36)



learning material available  
rooms program area library  
family diverse activities  
play study book read adult  
ebook kids etc children community  
toddler selection dvds access  
place

---

new and diverse books

---

Children programs, holiday programs for children etc.

---

The library is always updating and bringing in best practices, anticipating my needs before I do.

---

Programs and events for families

---

Invited guests

---

Children activities

---

Baby and toddler programs

---

Large selection of check out items (Books, DVDs, etc...)

---

Kids playtime and other family programs

---

Play area and children's interactive learning

---

Programs for children

---

Wide selection of books

---

Access to Libby for e books

---

Reading programs engaging and challenging the community

---

Assistance + materials for BLIND adult, access to audio books,

---

Books available

---

Study rooms!

---

Kids area

---

Programs for 4 yr olds

---

Study rooms

---

No censoring of material. This is a place of learning.

---

Children's areas (toys, activities, Storytime)

---

Kids and other adult free programs

---

Lots of audiobooks

---

Kids learning and play area

---

keeping the homeless out of the library

---



The drive up window is a very great feature. North Richland hills library has lockers with outdoor access to pick up holds. Something like that may even trump the drive up window (and would free up staff).

More electronic books

Love helping children to love the library an enjoyment , excitement and Looking forward to going to the library. Memories of good times there.

Famous authors visiting or even an illustrator

We are fortunate to have good leadership and community support at our library.

there are only liberals working at the library.they dont seem like they have a good IQ and that's concerning and why i use the library alot less than what i did in years prior to the library being run by democrats...

Programs for different seasons of life. Young Adult, Middle Age, over 50, and Retired

Baby and toddler programs on weekends for parents who work

Life skills for teenagers. Community service hours for children and teens

Provide useful information, seminars, classes for seniors in the evenings

Book delivery for those who can't get to the library.

The library is a treasure! We are so fortunate to have such a wonderful facility, resources, and staff. Availability for more nighttime hours might be helpful.

No

Add music to the library

Seems to have lots of good programs

We are fortunate to have an outstanding library!

We'd love to be able to check out board games and puzzles from the library.

Nothing really atuned to senior citizens

We love coming to the library with our 1.5 year old daughter, especially when the weather is bad or hot. The variety of toys in the children's area is awesome. And the toddler books are easily accessible for our tot to pick her own books. All of the staff we have interacted with have been super kind and seem to have a genuine passion for instilling a love of reading into the kids that come in! We also love when the chickens are there! Thank you for being so awesome!! We have had fun at the storytimes we've been able to attend, but don't make it very often. We wouldn't mind seeing a weekend (or Friday) storytime.

I just hacen't needed to go

I love our library!!

The room where programs & events are scheduled needs... something. A personal touch. A mural? Maybe an accent wall or 2? It just seems so square & white & boring. It needs something to make it more cozy & homey & welcoming...? Not sure what. Just a thought.

I am still proud of our Bedford Library. (I will soon be looking for Income Tax forms )

I have often run across books that our library does not have. A way to expand what is available through interlibrary loan or larger online libraries would be great.

A 3D printer available for use would be wonderful

During voting periods (Bedford Library is an early voting location), have a special display on library services and programs as voters exit the room into the entrance lobby of the library

Until I discovered Libby I had not stepped foot in a library since college. Once I did the staff was AMAZING. They explained the internet of things to me.. Super cool! Have not used it yet, but was VERY impressed. There really should be more info about the library and services available. I had no idea!

It would be nice if more of the programs were offered in the evening. Some are ones in interested in, but can't attend during the day

i will try to see the artwork for black history month.

Congratulations on doing a great job and being recognized with state awards.

Add programs for regular adults. Notary available would be great. Book sale even with better hours/day availability.

Due to chronic budget deficiencies, when the library, rec ctr, parks are well funded it tells potential residents & the public that this is a community that takes care of all aspects of its citizens because these departments are always the step children of

any municipality. Sorry for the run on sentence.

No, I wish we would get over there more often! It is such a lovely space and the staff are fantastic. Thank you so much.

The Bedford library is great. The only "wish" would be the availability of more e-books.

Library helps our community

The reserve and drive thru drop and pickup operation is terrific and the staff is always very fun and helpful. We need a way to donate plastic bags for when they want to bag several books for folks- so helpful. This is the best feature for active readers.

Love our library

Actually, we have been to the library... To vote. And our daughter and her children love the library and use it quite often.

My kids love the library, and I personally like the variety of events that the library holds.

Some of the events seem dated. Fir kids or the elderly

We use to use it regularly when my daughter's were young. But now have no need since what I read I can get on internet.

I don't use the library so any change will not effect me.

we really like the events at the library and would love to see them robust when offered

I love the Bedford Library!! I've lived in different cities across the country and the Bedford Library is THE best!!

More audio books

Womens book club

More comfortable chairs at work stations.

No

Make it easier to download books at home

Good library

Please join Kanopy and consider subscribing to genealogy sites

It should always be welcoming and informative. If we don't supply accurate info children and others seek others to provide it. It can be inaccurate or misinformation. Help us learn

Continue the good work!!

I like the tool borrowing program. Just haven't had need for it yet. Library is great, just not very interested in using it myself.

Not sure

More new books

Love going to the library, but seems that the kids play area and toys could use a refresh.

Whenever I've gotten a book online I have enjoyed that feature. I like the library and the present setup, just busy with other things lately.

Nothing! We LOVE our library! Only more stuff in the Library of Things, and more homeschool activities!

Just making it a bit bigger, for room for more books. And planting trees around it for shade and beautification.

Love the Bedford Library. Wish the DVD movies section had more DVDs

We have a wonderful library. Keeping materials up to date and having knowledgeable staff is important. This is one of the better libraries .

I do check out books via the online system. I love that I can do that.

More and better e-books, programs for adults that are not limited to seniors, and are not M-F 8-5.

I have found all the ladies that work at the library extremely knowledgeable and helpful.

Highly successful library due to an incredible director and an amazing staff dedicated to serving the community!

None. As a new resident from Arlington the library is great!

Advertise more, get schools to visit and encourage students to use library for assignments, encourage older students to volunteer, encourage seniors to volunteer, put out flyers at the Generations park ymca

I believe we do have a great library. Perhaps I should make the effort to visit besides for elections!

I'm really hoping that you expand your hours into the evening more, and that you get a maker space.

Would like more books from authors CJ Box, Elmer Keaton, and Brian Killade.

It's a great library!

Thanks.

Bedford library is awesome.. The Staff is so warm n friendly.. Our kids n our entire family love spending our weekend there.

Used most when our kids were young

Our library comes up with the most clever ideas for outreach. Especially teens. Thank you so much.

The great selection of books. Love the events that the Library offers

Anyone who loves to read will always hope for a larger selection☺

Staff has always been friendly & helpful making it more inviting to come to library.

I think our library is excellent. It is most important for its books but it offers so much more. Love the items you can check out as well as the programs and events it offers for all age groups!

Would be good to have a meeting space for book clubs to meet.

I love the Bedford library and am so grateful to have it as an excellent resource in my community!

I really don't use the Library that much! Sorry.

Maybe add more hands on learning experience like Makers Mark. Wood crafting 3d printing. Group activities like a reading club. Maybe put out advertising that lists what's available at the library.

Offer Purell wipes so guests can wipe down computers, kids toys, high touch points and more. Still continue the usual cleaning with custodial staff but offer the sanitizing wipes as an additional option for guests. This can help keep our community safe and well.

The staff is great. It's difficult to read and study because of loud children and people using their phones on speaker.

No

I don't really use the programs, but I do homeschool and we go through a lot of books. Currently we use the Euless public library.

Libraries are still relevant and we need to support them. Our library is just the best.

I would like to see more popular novels available through the N. Texas Librariy e book system. Libby or Overdrive

Nothing. I love the Bedford library!

I think the library is a wonderful addition to the city.

More events and a larger dvd rental selection.

The times I have been to the library, I feel it is top quality and has a lot of good things to offer the public. When my daughter-in-law was in town she enjoyed taking her children (our grandchildren) there and spoke highly of it.

No. I enjoy the library when I've gone in the past.

integration with Amazon to check out books

Every time I've been to the library it has been a great experience.

An excellent asset to the city.

Maybe better communication as to what programs and stuff the library has to offer, besides books.

I guess I had a new volunteer...I asked what I needed for my mom who was going to get her taxes done there...she said right around the corner from their desk was a table with all the tax forms I should need...I called today to reschedule my mom due to an illness, and the volunteer today told me to be sure to get "the intake form" from the front desk to fill out before she comes...the first person did not tell me that...so my mom would NOT have had that form had she come for the first appointment...

I think continuing to advertise the things going on through social media. I saw something about free seeds one time and that was intriguing. I thinks it's helpful to go down that type of path. Make the library more than a library by adding in community resources like the gardening thing. Maybe grown up Maker space type stuff. Making rain barrels. That was another cool thing I saw advertised. Maybe working on a digital library system too. I'm not sure if there is one or not. It would be cool to have a coffee shop inside and run something like the Chelsea Hall.

Always nice to see the smiling faces of the staff

Love, love, my library!!!

The library does not seem to have as many current books as it once had. I feel we need to encourage reading in any form, but push our children back toward the physical book form. They spend far too much time in front of a screen as it is.

Why have you gone woke and put out things in our library which are unacceptable especially for kids. This makes me ☹️

I have forgotten to register to make use of its programs or just don't think about it.

none

Sorry that I have not used the library.

Childrens English and Spanish books with both translations

More seating for parents in the kids area, specifically the craft table

If offered, more communication about non-book offerings available for checkout - i.e. small tools, folding tables & chairs, etc.

I love the art displays from our local talented artists.

Toddler activities are always during our nap time. We'd love an occasional time a little earlier morning or afternoon!

I read the programs in the monthly Bedford Connect, but no programs really interest me

Does the library participate in the program that allows you to download books free on Kindle and Nook etc.?

Overall, the Bedfird Library is fantastic! The staff is always friendly and helpful. The book selection is great. I read everything online and I love that feature.

nothing.

I have not been in the youth or teen section in years since my kids are not grown, but it is my hope and prayer that Bedford public library does not fall to the prey of those wishing to corrupt and pervert the minds of our youth with inappropriate content reading and reading material that validates perverted ideologies. It does a community no good when you allow these things to be accessible, and I do not want to see my tax dollars used for such a thing. There is a quote that I have heard, "First you make thieves and then you punish them for those crimes of which you exposed them." Keep our youth safe to grow into healthy human beings.

More books, don't rely on internet/online books.

[Additional survey reports](#)