



Library Programs and Services Audit

January 24, 2025

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The Library Programs and Services Audit was conducted as part of the Department of Internal Audit's Fiscal Year 2024 Annual Audit Plan.

Audit Objectives

The objectives of this audit were to determine whether Fort Worth Public Library programs and services are:

- offered and executed on a consistent and equitable basis throughout each of its locations; and,
- meeting the stated needs of its patrons.

Audit Scope

Our audit included a review of library programs and services for the period October 1, 2022 through March 31, 2024. Activity beyond this period was reviewed as deemed necessary.

Executive Summary

As part of the Fiscal Year 2024 Annual Audit Plan, the Department of Internal Audit conducted a Library Programs and Services Audit. To achieve our audit objectives, we reviewed processes and internal controls to determine whether library programs and services were offered and executed on a consistent and equitable basis, while meeting the needs of library patrons.

Based on our test results, the Fort Worth Public Library (FWPL) offered 4,834 adult services programs and 6,961 youth services programs at their library branches and offsite locations during our audit period. We concluded FWPL programs and services were offered quarterly and on an equitable basis throughout its library branches. Also, based on Library surveys and branch activity, we concluded FWPL programs met the stated needs of its patrons.

During our audit period, the FWPL made facility changes, such as branch openings, closings, and replacements. Such changes were reportedly based on the FWPL's understanding of evolving community needs. We determined that the facility changes did not affect equitability within library programs and services.

Our test results indicated that for scheduling purposes, Library management reviewed programs across its branches on a quarterly basis. Audit testing also determined that the process used by the FWPL to schedule its programs and services is not formally documented. However, this did not warrant a report finding, as the FWPL plans on a quarterly basis.

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Background

The City of Fort Worth Public Library (FWPL) currently maintains 19 library branches, which are distinguished by types.

- *Regional Library*: Larger library locations, which have meeting rooms and are open a greater number of hours each week than other libraries
- *Community Library*: Branch libraries that have community meeting rooms, and may require staff outside of regular library hours
- *Neighborhood Library*: Libraries that are smaller and embedded within a neighborhood
- *Satellite Library*: The smallest of the library branches, and located within a facility such as a community center

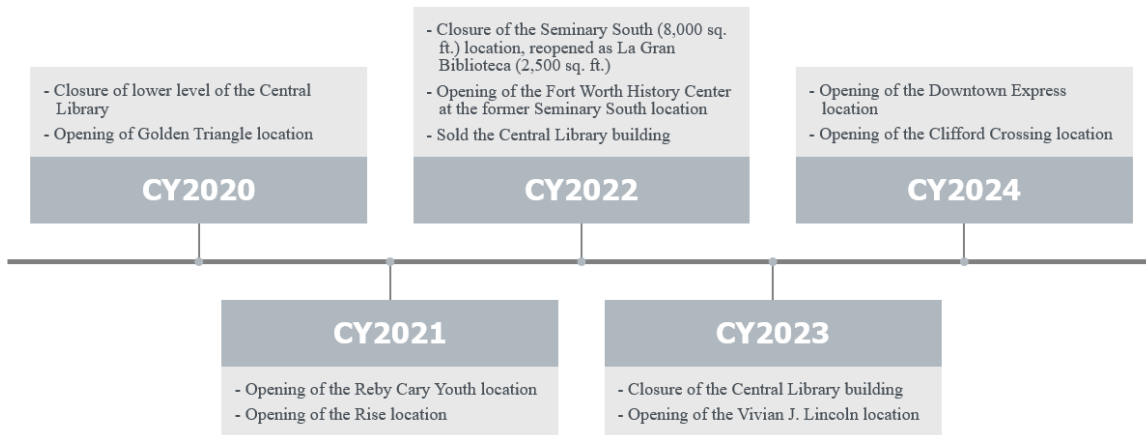
FWPL programs are tracked on an individual basis, and each offering of a service is counted as a program. In addition to programs offered at Fort Worth public libraries, locations such as the Fort Worth History Center also offer programs. The FWPL offers programs in partnership with other locations (e.g., Fort Worth Nature Center) and offers a virtual platform within its library branches. The FWPL also offers a variety of in-person programs and services for all groups, such as:

- computer access;
- meeting room rentals;
- family, toddler, and bilingual story times;
- anime, chess, and knit and crochet clubs;
- adult writing, Do-It-Yourself Puppet and art workshops; and,
- high school equivalency, English as a Second Language (ESL), and cooking classes.

Library cards are offered to Fort Worth residents at no charge, and to Fort Worth non-residents for \$50.00 per year. With a library card, FWPL cardholders have free access to passes for the Fort Worth Botanic Gardens, Log Cabin Village, and the Fort Worth Nature Center.



The timeline below depicts changes the FWPL made to facility locations based on evolving needs of the community.



Source: Auditor-Generated

In 2016, CFW voters approved a City Charter amendment to increase the number of City Council members from nine to 11, following the completion of the 2020 Census. As a result, City Council members unanimously approved a new map which added districts 10 and 11. In May of 2023 the redistricted map was approved and implemented. The following table depicts library branches (before and after the redistricting) by facility type, year opened, and square footage.

Library Redistricting					
Library Branch	Facility Type	District Prior to May 2023	District After May 2023	Year Opened	Square Footage
Northside	Neighborhood	2	2	1967	7,100
Diamond Hill / Jarvis	Community	2	2	1989	8,100
Northwest	Community	2	2	2010	13,000
Ridglea	Neighborhood	3	3	1967	9,600
Southwest Regional	Regional	3	3	1987	25,700
Rise	Satellite	3	3	2021	900
Summerglen	Community	4	4	2000	11,100
East Regional	Regional	4	5	1996	24,000
Meadowbrook	Neighborhood	5	11	1964	5,000
East Berry	Neighborhood	5	11	1967	7,500
Wedgwood	Neighborhood	6	9	1962	5,000
Golden Triangle	Community	7	10	2020	15,000
Ella Mae Shamblee	Community	8	8	2008	13,400
Reby Cary Youth	Community	8	11	2021	8,122
Riverside	Neighborhood	9	11	1967	6,300
La Gran Biblioteca	Satellite	9	11	2022	2,500
Central	Regional	9	-	1978	250,000
Vivian J. Lincoln	Community	-	6	2023	16,000
Downtown Express	Neighborhood	-	9	2024	100

Source: City of Fort Worth Public Library

As a result of the redistricting, District 7 no longer had a library within its boundaries. However, a site for a new library in District 7 was identified, and the Clifford Crossing Library was opened for business in District 7 on August 31, 2024.



Objectives

The objectives of this audit were to determine whether Fort Worth Public Library programs and services are:

- offered and executed on a consistent and equitable basis throughout each of its locations; and,
- meeting the stated needs of its patrons.

Scope

Our audit included a review of library programs and services for the period October 1, 2022 through March 31, 2024. Activity beyond this period was reviewed as deemed necessary.

Methodology

To achieve the audit objectives, the Department of Internal Audit performed the following:

- interviewed staff within the FWPL;
- observed programs being administered by FWPL staff;
- analyzed program types against the median age and population;
- reviewed departmental standard operating policies and procedures;
- reviewed library program survey results;
- reviewed and compared programs offered at library locations;
- reviewed library facility plans and news articles pertaining to the library; and,
- evaluated internal controls related to creating library programs.

We conducted this performance audit in accordance with generally accepted government auditing standards, except for peer review¹. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

¹ Government auditing standards require audit organizations to undergo an external peer review every three years. A peer review was due in June 2024, but is not planned until FY2025, for the three-year period ending December 31, 2023.



Audit Results

Based on our audit fieldwork, we concluded that programs and services provided by the FWPL are offered and executed in a consistent and equitable basis throughout each of its locations, and library programs and services are meeting the stated needs of its patrons. In addition, we concluded that the processes used to create and execute library programs and services were applied on a consistent basis throughout each of the locations.

We determined that the FWPL offered 6,961 youth and 4,834 adult services programs at their library branches and offsite locations during the audit scope, as shown in the following table.

Program Totals by Library Branch			
Branch	Youth Services Programs	Adult Services Programs	Totals
Central	83	72	155
Diamond Hill / Jarvis	315	225	540
East Berry	213	86	299
East Regional	698	550	1,248
Ella Mae Shamblee	200	82	282
Golden Triangle	693	540	1,233
La Gran Biblioteca	243	280	523
Meadowbrook	368	367	735
Northside	371	249	620
Northwest	558	231	789
Reby Cary Youth**	631	14	645
Ridglea	242	115	357
Rise	156	83	239
Riverside	169	265	434
Southwest Regional	538	484	1,022
Summerglen	646	275	921
Virtual and Offsite Locations	164	679	843
Vivian J. Lincoln	292	103	395
Wedgwood	379	93	472
Fort Worth History Center	2	41	43
Program Totals	6,961	4,834	11,795

Source: City of Fort Worth Public Library

** Adult ESL classes offered, although a youth library

Through judgmental sampling of East Berry, Golden Triangle, and Ridglea library branches, we conducted direct observations of programs and services, interviewed staff, and determined that programs are created by the FWPL locations based on stated needs of the community, and are unique in terms of programs and services. Library managers created program plans three months prior to each season. When creating program plans, the managers considered community needs by reviewing survey responses and performing outreach. Customers were provided an opportunity to submit feedback after completing Library programs or services. Also, surveys were accessible through Quick Response (QR) Code, paper form, and on the FWPL public website.

The FWPL utilizes the Communications and Public Engagement Department to advertise programs, services, and events via Facebook, Instagram, Twitter/X, YouTube, and the FWPL's public website. The FWPL also utilizes education and outreach to engage with the community, while also being active with community partners, school districts, and organizations serving Fort Worth residents.



The FWPL requires that each library offer, each season: 1) one weekly youth services story time; 2) one adult services digital literacy class; and 3) an adult services cultural program. FWPL seasons are:

- fall – September through November;
- winter – December through February;
- spring – March through May; and,
- summer – June through August.

Our testing for the audit scope covered six seasons (i.e., 78 weeks). The number of required programs and services provided by each branch are shown in the following table. Due to issues and events such as holidays, inclement weather, staffing, and building air conditioning maintenance, some locations did not meet the FWPL requirement.

Department Program Requirements				
Library Branch	Youth Services Story Time	Adult Services Digital Literacy	Adult Services Cultural Programs	Totals
Central *	38	18	4	60
Diamond Hill / Jarvis	151	55	12	218
East Berry	69	50	7	126
East Regional	222	71	11	304
Ella Mae Shamblee	76	43	10	129
Golden Triangle	355	93	14	462
La Gran Biblioteca	92	121	15	228
Meadowbrook	72	103	7	182
Northside	75	70	11	156
Northwest	182	41	9	232
Reby Cary Youth	335	0	0	335
Ridglea	92	34	13	139
Rise	70	34	6	110
Riverside	77	21	15	113
Southwest Regional	232	125	17	374
Summerglen	291	74	12	377
Virtual	73	33	0	106
Vivian J. Lincoln	100	33	10	143
Wedgwood	230	18	10	258
Totals	2,832	1,037	183	4,052

Source: Fort Worth Public Library

* Not included in Internal Audit’s analysis since this facility closed during the audit period

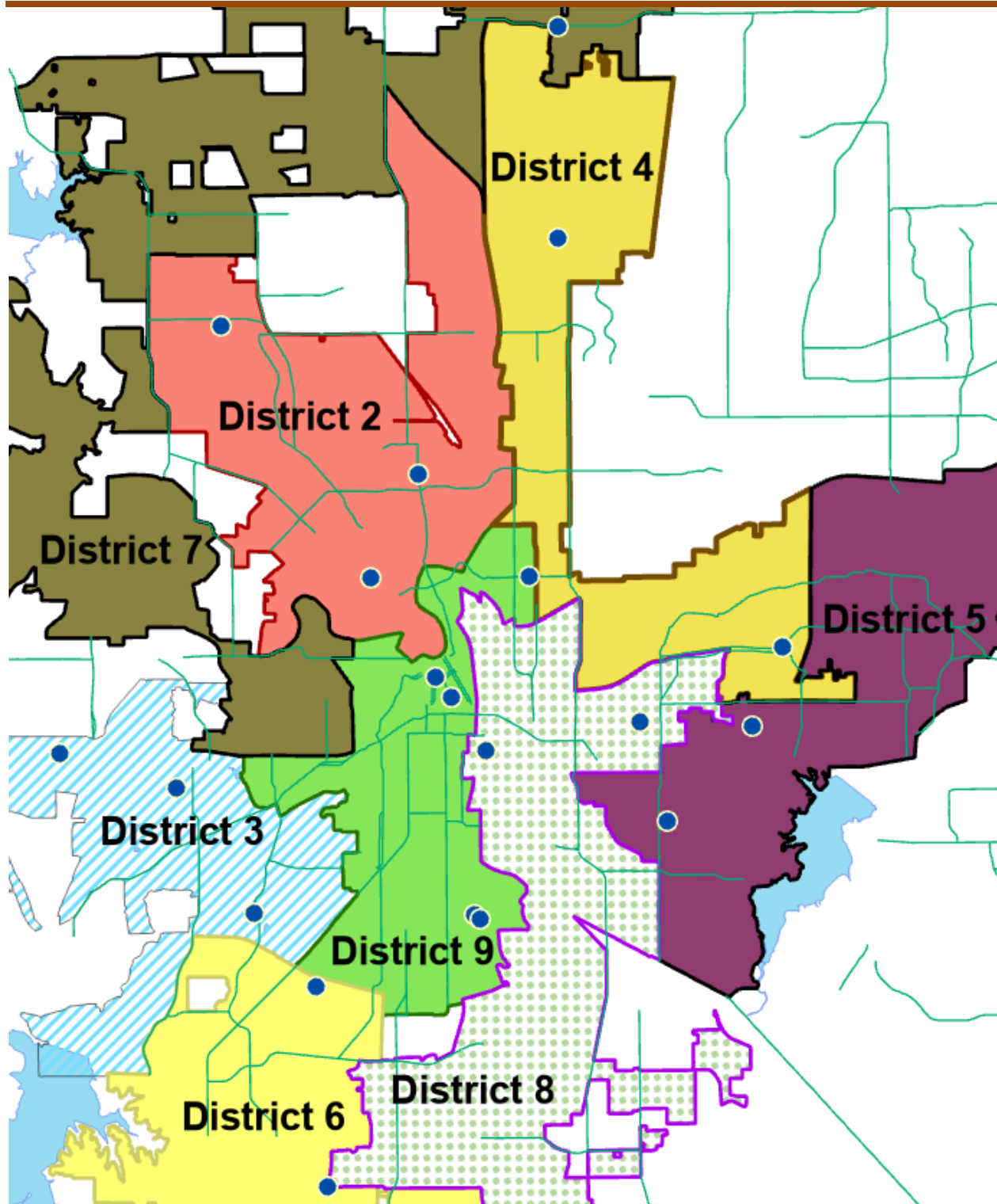
FWPL programming requirements are undocumented, which could lead to an inconsistent application, and could result in inequitable services. However, we did not consider this a reportable exception since the FWPL routinely monitors its programs.



Acknowledgements

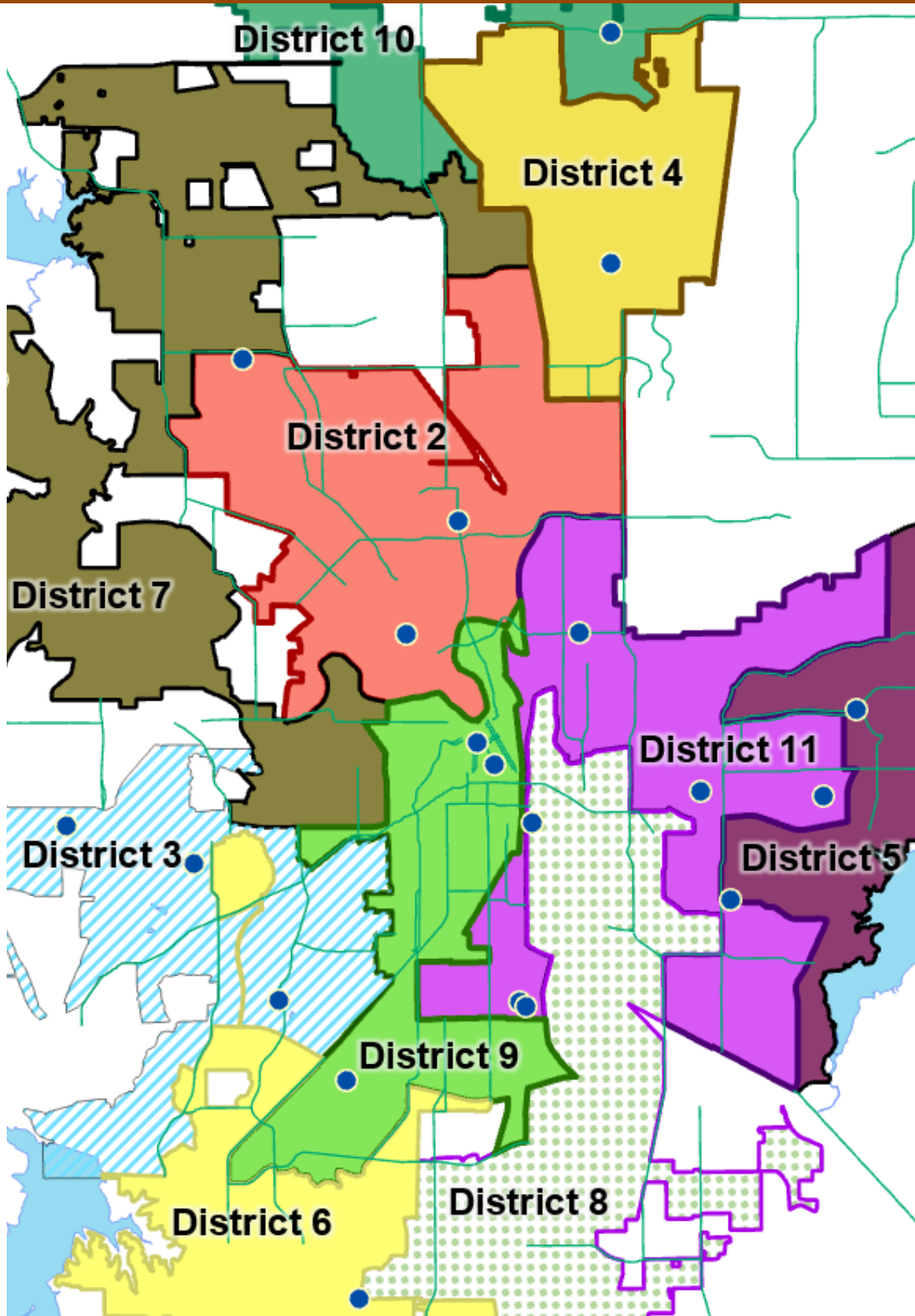
The Department of Internal Audit would like to thank the Fort Worth Public Library Department for their cooperation and assistance during this audit.

Exhibit I – Library Branch Locations, Pre-Redistricting



NOTE: This illustration includes the Central Library.

Exhibit II – Library Branch Locations, Post-Redistricting



NOTE: This illustration includes the Central Library.