

# **BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**

March 11, 2021, Meeting Packet Cover Page

## **AGENDA**

### **DIRECTOR'S REPORT**

### **SUPPORTING DOCUMENTS**

- Boise Public Library Policy Review:
  - Section 3.00, Services, Subsections
    - Policy 3.05, Homebound Services
      - Regulation 3.05a, Limits on Homebound Services
    - Policy 3.06, Unscheduled Closures/Cancellations
  - Section 4.00, Use of the Library, Subsections
    - Policy 4.01, Use of the Library
    - Policy 4.02, Circulation
      - Regulation 4.02a, Library Cards
      - Regulation 4.02b, Limits on Borrowing Services
    - Policy 4.03, Fees

### **MISCELLANEOUS**

- Purchase Suggestions Responses, FY20, Q4 – FY21, Q1

### **BOISE PUBLIC LIBRARY STATISTICS**

- System Statistics Reports, January 2021

# Agenda



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

## Boise Public Library Board of Trustees Regular Meeting Agenda

Thursday, March 11, 2021, 11:30 a.m. • Main Library, Fish Tank Room, 715 S. Capitol Blvd., Boise, ID 83702

Public can attend the meeting in person, or via Zoom by registering at the following link:  
[https://cityofboise.zoom.us/webinar/register/WN\\_dlf6G3khSm-NiyPHYwIDhQ](https://cityofboise.zoom.us/webinar/register/WN_dlf6G3khSm-NiyPHYwIDhQ)

<p><b>BOARD OF TRUSTEES</b>  Margo Healy, President  Tonya Westenskow, Vice President  Sonia Galaviz  Rachel Goochey  Phil Magnuson</p>	<p><b>MISSION</b>  The Boise Public Library improves community members' quality of life by supporting their efforts to enhance knowledge, realize creative potential, and share ideas and stories.</p>
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## AGENDA

1. **Call to Order and Introductions**
2. **Communications**  
None
3. **Minutes-Action Item**  
December 10, 2020, Regular Meeting
4. **Consent Agenda-Action Item**  
All matters on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately.
  - a. **Payment of Bills and Payroll**
  - b. **Financial Reports**  
Year-to-Date through January 31, 2021  
Gift Fund activity for November 1, 2020-January 31, 2021
5. **Reports**
  - a. Friends of the Boise Public Library
  - b. Boise Public Library Foundation
  - c. Library Director including administration and management
6. **Old Business**
  - a. **Boise Public Library Policy Review:**  
**Section 3.00, Services, Subsections 3.05-3.06**  
Library Public Services Manager Sarah Kelley-Chase will review section 3.00, Services (subsections 3.05, Homebound Services and 3.06, Unscheduled Closures/ Cancellations) of the Boise Public Library Policy Manual with the Trustees. The staff

**MAIN LIBRARY**  
715 S. Capitol Blvd., Boise, Idaho 83702  
P: 208-972-8200 | TDD/TTY: 800-377-3529

**LIBRARY! AT BOWN CROSSING**  
P: 208-972-8360

**LIBRARY! AT COLE & USTICK**  
P: 208-972-8300

**LIBRARY! AT COLLISTER**  
P: 208-972-8320

**LIBRARY! AT HILLCREST**  
P: 208-972-8340

BOISE CITY COUNCIL: Elaine Clegg (President), Lisa Sánchez (President Pro Tem), Patrick Bageant, Jimmy Hallyburton, TJ Thomson, Holli Woodings

**BOISEPUBLICLIBRARY.ORG**

recommends no changes to this section of the policy manual. This is a discussion item only and requires no action unless the Trustees direct a change in the presented policies.

**Section 4.00, Use of the Library, Subsections 4.01-4.03- Action Item**

Sarah Kelley-Chase will also review section 4.00, Use of the Library (subsections 4.01, Service Priorities, 4.02, Service Hours, and 4.03, Fees) of the Boise Public Library Policy Manual with the Trustees. Recommended changes to policy 4.03, Fees, are included in the supporting documentation section of the meeting packet. A motion to approve, revise, or reject recommended changes to policy 4.03 of the Boise Public Library policy manual will be requested.

This continues the Library Board of Trustees annual policy review for Fiscal Year 2021 as stipulated by the Board's bylaws.

**7. New Business**

None

**8. Selection of Trustee to Review Payment Vouchers**

Trustee review for March vouchers by Westenskow.

**9. Selection of Meeting Date**

Next regular meeting Thursday, April 8, 2021.

**10. Adjourn**

*Any person needing special accommodations to participate in the above notice meeting should contact the library administration office at 208-972-8258 no later than three working days before the scheduled meeting.*



# Director's Report

# BOISE PUBLIC LIBRARY

## Library Director's Report

March 2021

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### Operations

The Boise Public Library (BPL) has focused during the first two months of the year on supporting the community of Boise through the ongoing COVID-19 pandemic with an emphasis on:

- Providing access to excellent library services and resources in a variety of formats
- Expanding services while protecting the health and safety of staff and community
- Continually assessing and refining efforts based on learning, feedback, and changing conditions

Due to an increase in COVID-19 cases, in November of 2020, Mayor McLean restricted City services and closed public facilities. This restricted the Library's offerings beginning Monday, November 23, 2020. Staff were able to assist Library users online, by telephone, and through electronic resources, but users were no longer able to browse for books in our buildings. All locations were able to offer curbside hold pickups as well as offer learning and activities through "Grab & Go" kits and online programming continued. BPL and the City considered computer and internet access an essential frontline service and computer labs were available at three locations.

#### *First expansion*

As COVID-19 numbers declined, the Mayor instructed departments to make plans to reopen the City. As part of this, the Library was able to expand the services we offer for our users, particularly a return to in-person book browsing in our buildings. Through discussions with the leadership team and supervisors, we determined we had the capacity to open for users to enter our buildings for book browsing at the following locations/times:

- Starting Monday, February 8, 2021
  - Main Library
  - Monday through Friday
  - 2:00 to 6:00pm
- Starting Wednesday, February 10, 2021
  - All branch locations
  - Every Wednesday "Walk in Wednesdays"
  - Browsing hours 2:00 to 6:00pm

Our heavily used curbside pick-up remained the same. Computer lab access remained as previously scheduled at the Main Library and Hillcrest branch. We had to reduce hours at the Cole & Ustick branch due to staffing constraints, but we added access during in-person browsing hours at Bown Crossing and Collister branches.

Prior to reopening our team did a walk-through of all locations with the City's Risk and Safety team to have them re-evaluate our space and services again and make any recommended adjustments. These visits allowed us to add to our PPE stocks and resulted in a small number of improvements to work-spaces for staff at a number of locations.

We were able to use much of the learning from our previous reopening to inform this first expansion. For instance, in the previous reopening we were not able to offer computer access outside of browsing

hours at the Main Library since the computers were located on the second floor and not in a self-contained space. Once the computer lab moved back to the auditorium as it was no longer needed for the Warming Library, we are now able to offer computer access hours when the building is closed to the public. We also restricted access to the third floor to staff so that we can use the space for staff to work while physically distanced. When people want access to items on the third floor, staff engage with users to determine what floor or what space works best to review the materials and bring materials to users.

Staff and users have been delighted to be back together in our buildings. We've seen a growing stream of visitors, primarily seniors and kids and families, who have come back to the Library with open arms and open book bags. As these two groups interact with us the least online, we are pleased to be able to serve them safely in our buildings again. Proper mask wearing and physical distancing allows us to stay open safely and I'm happy to report extremely high compliance with both. We are delighted to be seeing an increase in circulation of print materials.

"Walk-in Wednesdays" at our branch locations have been a great way to balance bringing users back into our buildings while at the same time continuing with our extremely popular curbside service. We've heard many of our users don't feel comfortable coming into public buildings yet and want us to continue with curbside. It took us some care and thought to determine best how to provide both services at the same time, particularly with the high volume of curbside at branch locations, but we are well on our way to expanding our reach and impact through additional in-person services.

Our downtown location has so many families with small kids, we sometimes have to limit the number of people in the youth section. To better manage access when we have a wait list, we're using a set of "restaurant beepers" which allow us to easily alert people when we've got room for them in the youth section. Wait times so far have been manageable for staff and users, and it's fun for kids to have a beeper that will light-up when it's their turn.

### *Second expansion (upcoming)*

When we reopened in February, the major limitation to our ability to expand in-person services either through more open hours or days was staffing. Providing in-person services following COVID protocols often requires more staff to operate locations because of needs such as keeping computer labs separate from book browsing areas, adding a door ambassador, and ongoing curbside pickups.

The City of Boise instituted a hiring freeze last year in response to COVID; this stopped us from hiring externally when positions became open. When our services were limited this was not challenging for us and indeed allowed us to move some excellent part time staff into full time roles when they opened up. In late February, we asked the City for approval to hire externally to fill some key positions which will allow us to expand in-person hours at all locations to match the hours of the Main Library. The City approved this request and we started advertising these open positions in early March.

## **Upcoming Board Engagement**

The following topics will all be areas of focus for upcoming Board of Trustees meetings:

- **FY22 Budget:** The City has just begun the process to create the FY22 budget. At this time, there are some important open questions related to property tax revenues that will shape the budget build over the next couple of months. The City has shared some major deadlines related to this process which the Library and other City departments are working towards. The Mayor expects to finalize her recommended budget on May 14th with a budget workshop on June 23rd and a

budget hearing on July 20th. We expect to bring the budget to you for approval during the May meeting.

- **Organizational Health:** As the one-year anniversary of our COVID shutdown approached, the City sent to all employees an organizational health survey to assess the wellness of staff and to allow supervisors, departments, and the City to have informed discussions about pandemic fatigue and lasting stress. As library staff have been through a considerable amount of change, I've encouraged everyone to complete the survey. Library staff well-being is one my top priorities and this information will help me, the Library Management Team, and the Leadership Circle identify way we can continue to make improvements at the Library.
- **Strategic Planning:** As we are able to continue to expand services, we also have the opportunity to undertake a strategic planning process to help guide the future of the Library. This work will benefit from some pre-planning discussions to help align as a group and with key stakeholders on the process, outcomes/deliverables, and roles and responsibilities for strategic planning prior to kicking off a wider process.

## Administration and Management Reports

### Programming

Staff continued to provide a range of opportunities for learning, creativity, and fun. Highlights include:

- Youth Services staff continued to present weekly Live Virtual programming for children- Family Storytime and Music & Movement and Teens- Teen Hangouts, as well as Tiny Telephone Tales.
- Special book displays celebrated Black History Month, Lunar New Year, and Valentine's Day.
- Grab & Go kits were distributed including paper lanterns, pattern blocks, Melting Snowmen science, Coding Bracelets, and DIY Zine-Making Kit.
- In partnership with D&B Supply and Boise Urban Garden School (BUGS), we registered 100 users for vegetable seed starting kits to be distributed at all our locations.
- The STEM (Science, Technology, Engineering, Math) from the Start kits for preschoolers continue to be popular, and April will be the last month for these kits. They were funded through a grant from the Idaho STEM Action Center and ran from October 2020 until this coming April.

### New digital materials

In response to an increased demand for digital materials, the Library expanded its digital offerings this quarter. Highlights of these efforts include:

- Adding digital music through [Hoopla](#).
- Adding [Cypress Resume](#) to the Library's digital collection. This will support users to create professional quality resumes, cover letters based on industry or job title, and reference sheets.
- Safari Books Online has now become [O'Reilly](#). This collection of digital books and videos is primarily focused on computer languages, technical guides, and programming. To identify the approximately 5% of the O'Reilly collection that is in world languages, staff are looking at each bibliographic record and adding a language note where applicable.
- Staff are also finding creative ways to ensure the public has access to Idaho Room materials, microfilm, and public review documents. They are starting to digitize and publish public review documents online which will increase access beyond our buildings.



## Tax Information

The first part of the year sees an increase in questions about and support for tax help. Staff in Information Services created an updated Tax Information page to direct people to new and different resources since our years-long partnership with VITA (Volunteer Income Tax Assistance) has changed due to COVID-19. Staff also created QR codes for Tax Info and Mobile Printing in response to some of the most frequently asked questions in the Computer Lab at the Main Library. The scanners/copiers continue to be a popular technology, especially as community members are working on their taxes.

## Communication

### *Monthly newsletter*

Our monthly newsletter email list continues to grow, typically adding around 250-300 contacts each month. We sent the following newsletters during the last three months:

- [January](#) – Sent Jan. 6<sup>th</sup> to 799 contacts – 62% open rate
- [February](#) – Sent Feb. 1<sup>st</sup> to 1100 contacts – 60% open rate
- [March](#) – Sent March 1<sup>st</sup> to 1391 contacts – open rate TBD

### *Ultimate Book Nerd Newsletter*

In January, we started a monthly newsletter as part of our [Ultimate Book Nerd](#) challenge program. This newsletter is sent mid-month and includes book recommendations, links to videos, and other related resources. We've sent two newsletters so far:

- [January](#) - Sent Jan. 20<sup>th</sup> to 167 contacts – 78% open rate
- [February](#) - Sent Feb. 17<sup>th</sup> to 241 contacts – 64% open rate

### *Social Media*

- **December** – We ran a “Staff Favorites of 2020” campaign on Facebook that got good engagement with followers.
- **January** – A big focus was on Ultimate Book Nerd and our grab & go kits at various locations.
- **February** – Our service expansion was a big focus. We also highlighted books, kits, and other resources for Black History Month.
- **March** – We will highlight Women’s History Month.

## Staff Training and Development Opportunities

Opportunities for staff training and development help BPL staff learn new skills, make new professional connections, and bring new ideas back to the Library. Library staff participating on Training Team this year are evaluating which topics staff would like more training on, trends and issues within public libraries, etc.

Due to City-wide COVID-19 travel restrictions, the Library will not be able to send staff to conferences and most have changed to a virtual platform. This change provides the Library with a great opportunity to provide more training to more staff locally and to potentially bring in more outside speakers/presenters on a variety of topics. The Team has been asked to refine the process for staff to request individual development opportunities with a goal of making the process clear and increase the opportunity for individuals to participate.

## Facilities

Library Maintenance staff are currently working through several projects at our facilities with a focus on increased access:

- **Accessibility:** Library staff are working with staff from Human Resources, Public Works, etc. to make all of the necessary upgrades to meet ADA (Americans with Disabilities Act) requirements. This comes after a lengthy process where the City hired a consultant to review all City owned facilities for compliance.
- **Conditional Assessment of the Main Library:** Library staff are coordinating with City Public Works to evaluate necessary changes identified in the latest Condition Assessment of Main Library. The consultant submitted their final report and library staff are identifying which projects should occur now and which ones need more development of the solutions. This will be a multi-year project with several substantial projects occurring, such as roof replacements, parking lot upgrades, etc.
- **Exploring technology upgrades:** Library staff are in the early stages of considering a project to create a scope of work for the purchase and implementation of an Automated Materials Sorting system at one or more Library locations. A few of our library partners have these systems in place and report significant efficiencies, allowing staff to provide more “value added” services with less time spent sorting books. The automated system is a conveyor belt type of system where the materials are automatically sorted into location specific bins. This project is in the very early stages of defining what the project is, funding source, cost estimation, architectural impacts, etc.

## Supporting the City

To assist the City during closure when it was experiencing a higher-than-normal call volume, Youth Service librarians helped cover the Information Services and Circulation phone lines until February 8, 2021.

# Supporting Documentation

# Boise Public Library

## Policy Review March 11, 2021

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Policy items reviewed and presented are as follows:

### SECTION 3.00, SERVICES

- Policy 3.05, Homebound Services
  - Regulation 3.05a, Limits on Homebound Services
- Policy 3.06, Unscheduled Closures/Cancellations

### SECTION 4.00, USE OF THE LIBRARY

- Policy 4.01, Use of the Library
- Policy 4.02, Circulation
  - Regulation 4.02a, Library Cards
  - Regulation 4.02b, Limits on Borrowing Services
- Policy 4.03, Fees

### Staff Recommendations:

Policy section 3.00, subsections 3.05-3.06 of the Boise Public Library policy manual are presented to the Library Board for review. Unless the Trustees direct changes, staff has no recommended changes to these policies and these documents are included in the meeting packet for information purposes only.

Policy section 4.00, subsections 4.01-4.02 of the Boise Public Library policy manual are presented to the Library Board for review. Staff has no recommended changes to these policies and the documents are presented for information purposes only unless the Trustees direct changes to the policy.

Subsection 4.03 is presented to the Trustees for review. Staff recommends changes to this policy that requires the Board's approval. Proposed policy changes are highlighted in red.

Document Type:	Policy
Number:	3.05
Effective:	03-01-11
Revised:	03-01-11

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### HOMEBOUND SERVICES

When possible within the constraints of the Library's budget, staff will deliver materials to homebound Boise residents who are not able to visit the Library for health reasons and who have no other means of receiving library service. This service will be provided without charge, though fines and fees for lost, damages, and/or overdue items may apply.

Document Type:	Regulation
Number:	3.05a
Effective:	02-01-12
Revised:	02-05-19

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### LIMITS ON HOMEBOUND SERVICES

Homebound service may be available to individuals and their caregivers residing in Boise City who are cardholders in good standing and who are unable to regularly visit a library facility due to age, long-term illness, or permanent or temporary disability.

Library staff and volunteers may make regular and periodic visits to deliver library materials to the homes of cardholders receiving Homebound service. In addition, staff provide services to residents of care facilities, assisted livings, and fifty-five and up housing within Boise City limits. Homebound Services also provides materials to designated staff members at facilities for programming use.

Though no overdue fines will be charged when materials are not returned on time due to the scheduling of visits set by library staff, all other applicable charges to cardholders, including fees for lost and damaged items, will apply.

Library staff reserves the right to discontinue Homebound service when individuals experience changes that permanently improve their mobility such that they are no longer confined to their residence. Service may also be discontinued as a result of staff concerns about the safety of staff or volunteers.

Document Type: Policy  
Number: 3.06  
Effective: 3-16-2020  
Revised:

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### UNSCHEDULED CLOSURES/CANCELATIONS

While every practical effort will be made to adhere to scheduled hours of operation and programming, circumstances occasionally arise that require unscheduled closures and/or reduced or canceled service offerings in order to preserve the safety and well-being of Library patrons and staff.

The Library may cancel scheduled programming, reduce regular hours of operation (open late/close early), cancel meeting room reservations and/or completely close one or more of its physical locations in the event of:

- Severe weather conditions or natural disasters that make travel exceptionally hazardous, result in an insufficient number of available staff, prevent safe maintenance of Library walkways and parking lots, or that otherwise similarly impair safe and responsible operations;
- Building safety issues such as prolonged power outages, failure of a building heating or cooling system, gas leaks, water problems or other conditions at a Library location that impairs safe use and operation of the facility;
- Request for closure by local, county or state law enforcement agencies; or
- Other seriously unsafe or unhealthy condition that impairs safe and responsible use and operation of a library facility.

The Board of Trustees delegates the decision to cancel programming and/or close facilities for any of the above reasons to the Library Director. The Library Director, or designee in the event of the Director's unavailability, will make such decision in his/her discretion and after consultation with the Board President. If the Board President cannot be reached, then consultation shall be had with the Board's Vice President. If neither can be reached within 1 hour, then the Library Director or Director's designee shall proceed with a decision and thereafter notify the Board of Trustees as promptly as reasonably possible.

When a decision is made to cancel programming and/or close a facility for any of the reasons stated above, notification of the cancelation and/or closure should be made by posting physical notice at the affected facility's main entrance and posting electronic notice on social media. Notice may also be provided through a Library telephone recording and by advising local media outlets.

Library loan periods will be extended in the event of an unscheduled closure such that materials due on a day of unexpected closure will be considered due the next day that the Library is open for operation.

Document Type:	Policy
Number:	4.01
Effective:	03-01-11
Revised:	03-01-13

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### USE OF THE LIBRARY

Since the Library is a tax-supported institution, its services and resources are intended for use by those individuals who live or pay property taxes within the city limits of Boise or who pay a non-resident fee for services. In addition, "corporate cards" are available to business entities of any kind whose principal offices are located within the city limits. Reciprocal borrowing agreements or service contracts with other libraries may qualify a non-resident of the Library's legal service area for a borrower's card without payment of a direct fee. The Library's "legal service area" is that area within the corporate boundaries of the City of Boise. Services to patrons will not be denied or abridged because of race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.

The Library allows patrons from any area to use materials while in the Library. Reference assistance and programs may be available to patrons whether or not they are Boise residents or purchase a non-resident card.



Document Type:	Policy
Number:	4.02
Effective:	03-01-11
Revised:	03-05-14

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### CIRCULATION

Staff shall make one library card available to any individual who resides in Boise or who pays property tax within the city limits of Boise, to any business entity whose principal offices are located within the city limits, or, upon payment of a fee equal to the amount of per household residential support as determined by the Board, to any non-resident.

Members of libraries participating in cooperative borrowing agreements with the Library may borrow materials without charge.

Borrowing may be limited as deemed necessary by staff when excessive demand makes it necessary to do so in order to ensure service to the greatest number of patrons.

Staff shall purge expired cards annually as prescribed in the LYNX Service Agreement.

Document Type:	Regulation
Number:	4.02a
Effective:	03-01-11
Revised:	03-05-14

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## LIBRARY CARDS

The Library offers the following cards:

### 1. Borrower's Card

Borrower's Cards are available without direct payment of a fee to Boise residents; individuals paying ad valorem taxes on real and/or personal property situated within the city limits; residents of the Boise Veterans Home; employees of Boise City and their families; and Idaho legislators, their families, and their legislative staff. An applicant for a Borrower's Card must present the following:

- a driver's license, passport, or other official photo identification
- proof of current address within the city limits of Boise; proof of employment by the City of Boise; or proof of status as an Idaho legislator, legislative staff member, or spouse or child of an Idaho legislator.

Borrower's Cards will be updated annually upon verification of continued eligibility. A Post Office box will not be accepted as proof of residency. Unmarried minor children (under 18 years of age) residing in Boise shall be issued an individual card, without identification, so long as a parent or legal guardian provides the requisite identification and proof of current address within the city limits. Unless otherwise noted, staff shall follow this approach to issuing cards with borrowing privileges to minors.

### 2. Temporary Card

Individuals who have not established a permanent address in Boise, but who are living within the city limits, may receive a Temporary Card valid for a period of three months. To receive a Temporary Card, an individual must present official photo identification and either a letter from an entity designated by the Library as a cooperating service agency agreeing to accept mail for the individual, or a piece of mail (postmarked within the past ten days) to prove receipt of mail at the designated address. Temporary Cards may be renewed upon verification of continued eligibility. A patron to whom a Temporary Card is issued may have checked out on the card no more than two items at any one time.

### 3. Internet-Only Card

Individuals who wish only to obtain Internet access at the Library may obtain an Internet-Only Card, regardless of the location of their residence. Such card may be issued only upon presentation of photo identification as described above and will be valid for one year from date of issuance and subject to renewal annually

upon presentation of photo identification. This card can only be used for Internet access within the Library.

4. Corporate Card

Business entities, nonprofit organizations and governmental agencies whose principal offices are located within the city limits may obtain a Corporate Card. Any officer of the business entity may apply for the card upon presenting photo identification and a business card, letter on company letterhead, or other documentation showing the applicant's status as an individual authorized to apply for the card on behalf of the business entity. A Corporate Card may be issued only after staff has verified that the applicant has approval to apply for the card on behalf of the business entity. The business entity will be financially responsible for fines and fees incurred through use of the card.

5. Non-Resident Card

An individual who does not meet the requirements for a Borrower's Card may obtain a Non-Resident Card upon the payment of an annual fee of \$69.30 and in-person presentation of official photo identification. The Non-Resident Card has the same privileges as a Borrower's Card and the annual payment of the non-resident fee by one individual in a household allows all other persons in that household to obtain a Non-Resident Card without the payment of an additional fee.

Non-resident senior citizens over the age of sixty-two may purchase a Non-Resident Card for an annual fee of \$17.33. Students who reside outside of Ada County but attend public or private schools (including higher education) within the geographical limits of the Boise School District may purchase a Non-Resident Card at the same rate as non-resident seniors. Cards purchased at the discounted rate shall be for the personal use of the individual cardholder only.

A full refund shall be given at any time during the year if the fee was charged in error. Refunds of fees for Non-Resident Cards shall otherwise be made on a pro-rata basis for the first nine months after the purchase of a non-resident card; no such refunds shall be given during the last three months of the non-resident year. Refunds of fees for Non-Resident Cards may be made as follows:

- when a business transfer takes the non-resident from the area;
- when Boise City annexes the non-resident's property into the city;
- when the non-resident moves into Boise City; or
- when new contractual arrangements with another library entitle the family to service without payment of non-resident fees.

Document Type: Regulation  
Number: 4.02b  
Effective: 03-01-11  
Revised: 10-01-14

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### LIMITS ON BORROWING SERVICES

A cardholder may have no more than 10 items from any of the following categories checked out at one time:

- Books on CD
- Holiday CDs
- All other CDs
- AV Kits
- Feature DVDs
- Feature Blu-ray
- Non-Fiction DVDs
- Non-Fiction Blu-ray
- TV Series DVDs
- TV Series Blu-ray
- Video Games

A cardholder may have no more than 7 items from any of the following categories checked out at one time:

- eAudiobooks
- eBooks
- eVideos

A cardholder may have no more than 2 Kidpacks checked out at one time.

## FEES

Boise Public Library's core values include a commitment to intellectual freedom, universal access, innovation, and providing a world class experience for all members of the community.

The Director or designee shall charge fees to help fund the replacement of materials that are lost or damaged and offset costs for document delivery.

The Board has established the following fees:

1. Lost or Damaged Items

If an item is lost or damaged, the patron shall pay the acquisition cost plus an additional fee for processing of the item. The Library will refund payment, less processing fees, for a lost item subsequently returned within ninety days after payment. Replacement copies will not be accepted in lieu of payment for lost or damaged materials.

2. Card Replacement

The Library will assess a \$1.05 fee to replace a lost card.

3. Document Delivery Fee – Special Collections

The Main Library provides a limited fee-based search service for selected Idaho Information deliverable through facsimile transmission, scanning, email or U.S. mail. Patrons will be invoiced for the charges or may pay the fees by credit card. The charges are as follows:

- \$5.25 for Idaho Statesman obituary and death notices delivered to patrons, limited to four obituaries and/or death notices per request.
- \$5.25 per article from the Idaho clipping files delivered to patrons, limited to four articles per request.
- \$1.25 per page from phone books and Boise city directories for a specific name/business during a specific year delivered to patrons, with a limit of five pages per request.

4. Document Delivery Fee – Other Collections

Patrons may request faxed copies from various other materials held at the Main Library related to reference and research purposes. The Library will fax free of charge up to 15 pages of material to anyone within its toll-free calling area. Any fax consisting of 16 pages or more shall carry a flat charge of \$5.00, payable in advance

by credit card. Anyone outside the toll-free calling area shall be charged a flat \$5.00 fee for a fax of reasonable length.

5. Holds Mail Delivery Fee

Patrons may request to have items placed on hold to be mailed to their home for a charge of \$2.00 per item.

The Library will assess a charge on checks that, for any reason, are not honored by the bank on which they are written, and which are returned unpaid to the Library. Such charge shall be equal to that made by the City of Boise for the same purpose and payment may not be made by personal check.

At the discretion of the Director or designee, the Library may engage the services of a collection agency to collect fees or to ensure the return of materials. In the event that the Library has need to use the services of a collection agency, a non-refundable fee of \$10.00 shall be added to the account and shall be paid in addition to any other fees/charges for lost/damaged materials or other charges which have been made to a patron's account.

The Library may pursue court action against patrons who refuse to return items to the Library.

Accounts with more than 20 items overdue or with lost materials will be ~~blocked~~ prohibited from borrowing further physical materials until the overdue or lost items ~~is-are~~ returned or replacement charges have been paid. No physical materials will be loaned to patrons owing more than \$10.00 in fees, nor to any patron who has unresolved charges on an account referred to a collection agency.

Miscellaneous

## Customer Responses to Purchase Suggestions FY20 Q4-FY21 Q1

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Tally of simple "Thank You" responses: 95

- 9/2/20: (This title) Looks delightful, so I'm recommending that it be included in our wonderful BPL collection. Thanks for all the wonderful work you do for the community, especially in these times of especially needing quality distraction- Stay safe.
- 9/8/20: Yea for you, thanks again.
- 9/8/20: That was amazingly fast. Thank you very much
- 9/9/20: No need to thank me, I'm thanking you. Being able to play games through the library has saved me a fortune. Whatever the situation requires I understand and appreciate all the work that you and the other library employees do.
- 9/15/20: Y'all are just the greatest! I love our library. Thank you so much for this and everything else you do for our community!
- 9/15/20: Thank you so much! I really appreciate you following up on this -- what fabulous customer service!
- 9/15/20: Thank you for the update! I appreciate it.
- 9/30/20: Thank you for your detailed response. I just submitted the ILL request.
- 10/2/20: You all do a fabulous job filling my requests 😊 very appreciative to all.
- 10/6/20: Thank you so much for the info! I just signed up for my kids, I heard about IXL from the Facebook ad and it is so expensive to subscribe it. I'm very glad that Boise library brought it as a new online resource. Last but not least, thanks for having us in your mind!
- 10/8/20: Thanks mucho! I really appreciate your help. I did not even know it was possible to make suggestions for adding films to the BPL's collection. Way cool.
- 10/11/20: Thank you so much! You just made my day! God bless! :)



- 10/12/20: Thank you for your prompt response and for explaining what happened. My daughter and I both really enjoy being able to download audiobooks from the library!
- 10/15/20: You are the best. Thank you so much for helping me.
- 10/15/20: Thank you so much! Ellen, you're the Best!
- 10/15/20: This would be a great addition to your already wonderful cookbook section.
- 10/26/20: I requested the IXL account. I look forward to checking it out. Thank you again for all that you do for us! :)
- 10/26/20 Thank you so much!!! You're the tops!!!
- 11/9/20: Wow! That's amazing Ellen! I wasn't expecting to hear from anyone in weeks! You're awesome! And I'm so pleased it's being purchased! I found out about it at Rediscovered books on Saturday. Sorry, too many exclamation points this early, or maybe ever. I'm just really excited!
- 11/9/20: Thanks for the very quick response.
- 11/9/20: Wow awesome - so fast! Thank you :)
- 11/10/20: Color me HAPPEE, thank you!
- 11/10/20: Thanks for ordering items for me. I still remember the two books about animals you ordered for my family. Dilly the Deer and one about animals about to become extinct. I love our collection here.
- 11/12/20: Because of the pandemic and my poor health, I can no longer go into the Boise Public Library! I am so grateful for the OverDrive app you made, I listen everyday. Thank you!
- 11/16/20 Thank you for your attention to my suggestion. I really appreciate your assistance. I would be lost without the Library!.
- 11/16/20: Due to the info supplied below our cup now "runneth over" with good things! The ILLs are wonderful, and we're waiting on the requested rest. It's nice to be in contact again after the aridity of the lockdown months, and we want to express our gratitude to the library staff in assisting us to make the continuing inconveniences of the COVID period (and the political turmoil it kindled) much more pleasant with all the good things we get to see each night. So

thanks to all of you over there. May your holidays be joyous and healthy!

- 11/16/20: Yay!! 😊 Thank you so much!
- 11/16/20: Thank you – I'm so excited!
- 11/16/20: I would LOVE to do an interlibrary loan. Thank you so much!
- 11/16/20: Thank you very much! I appreciate it!
- 11/17/20: Thanks so much for letting me know – so nice of you! Thank you!
- 11/17/20: You know how useful the Boise Public Library is during the pandemic. Especially to us people over 70.
- 11/25/20: Thank you for your time and trouble. I really appreciate the service the library offers this community.
- 11/30/20: Thank you so much, you guys have been so great! I appreciate all of your help.
- 12/1/20 You are all so awesome!
- 12/1/20: Thanks for your thoughtful note. I understand that requests for new books have to be considered in light of budget limitations and readership.
- 12/1/20: Thank you for your response. I appreciate your help.
- 12/1/20: Thank you for the explanation. I am not very savvy with all this tech stuff and usually years behind in acquiring anything.
- 12/2/20 Thanks again for all you do at the library. I am so grateful for all that the library offers!
- 12/2/20: Thank you so much for clarifying that for me! I really appreciate it. Thank you!
- 12/2/20: Thank you so much for the quick reply.
- 12/7/20: Amazing Customer Care, you all are my true pandemic lifeline. Thank you.
- 12/9/20: Thank you so much for your reply! Makes perfect sense. Thanks for all you do :)

- 12/7/20 You-all make the pandemic bearable providing my requested mysteries. thank you!
- 12/15/20: Wow! Thank you so much for the update and the incredibly quick turnaround! I have a physical copy of the book, but I really enjoy alternating between audiobooks and physical copies for stories I am more invested in. I really appreciate the heads up!
- 12/15/20: Awesome, my son will be so happy to hear this! Thank you!
- 12/24/20: Yay! I'm so happy to hear this. I'm looking forward to the read!
- 12/24/20: You guys are the best! Our family of 7 would not have made it through this last year without you. Thank you.
- 12/28/20: Awesome. Thank you SO much!! I so appreciate it!
- 12/28/20: Thank you for your good wishes and efforts to try and provide this book.
- 12/28/20: Thank you! I am excited to see it on the library shelf :)

# Statistics

**BOISE PUBLIC LIBRARY  
SYSTEM STATISTICS REPORT  
January 2021**

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<b><u>CIRCULATION/Books</u></b>						
Adult	29,303	63,064	-53.53	120,880	233,130	-48.15
Young Adult	3,736	8,018	-53.40	15,668	30,861	-49.23
Juvenile	28,706	70,256	-59.14	130,001	270,188	-51.88
<b>Sub Total</b>	<b>61,745</b>	<b>141,338</b>	<b>-56.31</b>	<b>266,549</b>	<b>534,179</b>	<b>-50.10</b>

<b><u>CIRCULATION /Audio Visual</u></b>						
Adult	12,058	45,565	-73.54	58,247	174,628	-66.65
Young Adult	539	1,816	-70.32	2,471	6,991	-64.65
Juvenile	2,951	12,446	-76.29	15,562	51,336	-69.69
<b>Sub Total</b>	<b>15,548</b>	<b>59,827</b>	<b>-74.01</b>	<b>76,280</b>	<b>232,955</b>	<b>-67.26</b>

<b><u>CIRCULATION/Digital</u></b>						
eAudio	24,163	19,803	22.02	90,872	76,490	18.80
eBooks	26,022	19,144	35.93	98,054	71,582	36.98
eVideo	476	52	815.38	1,558	215	624.65
eMusic	21	10,343	-99.80	21	37,202	-99.94
eMagazine	3,148	1,898	65.86	13,084	8,479	54.31
<b>Sub Total</b>	<b>53,830</b>	<b>51,240</b>	<b>5.05</b>	<b>203,589</b>	<b>193,968</b>	<b>4.96</b>
<b>TOTAL CIRCULATION</b>	<b>131,123</b>	<b>252,405</b>	<b>-48.05</b>	<b>546,418</b>	<b>961,102</b>	<b>-43.15</b>

<b><u>CIRCULATION SUMMARY</u></b>						
Main Library	28,754	99,819	-71.19	137,362	380,866	-63.93
Collister	8,770	17,582	-50.12	37,209	65,744	-43.40
Hillcrest	5,805	14,877	-60.98	26,279	57,052	-53.94
Cole & Ustick (C&U)	14,828	33,677	-55.97	61,042	126,743	-51.84
Bown	17,252	33,331	-48.24	73,910	128,873	-42.65
Home Service	1,884	1,879	0.27	7,027	7,856	-10.55
Digital Collection	53,830	51,240	5.05	203,589	193,968	4.96
<b>TOTAL CIRCULATION</b>	<b>131,123</b>	<b>252,405</b>	<b>-48.05</b>	<b>546,418</b>	<b>961,102</b>	<b>-43.15</b>

<b><u>PATRON COUNT</u></b>						
Main Library	7,585	40,674	-81.35	31,482	269,223	-88.31
Collister	1,572	8,587	-81.69	7,436	31,920	-76.70
Hillcrest	2,445	8,968	-72.74	10,164	32,909	-69.11
Cole & Ustick	318	14,569	-97.82	3,035	53,872	-94.37
Bown	3,320	12,179	-72.74	14,905	51,950	-71.31
<b>TOTAL PATRON COUNT</b>	<b>15,240</b>	<b>84,977</b>	<b>-82.07</b>	<b>67,022</b>	<b>439,874</b>	<b>-84.76</b>

<b><u>POLARIS CATALOG</u></b>						
System External Use Counts	414,378	352,178	17.66	1,535,652	1,243,166	23.53
Main Internal Use Counts	24,015	89,779	-73.25	93,482	324,722	-71.21
Collister Internal Use Counts	521	3,410	-84.72	2,041	12,735	-83.97
Hillcrest Internal Use Counts	444	3,457	-87.16	1,679	11,925	-85.92
C&U Internal Use Counts	1,224	9,337	-86.89	4,452	31,231	-85.74
Bown Internal Use Counts	6,473	12,561	-48.47	27,206	33,140	-17.91

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<b><u>NEW CARDS ISSUED</u></b>						
Resident	436	982	-55.60	1,617	3,300	-51.00
Non-Resident	5	5	0.00	16	28	-42.86
Internet Only	0	0	0.00	0	4	-100.00
<b>TOTAL CARDS ISSUED</b>	<b>441</b>	<b>987</b>	<b>-55.32</b>	<b>1,633</b>	<b>3,332</b>	<b>-50.99</b>

**INTERLIBRARY LOANS**

Out-of-State	7	115	-93.91	84	318	-73.58
In-State	0	47	-100.00	38	187	-79.68

**INTERLIBRARY BORROWING**

Out-of-State	170	217	-21.66	496	824	-39.81
In-State	57	93	-38.71	150	285	-47.37

**REFERENCE SUMMARY**

Main Adult Desk	232	2,546	-90.89	2,152	10,265	-79.04
Main Adult Telephone	704	644	9.32	4,020	2,384	68.62
Main Adult Electronic	211	177	19.21	936	594	57.58
<b>Sub Total Adult Reference</b>	<b>1,147</b>	<b>3,367</b>	<b>-65.93</b>	<b>7,108</b>	<b>13,243</b>	<b>-46.33</b>

Main Youth Desk	5	989	-99.49	371	4,348	-91.47
Main Youth Telephone	464	73	535.62	1,084	228	375.44
Main Youth Electronic	49	2	0.00	119	3	3866.67
<b>Sub Total Youth Reference</b>	<b>518</b>	<b>1,064</b>	<b>-51.32</b>	<b>1,574</b>	<b>4,579</b>	<b>-65.63</b>

Information Desk

Readers Advisory	7	11	-36.36	48	48	0.00
Directional/Informational	4,728	1,969	140.12	17,332	7,035	146.37
<b>Sub Total Information Desk</b>	<b>4,735</b>	<b>1,980</b>	<b>139.14</b>	<b>17,380</b>	<b>7,083</b>	<b>145.38</b>

Collister Desk	1,340	1,907	-29.73	5,173	6,949	-25.56
Collister Phone	140	160	-12.50	509	558	-8.78
<b>Sub Total Collister Reference</b>	<b>1,480</b>	<b>2,067</b>	<b>-28.40</b>	<b>5,682</b>	<b>7,507</b>	<b>-24.31</b>

Hillcrest Desk	1,007	1,847	-45.48	3,984	6,525	-38.94
Hillcrest Phone	184	148	24.32	853	496	71.98
<b>Sub Total Hillcrest Reference</b>	<b>1,191</b>	<b>1,995</b>	<b>-40.30</b>	<b>4,837</b>	<b>7,021</b>	<b>-31.11</b>

Cole & Ustick Desk	2,040	2,868	-28.87	7,555	9,523	-20.67
Cole & Ustick Phone	346	178	94.38	1,182	578	104.50
<b>Sub Total C&amp;U Reference</b>	<b>2,386</b>	<b>3,046</b>	<b>-21.67</b>	<b>8,737</b>	<b>10,101</b>	<b>-13.50</b>

Bown Desk	1,914	1,147	66.87	8,386	4,784	75.29
Bown Phone	121	92	31.52	543	336	61.61
<b>Sub Total Bown Reference</b>	<b>2,035</b>	<b>1,239</b>	<b>64.25</b>	<b>8,929</b>	<b>5,120</b>	<b>74.39</b>
<b>TOTAL REFERENCE</b>	<b>13,492</b>	<b>14,758</b>	<b>-8.58</b>	<b>54,247</b>	<b>54,654</b>	<b>-0.74</b>

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<b>MEETING ROOM USE SUMMARY</b>						
<b>Programs</b>						
Main Adult Programs	0	81	-100.00	0	317	-100.00
Main Youth Programs	16	74	-78.38	68	230	-70.43
Main Community Programs	0	355	-100.00	0	1,943	-100.00
<b>Sub Total Main</b>	<b>16</b>	<b>510</b>	<b>-96.86</b>	<b>68</b>	<b>2,490</b>	<b>-97.27</b>
Collister Adult Programs	0	34	-100.00	0	120	-100.00
Collister Youth Programs	26	41	-36.59	96	158	-39.24
Collister Community Programs	0	84	-100.00	0	368	-100.00
<b>Sub Total Collister</b>	<b>26</b>	<b>159</b>	<b>-83.65</b>	<b>96</b>	<b>646</b>	<b>-85.14</b>
Hillcrest Adult Programs	0	32	-100.00	0	97	-100.00
Hillcrest Youth Programs	22	45	-51.11	87	146	-40.41
Hillcrest Community Programs	0	88	-100.00	0	444	-100.00
<b>Sub Total Hillcrest</b>	<b>22</b>	<b>165</b>	<b>-86.67</b>	<b>87</b>	<b>687</b>	<b>-87.34</b>
C&U Adult Programs	5	11	-54.55	8	58	-86.21
C&U Youth Programs	15	51	-70.59	25	126	-80.16
C&U Community Programs	0	93	-100.00	0	285	-100.00
<b>Sub Total Cole &amp; Ustick</b>	<b>20</b>	<b>155</b>	<b>-87.10</b>	<b>33</b>	<b>469</b>	<b>-92.96</b>
Bown Adult Programs	1	25	-96.00	2	107	-98.13
Bown Youth Programs	2	57	-96.49	6	273	-97.80
Bown Community Programs	0	81	-100.00	0	423	-100.00
<b>Sub Total Bown</b>	<b>3</b>	<b>163</b>	<b>-98.16</b>	<b>8</b>	<b>803</b>	<b>-99.00</b>
<b>TOTAL PROGRAMS</b>	<b>87</b>	<b>1,152</b>	<b>-92.45</b>	<b>292</b>	<b>5,095</b>	<b>-94.27</b>

<b>Program Attendance</b>						
Main Adult Attendance	0	694	-100.00	0	1,918	-100.00
Main Youth Attendance	140	2,524	-94.45	705	8,617	-91.82
Main Comm Attendance	0	1,642	-100.00	0	7,972	-100.00
<b>Sub Total Main</b>	<b>140</b>	<b>4,860</b>	<b>-97.12</b>	<b>705</b>	<b>18,507</b>	<b>-96.19</b>
Collister Adult Attendance	0	245	-100.00	0	1,012	-100.00
Collister Youth Attendance	658	922	-28.63	3,058	4,131	-25.97
Collister Comm Attendance	0	527	-100.00	0	2,209	-100.00
<b>Sub Total Collister</b>	<b>658</b>	<b>1,694</b>	<b>-61.16</b>	<b>3,058</b>	<b>7,352</b>	<b>-58.41</b>
Hillcrest Adult Attendance	0	198	-100.00	0	647	-100.00
Hillcrest Youth Attendance	280	566	-50.53	1,479	2,269	-34.82
Hillcrest Comm Attendance	0	1,089	-100.00	0	4,316	-100.00
<b>Sub Total Hillcrest</b>	<b>280</b>	<b>1,853</b>	<b>-84.89</b>	<b>1,479</b>	<b>7,232</b>	<b>-79.55</b>
C&U Adult Attendance	137	108	26.85	256	680	-62.35
C&U Youth Attendance	455	808	-43.69	843	2,641	-68.08
C&U Comm Attendance	0	1,381	-100.00	0	4,182	-100.00
<b>Sub Total Cole &amp; Ustick</b>	<b>592</b>	<b>2,297</b>	<b>-74.23</b>	<b>1,099</b>	<b>7,503</b>	<b>-85.35</b>
Bown Adult Attendance	136	353	-61.47	140	1,111	-87.40
Bown Youth Attendance	125	1,497	-91.65	283	6,131	-95.38
Bown Comm Attendance	0	1,035	-100.00	0	5,172	-100.00
<b>Sub Total Bown</b>	<b>261</b>	<b>2,885</b>	<b>-90.95</b>	<b>423</b>	<b>12,414</b>	<b>-96.59</b>
<b>TOTAL PROGRAM ATTENDANCE</b>	<b>1,931</b>	<b>13,589</b>	<b>-85.79</b>	<b>6,764</b>	<b>53,008</b>	<b>-87.24</b>

# BOISE PUBLIC LIBRARY

## RECIPROCAL BORROWING STATISTICS

### January 2021

Items checked out at BPL by consortium members' patrons.

	Percent of				Percent of			
	<u>This Month</u>	<u>This Month</u>	<u>Last Year</u>	<u>Percent</u>	<u>This Year</u>	<u>To Date</u>	<u>Last Year</u>	<u>Percent</u>
<u>CHECKOUTS</u>	<u>Circulation</u>	<u>This Month</u>	<u>Change</u>	<u>To Date</u>	<u>Circulation</u>	<u>To Date</u>	<u>To Date</u>	<u>Change</u>
Ada Community	939	0.72	4,495	-79.11	4,535	0.83	17,915	-74.69
Caldwell	30	0.02	578	-94.81	215	0.04	2,220	-90.32
Eagle	184	0.14	928	-80.17	962	0.18	3,591	-73.21
Emmett	8	0.01	210	-96.19	211	0.04	627	-66.35
Garden City	396	0.30	2,051	-80.69	1,873	0.34	8,110	-76.91
Hailey	2	0.00	0	0.00	29	0.01	2	1350.00
Kuna	10	0.01	182	-94.51	93	0.02	182	-48.90
Meridian	775	0.59	4,040	-80.82	3,695	0.68	15,366	-75.95
Mountain Home	152	0.12	540	-71.85	622	0.11	1,661	-62.55
Nampa	308	0.23	1,456	-78.85	1,690	0.31	5,040	-66.47
Twin Falls	0	0.00	18	-100.00	23	0.00	157	-85.35
<b>Total</b>	<b>2,804</b>	<b>2.14</b>	<b>14,498</b>	<b>-80.66</b>	<b>13,948</b>	<b>2.55</b>	<b>54,871</b>	<b>-74.58</b>

Total BPL Circulation	131,123	252,405	546,418	961,102
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Items checked out at consortium member locations by BPL patrons.

<u>CHECKOUTS</u>	<u>This Month</u>	<u>Last Year</u>	<u>This Year</u>	<u>Last Year</u>
		<u>This Month</u>	<u>To Date</u>	<u>To Date</u>
Ada Community	6,288	13,381	24,340	51,633
Caldwell	122	92	510	660
Eagle	1,915	7,843	8,286	30,265
Emmett	20	213	132	845
Garden City	3,324	9,262	17,084	34,810
Hailey	34	0	72	19
Kuna	170	174	512	174
Meridian	6,405	10,562	23,738	41,199
Mountain Home	14	67	183	159
Nampa	250	784	1,054	3,272
Twin Falls	3	15	27	55
<b>Total</b>	<b>18,545</b>	<b>42,393</b>	<b>75,938</b>	<b>163,091</b>