

**BOISE PUBLIC LIBRARY  
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Document Type:	Policy
Number:	1.01
Effective:	03-01-11
Revised:	03-01-11

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### BOARD OF TRUSTEES

Pursuant to Title 33, Chapter 26 of the Idaho Code, the Board has among its powers the authority to establish policies for the governance of the Library. The Board authorizes the Director to establish regulations to further the Board's policies.

The Board will review these policies on an annual basis, prior to its September meeting.

The Board may amend these policies at any time.

The Board shall conduct its business in accordance with By-Laws established by the Board for its own governance. The Board may amend its By-Laws at any time.

Document Type:	Policy
Number:	1.02
Effective:	03-01-11
Revised:	03-01-11

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### PUBLIC COMPLAINTS

The Board welcomes constructive criticism to improve the Library. All complaints should be resolved through the proper channels in the following order:

1. Staff
2. Management
3. Director
4. Board

Any complaint about the Library, including policies, regulations, facilities, or services, should be referred through proper administrative channels before being presented to the Board for consideration and action.

Document Type:	Policy
Number:	2.01
Effective:	03-01-11
Revised:	03-01-11

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## PERSONNEL

The Board follows the personnel policies of Boise City, as outlined in the Boise City Employees Handbook.

The Board has sole responsibility for hiring, supervising, and evaluating the Director, who serves at the pleasure of the Board.

Nevertheless, the Board expects members of the Library's management to bring serious concerns related to the Director's job performance to the attention of the Board. These concerns would include: 1) job performance that clearly does not meet the job description or job performance standards adopted by the Board; 2) intentional actions by the Director that circumvent the written library policies as adopted by the Board; 3) the creation of a hostile, harassing, or threatening work environment whether as an ongoing practice or a single incident; 4) unethical or illegal actions or behavior.

The Director and supervisory staff have the authority to dismiss any library employee whose attitude, professional ethics and conduct, or performance of duties make such action advisable.

The Library supports Equal Employment Opportunity policies.

Document Type:	Policy
Number:	2.02
Effective:	03-01-11
Revised:	03-01-11

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### CONTINUING EDUCATION

The Board encourages the personal and professional development of staff members through participation in civic, educational, and professional organizations. Attendance at library institutes and the conferences of library associations may be financed within the restriction of the Library's budget. Insofar as it is feasible, attendance at conferences will be rotated among eligible staff members.

All non-probationary members of the staff, regardless of job classification, are eligible to apply for permission to attend work-related conferences, workshops, and classes on library work time. Exceptions for introductory or temporary staff may be made at the discretion of the Library Director or designee. Opportunities for training will involve as many people on the staff as feasible given budgetary and staffing constraints. Priority will be given to training that supports Library strategic plan activities and/or supports an individual employee's approved performance plan for work-related training.

Document Type:	Policy
Number:	3.01
Effective:	03-01-11
Revised:	03-01-11

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### SERVICE PRIORITIES

The following services are essential to achieving the Library's mission to assist members of the community in educating themselves and enhancing their personal, business, and social well-being:

- Access to facilities during convenient hours
- Access to a collection of current materials, both physical and digital
- Access to technological resources, particularly the Internet
- Programs, particularly those that support early literacy or lifelong learning
- Reference and information services

To support these service priorities the Library must manage its staff effectively, make sound decisions for the development and maintenance of its collections and physical spaces, and engage in promotional activities designed to make the public aware of these services.

Document Type:	Policy
Number:	3.02
Effective:	03-01-11
Revised:	03-01-11

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### SERVICE HOURS

The Library shall be open as many non-duplicated hours in 24 and as many days in the week as practical within the restriction of the Library's budget. Each of the service elements listed in 3.01 (Service Priorities) shall be offered whenever the Library is open.

The hours of opening shall be determined by:

1. the convenience of all parts of the population, including working people; and
2. the ability of the staff to cover the hours of opening within the limits of the established work week.

Holidays shall conform to those of other City offices, unless the Board determines otherwise. If and when the Board chooses to open the Library on a holiday when other City offices are closed, Library personnel will be compensated in accordance with City policy.

Document Type:	Policy
Number:	3.03
Effective:	03-01-11
Revised:	03-01-11

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### SERVICES FOR SCHOOLS

Programs for school class visits and library programs delivered at schools may be scheduled upon request. Representatives of those public and private schools physically located within the Boise city limits and the Area of Impact recognized by Boise City are eligible to request these special services. These visits will be scheduled to the extent that staffing limitations and other program or service priorities permit. Classes outside the Boise city limits and Boise Area of Impact requesting a specialized program at the Library or library program at their school will be considered on an individual basis.

DRAFT

Document Type:	Policy
Number:	3.04
Effective:	03-01-11
Revised:	03-01-11

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### INTERLIBRARY LOAN

When possible within the constraints of the Library's budget, staff will provide an Interlibrary Loan service to provide access to books and articles from magazines and newspapers that are not otherwise available through the Library. The Library will charge no fee for this service, though charges from other libraries lending requested materials may be passed along to patrons. This service shall be available only to holders of Borrower's, Non-Resident, or Corporate cards.

DRAFT

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, damaged, and/or overdue items may apply.

DRAFT

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

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### USE OF THE LIBRARY

Since the Library is a tax-supported institution, its services and resources are available to those individuals who live or pay 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, national origin, religion, age, sex, political beliefs, sexual orientation, marital or family status, or disability or veteran status.

The Library allows browsers and students from all areas to use materials while in the Library. Reference assistance is provided to browsers whether or not they are Boise residents or purchase a non-resident card.

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

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### CIRCULATION

Staff shall make a 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.

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

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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, employees of Boise City, and Idaho legislators, their families, and their legislative staff. An applicant for a Borrower's Card must present a driver's license, passport, or other official photo identification and 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. 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.

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 a letter from an entity designated by the Library as a cooperating service agency agreeing to accept mail for the individual. Should the individual have no such letter, a piece of mail (postmarked within the past ten days) to prove receipt of mail at the chosen address may be presented. Temporary Cards may be renewed upon re-verification of contact provided by a cooperating service agency or presentation of another piece of mail (postmarked within the past ten days) proving receipt of mail at the chosen address. The general policy regarding issuance of cards to minor children applies to children of individuals without a permanent address. 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 free 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. Deposit Card

Temporary residents of Boise may borrow items from the Library by paying a temporary deposit of \$50, of which \$45 is refundable upon the safe return of materials. The number of items to be checked out will not exceed two at any one time.

5. Corporate Card

Business entities of any kind 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.

6. 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. 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.

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:	03-01-11

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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:

- Compact discs
- AV Kits
- Holiday CDs, Cassettes, & Audio-Visual Kits

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

- Feature DVDs
- Non-Fiction DVDs
- TV Series DVDs
- Books on CD
- eAudiobooks
- Video Games
- Computer Software

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

Document Type:	Policy
Number:	4.03
Effective:	03-01-11
Revised:	03-01-11

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### FINES AND FEES

The Director or designee shall charge fines and fees to assure the timely return of materials, fund the replacement of materials that are lost or damaged, and offset costs for document delivery. The Director or designee will also charge for meeting room use.

The Board has established the following fines and fees:

1. Overdue items  
Fines on overdue items owned by the Library from the following categories are charged at \$1.00 per day:
  - Feature DVDs
  - TV Series DVDs
  - Video Games
  - Kidpacks
  - Reference materialsFines for all other overdue items are charged at \$.25 per item per day.
2. Lost or Damaged Items  
If an item is lost or damaged, the patron shall pay the price that appears in the Library's circulation database 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.
3. Card Replacement  
The Library will assess a \$1.00 fee to replace a lost card.
4. 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:
  - \$5.00 for Idaho Statesman obituary and death notices delivered to patrons, limited to four obituaries and/or death notices per request.
  - \$5.00 per article from the Idaho clipping files delivered to patrons, limited to four articles per request.
  - \$1.00 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.

5. 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 any length.

6. Meeting Rooms

Staff will charge fees for the use of meeting rooms as follows:

- William F. Hayes Auditorium (Main Library)  
Reservation Fee: \$80.00  
Cancellation Fee: \$25.00
- Marion Bingham Conference Room (Main Library)  
Reservation Fee: \$25.00  
Cancellation Fee: \$7.50
- Community Rooms (Branch libraries)  
Reservation Fee: \$50.00  
Cancellation Fee: \$15.00

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 outstanding fines and 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 fee of \$10.00 shall be added to the account and shall be paid in addition to any other fees/charges for fines, 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.

No materials will be loaned to patrons owing more than \$10.00 in fines or fees, nor to any patron who has unresolved charges on an account referred to a collection agency.

Document Type:	Policy
Number:	4.04
Effective:	03-01-11
Revised:	03-01-11

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### SECURITY

The Board expects Library patrons to respect the Library, its staff, its furnishings, collections, and equipment, and other Library patrons. Patrons who do not act in manner consistent with the Board's expectations may be asked to leave the Library.

The Director or designee will establish rules of conduct and will create regulations covering the appeal of any suspension of Library privileges resulting from failure to follow those rules.

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Document Type:	Regulation
Number:	4.04a
Effective:	03-01-11
Revised:	03-01-11

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## RULES OF CONDUCT

Examples of disrespectful, inconsiderate, illegal, or otherwise inappropriate conduct that is prohibited on Library property include the following:

1. Possessing a weapon within the library building. "Weapon" is defined as a knife, dirk or dagger having a blade three inches or longer, a snap-blade or spring-blade knife of any length, an ice pick or similar sharp object, a straight-edge razor or any razor blade fitted to a handle, and any cutting, stabbing or bludgeoning weapon or device capable of inflicting bodily harm .
2. Engaging in any criminal activity.
3. Theft, destruction or injury to library equipment or property; or, using library equipment in a manner other than intended by the manufacturer.
4. Engaging in behavior disturbing to staff or patrons.
5. Bringing an animal into the Library, other than an assistance or service animal as those terms are defined or contemplated by state and/or federal law.
6. Using cellular telephones, radios or other sound-producing devices in a disruptive manner.
7. Soliciting, selling items with no direct benefit to the Library, or distributing leaflets of any kind.
8. Loitering, sleeping, or following staff members or other patrons around the building, or otherwise engaging in behavior offensive to staff or patrons.
9. Consuming meals or beverages in public areas of the Library, except for beverages in closed containers and snacks.
10. Impeding the free movement of persons into or out of the Library.
11. Smoking in the Library building.
12. Bringing into the Library large bundles, packages or personal property which cannot be stored under a study chair or carrel surface. If the exit security gate alarm is triggered, security or other library staff will require that bags, bundles, etc., be opened by the owner for examination.
13. Obstructing traffic in the library building by blocking aisles or walkways.
14. Entering the Library without wearing shirt and shoes.
15. Using roller blades, skateboards, or bringing bicycles inside the library building or on the deck entry area immediately surrounding the building.
16. Leaving a bicycle unattended anywhere on the library premises other than at an approved bike rack.
17. Parents are responsible for the behavior of their children in the library at all times. Children under the age of 10, or who have emotional or social difficulty, must be attended by a parent or other responsible care-giver at all times while in the Library.

Any staff member observing a violation of this regulation shall report such to Library Security or the senior staff member on duty. Security or supervisory personnel shall confirm the violation and may, in their discretion, either ask the patron to conform his or her conduct to the requirements of this regulation or may suspend the privilege to use the Library. Staff will involve law enforcement as appropriate.

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Document Type:	Regulation
Number:	4.04b
Effective:	03-01-11
Revised:	03-01-11

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### SECURITY APPEAL PROCESS

Patrons who have their Library use privileges suspended may appeal in writing to the Director to have their Library privileges restored. The appeal must be submitted to the Director within 15 days from the date of suspension or, for suspension periods consisting of less than 15 days, anytime prior to the expiration of the suspension period. Any appeal submitted after the 15-day time period will not be considered. The Director or designee shall review a timely written appeal and provide the patron with a written decision within 10 business days of receipt of the appeal. The patron may appeal the Director's decision to the Board in writing within 20 days of the date of said decision. The Board shall review the appeal and the Director's written decision along with any other relevant documentation and will deliberate on the matter. The written decision of the Board shall be provided to the patron and the Director within 45 days of the appeal to the Board.

The suspension of the privilege to use the Library will remain in effect throughout this appeal process.

Document Type:	Policy
Number:	4.05
Effective:	03-01-11
Revised:	03-01-11

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### USE OF TECHNOLOGY

The Library provides access to technological resources that create increased information access opportunities for all citizens. The Library attempts to maintain patron confidentiality at all times, but cannot guarantee the confidentiality of information sent, received, or printed by a patron.

The Library assumes no responsibility and no liability for any loss or damage incurred by anyone using the Library's computing resources. This includes any loss or harm incurred by a patron from giving personal or financial information across the Library's network and the Internet.

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Document Type:	Regulation
Number:	4.05a
Effective:	03-01-11
Revised:	03-01-11

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### HARDWARE AND SOFTWARE

Users may not install software on Library equipment. Users are not permitted to store data on the hard drives of Library computers. The Library is not responsible for equipment malfunction, loss or damage to user disks or devices.

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Document Type:	Regulation
Number:	4.05b
Effective:	03-01-11
Revised:	03-01-11

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### PROHIBITED USES

Use of the Library's technological resources is for legal purposes only. Examples of prohibited and potentially illegal uses include but are not limited to the following:

- 1) Attempting to bypass the security of the computers or local area network at the Library.
- 2) Attempting to bypass the security of any other computer or network including the Internet.
- 3) Attempting to harm or destroy the data of another user, the network, any technology resource or any of the agencies or other computer network services that are connected to the Internet. This includes, but is not limited to, the uploading or creation of computer viruses.
- 4) Attempting to alter or damage any hardware, software, operating systems, or configuration files on Library equipment.
- 5) Attempting to use unauthorized computer accounts, access codes, or network numbers.
- 6) The transmission of speech that is not protected by the First Amendment.
- 7) Violations of another user's privacy.
- 8) Violations of copyright or other laws.
- 9) Display of offensive sexual material as defined in Section 18-4105 of the Idaho Code.

Loss of Library privileges and criminal and/or civil prosecution are possible for illegal uses of computing resources. Any staff member observing a violation of this regulation shall report such to Library Security or the senior staff member on duty. Security or supervisory personnel shall confirm the violation and may, in their discretion, either ask the patron to conform his or her conduct to the requirements of this regulation or may suspend the privilege to use the Library. Staff will involve law enforcement as appropriate.

Document Type:	Policy
Number:	4.06
Effective:	03-01-11
Revised:	03-01-11

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### INTERNET USE

Access to the Internet is available without charge to cardholders for a limited amount of time each day during the Library's open hours. Charges may apply to individuals accessing the Internet without a Library card. The Library does not endorse the viewpoints presented, or vouch for the accuracy of the available information from the Internet. The Library filters all public Internet stations in the children's area in compliance with the Children's Internet Protection Act (CIPA).

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Document Type:	Regulation
Number:	4.06a
Effective:	03-01-11
Revised:	03-01-11

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### FILTERING

The Library offers individual choice and parental choice for their own minor children among options for Internet access. Adults may choose filtered, unfiltered, or no access to the Internet. Children's cards are given filtered access by default, though staff will change a child's access level at the request of his or her parent or legal guardian. The same Internet access choices are available to patrons who do not have borrowing privileges. The Library accepts no responsibility for failures of the filtering software to block specific sites.

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Document Type:	Regulation
Number:	4.06b
Effective:	03-01-11
Revised:	03-01-11

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### WIRELESS ACCESS

The Library provides free wireless unfiltered access points for public Internet access. These access points allow users to connect to the Internet from their laptop computers within range of the access points.

Wireless users must abide by the Library's Computer Use Policies and Regulations while using the Library's wireless network.

Users are responsible for configuring their own equipment. The Library does not provide technical support for establishing or maintaining a connection nor equipment configurations. The Library is not responsible for any changes made to an individual computer's settings and does not guarantee that a user's hardware will work with the Library's wireless connection.

The Library is not responsible for any personal information (e.g., credit card) that is compromised, or for any damage caused to hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless-access users are individually responsible for maintaining up-to-date virus protection on personal laptop computers or wireless devices.

Document Type:	Policy
Number:	4.07
Effective:	03-01-11
Revised:	03-01-11

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### CONFIDENTIALITY OF RECORDS

Pursuant to Idaho Code, Sections 9-337 through 9-348, circulation records and other records identifying the names of library users with specific materials are confidential in nature. All Library employees are hereby advised that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or by legislative investigatory power. No library employee may release information about an individual's circulation record to a private individual unless it is the personal record of the individual patron making the request, or, the personal circulation record of the requesting patron's legal dependent.

The Library may generate various forms of ephemeral records with patron phone numbers, addresses, and/or email addresses for administrative and/or various business purposes such as telephone or email reference requests and questions, patron hold requests, program requests, PC reservations, etc. These records may exist in hard copy or electronic form and are destroyed on a regular and routine basis.

This policy is not to be interpreted as restricting in any way Library's own right to use circulation records or other borrower's records in its course of conducting normal library business.

Document Type:	Policy
Number:	5.01
Effective:	03-01-11
Revised:	03-01-11

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## COLLECTION DEVELOPMENT AND MAINTENANCE

The Board endorses and incorporates as a part of this policy the American Library Association's Library Bill of Rights (Exhibit 5.01a) and Freedom to Read Statement (Exhibit 5.01b). Since the Library's concern is the communication of ideas and information, these statements are extended for the purpose of this policy to include all material in any format. The purpose of this policy is to articulate the role of the Library's collection in the community and provide direction to staff members in their role as selectors.

In order to implement the collection development and maintenance policy, staff will design, and periodically revise, a list of criteria that will provide a framework for planning the content and nature of the Library's collection, for identifying the scope of the existing collection, and for developing plans for shaping a stronger collection. Specifically, staff will acquire, make available, and encourage the use of materials in all media that:

1. help people know more about themselves and their world;
2. supplement formal study and encourage informal self-education;
3. meet the diverse informational needs and recreational interests of all people in the community;
4. stimulate thoughtful participation in the affairs of the community, the country, and the world;
5. give access to a variety of opinions on matters of current interest and encourage freedom of expression;
6. support educational, civic, and cultural activities within the community;
7. aid in learning and improving job-related skills; and
8. assist the individual to grow intellectually and enjoy life more fully.

There is no single standard which can be applied in all cases when making an acquisition decision. Each type of material will be considered in terms of its own kind of excellence and the audience for which it is intended. Some materials will be judged primarily in terms of artistic merit, scholarship, or value as human documents; others will be selected to satisfy the recreational and entertainment needs of the community. Some materials evaluated are subject to widespread or local demand; items experiencing such demand may be added to the collection even though they do not meet the general and specific criteria routinely used by staff in making selection decisions.

The Board encourages public input on Library collections and invites Boise residents to make recommendations for purchases. Such recommendations will be given serious

consideration by Library staff in accordance with the general and specific criteria used in making selection decisions.

The Director or designee shall examine the collection regularly for the purpose of selection, assessment and retention of materials. The same criteria will be used in weeding materials from the collection as are used in their acquisition.

The ultimate responsibility for selection rests with the Director, who operates within the framework of this policy.

DRAFT

Document Type:	Exhibit
Number:	5.01a
Effective:	03-01-11
Revised:	03-01-11

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### LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

Document Type:	Exhibit
Number:	5.01b
Effective:	03-01-11
Revised:	03-01-11

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### FREEDOM TO READ STATEMENT

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious

thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Document Type:	Regulation
Number:	5.01c
Effective:	03-01-11
Revised:	03-01-11

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## THE NATURE AND QUALITY OF MATERIALS

To build a collection of merit and significance consistent with the Library's mission and strategic objectives, the Director or designee will evaluate materials against general and specific criteria; selections are made in accordance with one or more of these criteria:

### General Criteria

1. suitability of physical form for library use
2. suitability of subject and style for intended audience
3. present and potential relevance to community needs
4. appropriateness of medium to content
5. insight into human and social condition
6. importance as a document of the times
7. relation to existing collection and other material on subject
8. reputation and/or significance of author
9. skill, competence, and purpose of author
10. attention of critics, reviewers, and public
11. currency
12. affordability

### Specific Criteria for Works of Non-Fiction, Regardless of Format

1. scope and authority of subject matter
2. comprehensiveness and depth of treatment
3. objectivity
4. accuracy and logic of presentation
5. clarity of style
6. representation of challenging, though extreme or minority, point of view
7. scarcity of information in subject field

### Specific Criteria for Works of Fiction, Regardless of Format

1. representation of important movement, genre, trend, or national culture
2. vitality and originality
3. artistic presentation
4. sustained interest
5. effective characterization and/or a realistic portrayal of life
6. authenticity of historical or social setting

Staff will also consider the adequacy and availability of materials in other community agencies when making selection decisions. To avoid unnecessary duplication of materials, established special collections that are available for public and/or professional

use (e.g., State Law Library, corporate libraries) will be considered the primary sources for specialized materials.

The provision of curriculum-related materials is generally the responsibility of the schools, but the Library may provide materials that supplement and enrich the materials provided by the schools. Textbooks may be purchased for the collection when they supply information in areas in which they may be the best, or the only, source of information on a particular subject. When patron demand indicates the need for more curriculum-related materials for individual use by the public (as opposed to school classroom use), materials may be purchased to meet these needs to the extent funds allow without creating a collection imbalance in other areas.

DRAFT

Document Type:	Policy
Number:	5.02
Effective:	03-01-11
Revised:	03-01-11

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### EXCLUSION OF MATERIALS

The Library will review decisions regarding specific titles upon written request from a Boise resident. The Director or designee will provide a Request for Reconsideration form (Exhibit 5.02a) for this purpose.

When a completed Request for Reconsideration form is filed, the Library will begin its reconsideration process. This process consists of the following steps:

1. Staff will review the materials under consideration. The staff will communicate its decision to the patron in writing within 20 business days.
2. Should the patron not be satisfied with the staff's decision, the Director will review the material in question in consultation with appropriate staff. The Director will communicate his or her decision to the patron in writing within 20 business days.
3. The patron may appeal the Director's decision to the Board. The decision of the Board will be communicated to the patron and shall be final.

In considering Requests for Reconsideration, staff, the Director and the Board will consider each work as a whole, and individual passages will not be treated out of context. They will also consider the literary merit of works recognized as classics, even though classic works may contain words or sentiments which, today, are unacceptable.

No materials shall be excluded from the Library's collection solely because of coarse language or implicit or explicit treatment of certain situations, if a reasonably accurate picture of human experience is portrayed, or if the work is deemed a significant artistic endeavor.

Document Type: Exhibit  
 Number: 5.02a  
 Effective: 03-01-11  
 Revised: 03-01-11

**REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

(Please fill out this form completely and give it to a library staff member. Library management will reply to your request in writing.)

**TYPE OF MATERIALS: (Check one)**

	<b>Adult</b>	<b>Young Adult</b>	<b>Children</b>
<b>Fiction</b>			
<b>Non-Fiction</b>			
<b>Audiobook</b>			
<b>Movie/Documentary/ Television series</b>			
<b>Music</b>			
<b>Magazine/Newspaper</b>			
<b>Other (please specify)</b>			

TITLE \_\_\_\_\_

AUTHOR/PERFORMER \_\_\_\_\_

PUBLISHER/COPYRIGHT DATE \_\_\_\_\_

ITEM BARCODE \_\_\_\_\_

Request initiated by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Telephone \_\_\_\_\_

Email address \_\_\_\_\_ Library location \_\_\_\_\_

Do you represent:

\_\_\_\_\_ Yourself

\_\_\_\_\_ An Organization (name) \_\_\_\_\_

\_\_\_\_\_ Other group (name) \_\_\_\_\_

1. To what in the material do you object? (Please be specific; cite pages and specific passages. Use additional sheet if necessary.)

2. Are your objections based on (check all that apply):

\_\_\_\_\_ religious principles      \_\_\_\_\_ political beliefs  
\_\_\_\_\_ moral teachings      \_\_\_\_\_ inaccuracies in the material  
\_\_\_\_\_ other (please list) \_\_\_\_\_

3. Did you read, view or listen to the entire work? \_\_\_\_\_  
If not, what parts did you read, view or listen to? \_\_\_\_\_

4. What do you feel would be the result of reading, viewing, or listening to this material? \_\_\_\_\_

5. What parts of the work do you think are accurate and valuable? \_\_\_\_\_

6. What do you believe the theme of this work to be? \_\_\_\_\_

7. Are you aware of judgments of this work by professional critics? \_\_\_\_\_

8. For what age group would you recommend this work? \_\_\_\_\_

9. What action are you requesting the library take in regard to this work? \_\_\_\_\_

10. If you are requesting withdrawal of the work, what work would you recommend in its place that would convey as valuable a picture and perspective of the subject treated? \_\_\_\_\_

Signature

Date

Document Type:	Policy
Number:	6.01
Effective:	03-01-11
Revised:	03-01-11

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## GIFTS

Books and other materials will be accepted on the condition that the Director or has the authority to make whatever disposition is deemed advisable.

Staff members responsible for selection of materials will base their decision to include gift materials in the Library collection upon the following considerations:

1. whether they conform to the Library's standards of materials selection;
2. whether the physical condition is satisfactory; or
3. whether the Library needs the title or added copies of the title in its collection.

When the Library receives a cash gift for the purpose of memorial, tribute, or other materials, the selection may be made by the donor or, at the request of the donor, by the Director or designee. The general nature of the book, or its subject area, may be based upon the interests of the deceased or the wishes of the donor, and the needs of the Library. Should the donor indicate no preference for a specific use of the gift, the donation may be used in a way and for whatever materials or equipment are deemed to be of greatest need for the Library.

Gifts other than books shall be accepted or rejected on the basis of artistic quality, suitability to the Library's purposes, and availability of space for their display. The Director or designee has the authority to accept or reject such gifts; the decisions regarding acceptance of a specific gift shall be conveyed to the Board of Trustees and may be subject to further consideration by the Board. Gifts of money, real property, and/or stock will be accepted if they comply with state and city codes governing such gifts; provided, in accordance with Idaho State Code, stock will be sold, with the proceeds deposited in the Library's gift fund account.

The Library will not accept for deposit materials that are not outright gifts.

Document Type:	Policy
Number:	6.02
Effective:	03-01-11
Revised:	03-01-11

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### FACILITY NAMING

The Board will consider naming library facilities using the following criteria and will consider naming opportunities on a case by case basis.

1. Preference for facility names shall be given to names reflecting the geography or historical significance of the neighborhood the library will serve.
2. Generally, Board members will consider naming rights for individuals or families who donate a significant and substantial amount of the total construction cost of a project, typically one-half or more of its total cost.
3. The Board may choose to honor an individual, usually deceased, who has contributed to the public library's mission in the Boise area or state of Idaho.
4. The name of a company, organization, product or service will not typically be considered as a library facility name.
5. A library facility name may be changed in the future. A facility name is not guaranteed to remain in perpetuity.

The Board may organize a subcommittee to review and recommend facility names to the Board. The subcommittee will consist of two Board members, two appointees by the Mayor, two neighborhood representatives (recommended by the Board and approved by the Mayor), and the Director.

The Board will adopt any facility name at a regular Board meeting by majority vote.

The Director will be responsible for determining the manner in which the name is recognized.

Document Type:	Policy
Number:	7.01
Effective:	03-01-11
Revised:	03-01-11

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## MEETING ROOMS

The Board endorses the Library Bill of Rights as adopted by the American Library Association Council on January 23, 1980, which states: "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

Library-sponsored activities are given priority in the consideration of the use of the rooms; however, the Library will not cancel an existing reservation for the purpose of having a library program. Use of library meeting rooms for City functions will be permitted on the same basis as for other local community groups. Rooms are not available for social gatherings, fundraising, or commercial purposes. The deciding factor in identifying "commercial" meetings will be whether or not on site sales will be attempted or any form of solicitation for funds will be made on site. No products, services, or memberships may be advertised, solicited, or sold.

Staff will charge a reservation fee for the use of a library meeting room. Additional charges may apply to groups who wish to hold meetings outside of the Library's open hours.

Library-sponsored activities, Library auxiliary groups, Boise City recognized Neighborhood Associations, and City of Boise agencies are exempt from reservation fees.

The fact that a group is permitted to meet at the public library does not in any way constitute an endorsement by the staff or Board of the users or their beliefs.

In consideration of the use of a meeting room, each organization agrees that it will pay for all damage to any property of the City of Boise resulting directly or indirectly from the conduct of any member, officer, employee, or agent of the organization, or any of its invitees; and it will save and hold harmless and indemnify the City of Boise and the Boise Public Library from and against any and all liability which may be imposed upon them, or either of them, for any injury to persons or property caused by the organization or any person in connection with a meeting.

Document Type:	Regulation
Number:	7.01a
Effective:	03-01-11
Revised:	03-01-11

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### MEETING ROOM RESERVATIONS

Staff will process a room reservation only upon payment of any applicable fee and receipt of a signed reservation form. Reservations for use of meeting rooms at the Main Library are made at the second floor Reference Desk. Reservations for use of the branch library community rooms are made at the service desk at each branch library. Reservations must include the name of the organization, time period desired, number of persons expected, the name and telephone number of the person responsible, and the purpose or function of the meeting. Rooms are assigned in order of receipt of application. Inquiries concerning the meeting in question may be referred to the person signing the room reservation form for the organization.

Rooms may be reserved no more than four months in advance without written permission from the Director. Such permission is also required to make or accumulate more than one reservation for the Hayes Auditorium or to make or accumulate more than four reservations for any other library meeting room. Library-sponsored activities, Library auxiliary groups, Boise City recognized Neighborhood Associations, and City of Boise agencies are exempt from these requirements.

Staff will charge fees for the use of library meeting rooms as described in 4.03 Fines and Fees.

A full refund of the reservation fee is permitted if the staff of the Main Library or branch libraries, whichever is applicable, is notified of the cancellation, in writing, two working days prior to the meeting date. Reservations cancelled less than two working days before the scheduled meeting will be assessed a cancellation fee.

Upon adequate notice and for adequate reasons, the Library reserves the right to revoke permission to use any meeting room. The Director is authorized to deny permission for the use of library rooms to any group that violates these regulations.

Document Type:	Regulation
Number:	7.01b
Effective:	03-01-11
Revised:	03-01-11

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### RULES FOR MEETING ROOM USE

The following rules of use must be followed any person using library meeting rooms:

1. If refreshments are served, due care and consideration must be given to the preservation of the library carpet and furnishings. Each group shall be responsible for providing its own serving equipment and for cleaning up after use.
2. All meetings held within the Main Library public service areas must conclude when the library closes; all meetings held in the Main Library auditorium must conclude, and participants vacate the library, no later than one-half hour after the library's closing time.
3. All meetings held at branch locations must conclude at closing time unless otherwise negotiated with the branch manager.
4. In compliance with Idaho State law, smoking in all meeting rooms is prohibited.
5. Organizations holding meetings assume responsibility for any damage to room or contents. No additional furniture or equipment other than that furnished by the library is to be used without library approval, excluding projectors and screens. The room must be cleared of abovementioned furniture and equipment, as well as any other items used (boxes, brochures, etc.) at the end of the meeting, unless written permission to leave the materials has been secured in advance from the Director.
6. The room must be left in a neat and orderly condition and in the order in which it was found. If not, notice will be given to the group that a second offense will result in its being denied further use of library rooms.
7. No admission fee for the event taking place in the meeting room, no matter how or where collected, may be charged by any group or individual using library meeting rooms, either at the Main Library or at the branch library community rooms, without permission in advance from the Director. It is understood that legitimate dues and membership fees do not constitute admission fees.
8. Although a group is not required to announce open attendance at its meeting, it may not exclude any member of the public from attending a meeting held in a public meeting room of the main library or branch library community rooms. No meeting announcements may indicate that the meeting is closed to nonmembers.

9. The Friends of the Boise Public Library, Inc. and the Boise Public Library Foundation, Inc. may use the name and address of Boise Public Library as the headquarters and official address of the organization. No other organization may do so.
10. Use of the meeting rooms may not disrupt the use of the Library by others. Persons attending the meetings are subject to all library rules and regulations.
11. Upon adequate notice and for adequate reasons, the library reserves the right to revoke permission to use any meeting room. The Director is authorized to deny permission for the use of library rooms to any group that violates these regulations.
12. All news releases, publicity, or advertisements relating to any program or meeting held in one of the library's meeting rooms shall clearly state the name of the sponsoring organization or individual and shall not imply that the program or meeting is sponsored by the library unless the library has formally agreed to co-sponsorship.

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Document Type:	Policy
Number:	8.01
Effective:	03-01-11
Revised:	03-01-11

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## DISPLAYS

The Library will consider requests from organizations, businesses, and industries to exhibit displays and post advertisements and brochures. Approval of materials for display or distribution ultimately shall be at the sole discretion of the Director. In all instances, the Library reserves the right to refuse any materials for exhibit, display, or posting. It is the policy of the Library not to advertise commercial endeavors unless the Library is a beneficiary of those endeavors. The Library will attempt to protect material displayed, but cannot be responsible for loss or damage to such material.

The Board hereby defines the conditions under which items may be accepted for display or posting in the Library:

1. The Director or designee may determine the suitability of a given item for display or posting, considering both the facilities available and the objectives of the Library.
2. Display items will be accepted for limited times only. In general, these periods will not exceed 30 days. Requests for a longer display period may be made to the Director.
3. No liability for loss of, or damage to, display items is assumed either by the Library or by Boise City. Exhibitors are advised to carry their own insurance; such insurance should indemnify exhibitors for the entire value of items to be exhibited at the library.
4. In the event that the owner of the display does not reclaim it within 30 days of the ending date for the loan, the Library will make every effort to sell and dispose of the property in accordance with applicable Idaho law.
5. A display application form, clearly stating the duration of the display and its terms, will be completed and signed in every case and must be on file in the Library Administration office before displays will be approved. (Exhibit 8.01b)

Document Type:	Regulation
Number:	8.01a
Effective:	03-01-11
Revised:	03-01-11

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### DISPLAY CASES

Upon completion of the display form (Exhibit 8.01b), displays of crafts or artifacts will be scheduled by staff as designated by the Director.

Display cases may be used for one month, unless other arrangements are made in advance. It is the responsibility of the individual or organization using the cases to arrange and label the items.

DRAFT

Document Type: Exhibit  
Number: 8.01b  
Effective: 03-01-11  
Revised: 03-01-11

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LOANED OBJECT DISPLAY AGREEMENT

Loan Agreement between the Boise Public Library and:

Owner: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Description of objects loaned for display or exhibition (quantity, appearance, condition):

\_\_\_\_\_  
\_\_\_\_\_

Borrowed on \_\_\_\_\_

To be returned \_\_\_\_\_

Owner's estimated value of loaned object(s) \_\_\_\_\_

Owner's insurance carrier and policy number: \_\_\_\_\_

I, \_\_\_\_\_, hold, covenant and agree to indemnify and  
(Owner or Owner's Authorized Representative)

save and hold harmless Boise City and Boise Public Library from and against any and all loss, damage, injury, liability and claims for loss, damages or injuries to persons or property or loaned object(s) arising out of the loan of the above-described object(s) to Boise Public Library for display or special exhibit purposes. If I have not physically reclaimed the loaned object(s) from Boise Public Library within thirty (30) days of the date to be returned specified above then I hereby authorize Boise City and/or Boise Public Library to sell and dispose of the loaned object(s) or to transfer said object(s) to another entity and waive any claims to the loaned object(s) or consideration received for the loaned object(s) by the owner, his/her heirs, assigns or those in probity with the owner. Whatever monies or other consideration Boise City or Boise Public Library has received upon sale or disposition of the loaned objects may, after being held in trust for a period of six (6) months, be deemed a gift to the Boise Public Library, free and clear of any claim on the part of the owner.

By executing this document, I agree to the terms stipulated above and hereby certify and swear that I am the owner of the loaned object(s) or the owner's duly authorized representative and that I am authorized to execute this document and enter into and bind the owner to the obligations cited herein.

Signed and effective this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_:

\_\_\_\_\_  
Owner or Owner's Authorized Representative

\_\_\_\_\_  
Boise Public Library Authorized Representative

Document Type:	Policy
Number:	8.02
Effective:	03-01-11
Revised:	03-01-11

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### BULLETIN BOARDS

The Library may permit distribution of, or may post on its bulletin boards, announcements of the cultural activities of the community (those concerned with literature, art, music, drama, and related activities) and public announcements of general interest to the community.

DRAFT

Document Type:	Regulation
Number:	8.02a
Effective:	03-01-11
Revised:	03-01-11

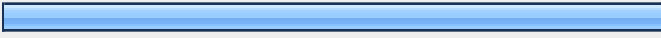
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### BULLETIN BOARD GUIDELINES

Postings to Library bulletin boards are subject to the following guidelines:

1. Under no circumstances will postings be allowed on the grounds or on the outside of any Library building.
2. Posters, notices, and material for distribution shall be submitted to staff. Nothing may be posted or removed from bulletin boards except by staff.
3. Items to be posted or distributed must be delivered to the Library for approval. Approved items will be date-stamped and posted. All items will be removed by authorized staff members immediately following the event advertised. Posted materials which do not advertise a specific event will be removed 30 days after posting. All items will be discarded upon their removal. The Library will discard all items not approved for posting or distribution.
4. Posters and notices with printed price charges may be accepted, but not those announcing events designed to make a profit for a commercial enterprise.
5. In the field of education, only those announcements of courses given by educational institutions or sponsored by recognized community groups (e.g., the Chamber of Commerce) may be accepted.
6. Announcements concerning interdenominational religious activities (e.g., joint Good Friday services) may be accepted, but not those of individual churches, sects, or cults.
7. Items for public review and comment are received at the 3rd floor reference desk of the Main Library or at any service desk in the Library's branch locations. Individuals submitting these materials must leave a contact name, phone number, and date on which the materials will be picked up or after which they may be discarded. Items not collected after the comment period expires are considered gifts to the Library, as are items left without a pick-up date.
8. Individuals representing themselves or a group are strictly forbidden to distribute advertising literature, circulate or post petitions, or solicit funds for any purpose either in a Library building or in any place on the premises that would interfere with the ability of staff or patrons to conveniently enter or exit the building.
9. Non-Library sale of any item(s) in any Library building or anywhere on Library grounds is allowed only with the written permission of the Director or designee. Under limited circumstances, the Library may act as an agent to sell materials. The determining factor in allowing sales or acting as the agent for sales will be whether the Library is a beneficiary of the sale.
10. Posting of notices and distribution of material does not imply endorsement by the Library.

# Systemwide Customer Satisfaction Survey

1. Date response was collected:			Response Percent	Response Count
Tuesday, October 26, 2010			100.0%	498
			<i>answered question</i>	498
			<i>skipped question</i>	0

2. Please tell us about your experience today at the Library.								
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Rating Average	Response Count	
I would recommend this library to a friend or family member.	<b>79.3%</b> <b>(394)</b>	18.1% (90)	1.4% (7)	0.4% (2)	0.8% (4)	4.75	497	
I like this library's atmosphere.	<b>73.3%</b> <b>(363)</b>	21.4% (106)	3.2% (16)	1.4% (7)	0.6% (3)	4.65	495	
Employees at this library seem interested in helping me.	<b>75.9%</b> <b>(375)</b>	19.2% (95)	4.0% (20)	0.2% (1)	0.6% (3)	4.70	494	
This library's employees have the skills and expertise to help me.	<b>70.6%</b> <b>(346)</b>	22.4% (110)	5.7% (28)	0.6% (3)	0.6% (3)	4.62	490	
I found what I was looking for at the library today.	<b>70.8%</b> <b>(345)</b>	19.9% (97)	6.2% (30)	2.7% (13)	0.4% (2)	4.58	487	
Overall, I had a good experience at the library today.	<b>76.6%</b> <b>(376)</b>	20.6% (101)	1.4% (7)	0.6% (3)	0.8% (4)	4.71	491	
							<i>answered question</i>	497
							<i>skipped question</i>	1


### 3. What was the purpose of your visit today? (please check all that apply):

	Response Percent	Response Count
Use a computer	42.0%	198
Pick up a hold	28.2%	133
Homework/school assignment	10.8%	51
See friends, socialize, etc.	9.1%	43
Read magazines and/or newspapers	8.3%	39
<b>Find a book, movie, or CD</b>	<b>57.7%</b>	<b>272</b>
Attend a program/event for adults	1.7%	8
Attend a program/event for youth	2.8%	13
Other (please specify)		70
	<b>answered question</b>	<b>471</b>
	<b>skipped question</b>	<b>27</b>

### 4. Which of the following categories contains your age?

	Response Percent	Response Count
11 or under	5.3%	26
12-17	7.1%	35
<b>18-35</b>	<b>30.3%</b>	<b>149</b>
36-54	28.1%	138
55-64	14.7%	72
65 or older	14.5%	71
	<b>answered question</b>	<b>491</b>
	<b>skipped question</b>	<b>7</b>

# Systemwide Customer Satisfaction Survey

1. Location where response was collected:			Response Percent	Response Count
Library! at Collister			0.0%	0
Library! at Hillcrest			0.0%	0
Library! at Cole & Ustick			0.0%	0
<b>Main Library</b>			<b>100.0%</b>	<b>139</b>
<b>answered question</b>				<b>139</b>
<b>skipped question</b>				<b>0</b>

2. Please tell us about your experience today at the Library.							
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Rating Average	Response Count
I would recommend this library to a friend or family member.	<b>79.1% (110)</b>	20.9% (29)	0.0% (0)	0.0% (0)	0.0% (0)	4.79	139
I like this library's atmosphere.	<b>68.3% (95)</b>	24.5% (34)	4.3% (6)	2.9% (4)	0.0% (0)	4.58	139
Employees at this library seem interested in helping me.	<b>75.9% (104)</b>	19.0% (26)	5.1% (7)	0.0% (0)	0.0% (0)	4.71	137
This library's employees have the skills and expertise to help me.	<b>71.3% (97)</b>	18.4% (25)	9.6% (13)	0.7% (1)	0.0% (0)	4.60	136
I found what I was looking for at the library today.	<b>74.1% (100)</b>	15.6% (21)	5.9% (8)	4.4% (6)	0.0% (0)	4.59	135
Overall, I had a good experience at the library today.	<b>73.9% (102)</b>	22.5% (31)	2.2% (3)	1.4% (2)	0.0% (0)	4.69	138
<b>answered question</b>							<b>139</b>
<b>skipped question</b>							<b>0</b>

# Systemwide Customer Satisfaction Survey

1. Location where response was collected:		
	Response Percent	Response Count
Library! at Collister	0.0%	0
Library! at Hillcrest	0.0%	0
<b>Library! at Cole &amp; Ustick</b>	<b>100.0%</b>	<b>154</b>
Main Library	0.0%	0
<b>answered question</b>		<b>154</b>
<b>skipped question</b>		<b>0</b>

2. Please tell us about your experience today at the Library.							
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Rating Average	Response Count
I would recommend this library to a friend or family member.	<b>80.5% (124)</b>	15.6% (24)	1.3% (2)	1.3% (2)	1.3% (2)	4.73	154
I like this library's atmosphere.	<b>78.9% (120)</b>	17.8% (27)	0.7% (1)	2.0% (3)	0.7% (1)	4.72	152
Employees at this library seem interested in helping me.	<b>74.7% (115)</b>	18.2% (28)	5.2% (8)	0.6% (1)	1.3% (2)	4.64	154
This library's employees have the skills and expertise to help me.	<b>69.1% (105)</b>	25.0% (38)	4.6% (7)	0.0% (0)	1.3% (2)	4.61	152
I found what I was looking for at the library today.	<b>68.9% (104)</b>	21.2% (32)	7.3% (11)	1.3% (2)	1.3% (2)	4.55	151
Overall, I had a good experience at the library today.	<b>77.6% (118)</b>	19.7% (30)	0.7% (1)	0.7% (1)	1.3% (2)	4.72	152
<b>answered question</b>							<b>154</b>
<b>skipped question</b>							<b>0</b>

# Systemwide Customer Satisfaction Survey

## 1. Location where response was collected:

	Response Percent	Response Count
Library! at Collister	100.0%	77
Library! at Hillcrest	0.0%	0
Library! at Cole & Ustick	0.0%	0
Main Library	0.0%	0
<b>answered question</b>		<b>77</b>
<b>skipped question</b>		<b>0</b>

## 2. Please tell us about your experience today at the Library.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Rating Average	Response Count
I would recommend this library to a friend or family member.	<b>86.8% (66)</b>	10.5% (8)	1.3% (1)	0.0% (0)	1.3% (1)	4.82	76
I like this library's atmosphere.	<b>82.9% (63)</b>	15.8% (12)	1.3% (1)	0.0% (0)	0.0% (0)	4.82	76
Employees at this library seem interested in helping me.	<b>81.3% (61)</b>	16.0% (12)	2.7% (2)	0.0% (0)	0.0% (0)	4.79	75
This library's employees have the skills and expertise to help me.	<b>78.4% (58)</b>	17.6% (13)	2.7% (2)	1.4% (1)	0.0% (0)	4.73	74
I found what I was looking for at the library today.	<b>68.4% (52)</b>	22.4% (17)	7.9% (6)	1.3% (1)	0.0% (0)	4.58	76
Overall, I had a good experience at the library today.	<b>84.0% (63)</b>	13.3% (10)	2.7% (2)	0.0% (0)	0.0% (0)	4.81	75
<b>answered question</b>							<b>76</b>
<b>skipped question</b>							<b>1</b>

# Systemwide Customer Satisfaction Survey

1. Location where response was collected:		
	Response Percent	Response Count
Library! at Collister	0.0%	0
<b>Library! at Hillcrest</b>	<b>100.0%</b>	<b>128</b>
Library! at Cole & Ustick	0.0%	0
Main Library	0.0%	0
<b>answered question</b>		<b>128</b>
<b>skipped question</b>		<b>0</b>

2. Please tell us about your experience today at the Library.							
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Rating Average	Response Count
I would recommend this library to a friend or family member.	<b>73.4% (94)</b>	22.7% (29)	3.1% (4)	0.0% (0)	0.8% (1)	4.68	128
I like this library's atmosphere.	<b>66.4% (85)</b>	25.8% (33)	6.3% (8)	0.0% (0)	1.6% (2)	4.55	128
Employees at this library seem interested in helping me.	<b>74.2% (95)</b>	22.7% (29)	2.3% (3)	0.0% (0)	0.8% (1)	4.70	128
This library's employees have the skills and expertise to help me.	<b>67.2% (86)</b>	26.6% (34)	4.7% (6)	0.8% (1)	0.8% (1)	4.59	128
I found what I was looking for at the library today.	<b>71.2% (89)</b>	21.6% (27)	4.0% (5)	3.2% (4)	0.0% (0)	4.61	125
Overall, I had a good experience at the library today.	<b>73.8% (93)</b>	23.8% (30)	0.8% (1)	0.0% (0)	1.6% (2)	4.68	126
<b>answered question</b>							<b>128</b>
<b>skipped question</b>							<b>0</b>

LOCATION	COMMENT
Main Library	:) !
Main Library	The library needs more cd's under WELSH-Celtic. It seems as though to most people Celtic=Irish or Scottish.
Main Library	This library's employees have the skills and expertise to help me was hand written N/A
Main Library	Could have more DVDs available.
Main Library	I especially appreciate the librarians in the juvenile section who have great recommendations for my kids. They are never wrong.
Main Library	This is a wonderful library with fabulous personnel. I have used it for years and will continue to do so no matter that we have computers, movies, dvds, cds..... There is something special about being in a place where information is shared and curiosity satisfied.
Main Library	The Nampa library needs to be open on Sundays as well.
Main Library	This library have a to many good things on verry important things to me. Most all worker are nice people thanks so much for that.
Main Library	I am very proud of the ! on the side of the library buildings. It is on of my favorite things about Boise-Really! I talk about it. I point it out to people and it is something I think we should take great pride in as a community. It is Brilliant :) and gets me excited about the library just like it is supposed to. :)
Main Library	You need more parking. It took me 5-10 minutes to find a parking space. Maybe it was a rainy day.
Main Library	Parking is an issue!!!!
Main Library	I did not find what I was looking for at the library today because audio and book were checked out. 5 books. they are book club books, I have them on hold. Hillcrest is most friendly. I go to all of them.
Main Library	Employees at this library seem interesed in helping me more in the children area
Main Library	The 10:15 storytime by Tamra is one of the best I have ever experienced!
Main Library	onerous anonncments for improperly parked bicycles really necessary? So to security guard what a waste. Simply get two fit librarians tasers; an save by calling cops. The funary urn is front apropos to the death of truth(veritas) on web and lib. selection of poltical books (lies) Why not terminal to show computer Q near magazines?
Main Library	Employees at the libray seem interested in helping me even when my attitude was less than reasonable.
Library! at Cole & Ustick	Would like to a kiosk w/local business items. Looking forward to the fireplace! Would love to be able to have more than 5 holds! Would love a game night around the fireplace for (young) adults. Would love more story times-10:30 is awkward for my 1-year-old's nap. Would like a book club. Would like author visits. LOVE THE LIBRARY!
Library! at Cole & Ustick	Very nice place! Thank you!
Library! at Cole & Ustick	I love this library. It's always a good experience to be here. I've always been I helped when I needed it.
Library! at Cole & Ustick	This library is awesome, I always enjoy coming here.
Library! at Cole & Ustick	Love the library setup-look very modern. Would always like to see a few more toys in play area for children. Thanks!
Library! at Cole & Ustick	need to bring different book in more often; selection doesn't change often enough.
Library! at Cole & Ustick	Love the selection of sewing and craft books. Also love that Wii games are available.
Library! at Cole & Ustick	Great location glad it's here!
Library! at Cole & Ustick	Great facility
Library! at Cole & Ustick	Nice place to visit!
Library! at Cole & Ustick	I really enjoy the library.
Library! at Cole & Ustick	The library location look excellent & the employees are very helpful!
Library! at Cole & Ustick	only 1 candy?!
Library! at Cole & Ustick	The only thing this library lacks is space to seclude oneself in a quiet area to study. Both of the areas that have seating for studying also have computers close by, which can be loud. maybe there could be one area for computers and one area where people sit to study?
Library! at Cole & Ustick	I am very pleased to have such a nice neighborhood library. I am a regular library patron and would visit the downtown library often too. However, it's really nice to have one nearby!

Library! at Cole & Ustick	It's wonderful to have this nearby and friendly library. When I have wanted materials, this library often had mor or less what I wanted or got it through inter-library loan. Staff is great. Ted P.S. I would appreciate night programs of whatever sorts of things experts or interested citizens might want to talk about.
Library! at Cole & Ustick	It is unfortunate that this neighborhood has such a high concentration of sex offenders. Library staff seem very aware of child/adult interactions and reinforcing library and computer use behavior that keeps kids safer from perverts. Thanks!
Library! at Cole & Ustick	You're real good people. We need this place really bad.
Library! at Cole & Ustick	I think that the librarian should have time to obtain knowledge about children's books. Or hire a children's librarian, as an alternate.
Library! at Cole & Ustick	They're friendly. I love this library.
Library! at Cole & Ustick	I always enjoy coming to this branch, and I feel it has added a lot to our neighborhood. I always feel good when I leave. Thank you for your services.
Library! at Cole & Ustick	Stuff is great from what I observed. I came in to study only. Didn't use any services other than a table & chair. Very well used library. Lots of talking. Perhaps not best place for intense studying.
Library! at Cole & Ustick	1. Don't like the table so close to audio books. I'd like a chair there because I have MD & need to sit while I look but chairs are usually occupied by computer users. If they are obese, I can hardly get to the audio books. Today, a couple covered their screen for privacy. I was reading book backs but felt their discomfort. 2. Having ADHD, I could not possibly do research or barely read a book cover here. A darn shame for me. As an artist, I love the beauty of this place which I can't enjoy due to noise level & crowds. 3. I live about 1/2 mile away - am grateful to pick up holds & drop off. 4. Even 1/2 mile away, I'm often late. I run a non-profit (love having meeting rooms!) and am disabled - sometimes can't leave the house. Can't I keep things an extra week? I don't mind waiting for things to become available when others have them. Why not a quiet area and talk area separate? Or partitions?
Library! at Cole & Ustick	My experience was great here. Found what I need and it was nice and quiet.
Library! at Cole & Ustick	I do not like to be spied on by security - I find it disrespectful. The lighting leaves a lot to be desired too much glare. Too hot this summer. Let's see how cold it gets this winter.
Library! at Cole & Ustick	Sometimes this library feels crowded. The library could be bigger.
Library! at Collister	We love our Collister library. I know that our refugee communities benefit from it as well. The employees are wonderful. Mu only criticism - you need better quality printers.
Library! at Collister	I would prefer to have the library at Collister open on Mondays and possibly closed on Sundays. Mondays are important research days.
Library! at Collister	Love the online account management! Very easy to use. This location seems quieter than others like Cole or Main. They are noisier.
Library! at Collister	The only complaint I have is the \$1.00 a day late fee on DVDs . . . that is too much!
Library! at Collister	Great place to meet a gal
Library! at Collister	The employees are very helpful and friendly.
Library! at Collister	The staff is wonderful! Thank You!
Library! at Collister	This library has an excellent atmosphere and friendly (friendliest) staff I have ever seen.
Library! at Collister	I so appreciate the Collister Branch! I use it regularly - convenient to my home, use of library website to request books, freindly, helpful staff.
Library! at Collister	would like you to be open on Mondays
Library! at Hillcrest	Not all employees seem interested in helping me.
Library! at Hillcrest	Staff extremely interested in helping me.
Library! at Hillcrest	Creepy outside!
Library! at Hillcrest	We love this library (smiley face)
Library! at Hillcrest	This is a lovely library and good atmosphere
Library! at Hillcrest	This Library has very nice Good-Hearted people Here and it's nice and calm atmosphere. Here to Thanks for pleasant times Here God Bless You Amen. Robert E. Bager
Library! at Hillcrest	I appreciate the closeness of the library. My non-profit works with military families, often who are short on money. I recommend you all the time to them.
Library! at Hillcrest	Compared to other librарys I have visited this one was the most friendly and had a great atmosphere! (smiley face)
Library! at Hillcrest	1 person, she was rude but everyone here today was great. Thank you very much for Being so convenient, and very helpful and nice.

## **Boise Public Library Proposed Closures for Calendar Year 2011**

The Library will be closed for each Boise City recognized holiday. Proposed variations are indicated in italics with an (\*) and are not considered paid staff holidays. Staff will flex their schedules as appropriate.

<i>* Saturday, January 1, 2011</i>	<i>New Year's Day (December 31, 2010, is the City's paid holiday.)</i>
Monday, January 17, 2011	Martin Luther King Birthday/ Human Rights Day
Monday, February 21, 2011	President's Day
<i>* Sunday, April 24, 2011</i>	<i>Easter Sunday</i>
Monday, May 30, 2011	Memorial Day (observed)
Monday, July 4, 2011	Independence Day
Monday, September 5, 2011	Labor Day
<i>* Monday, October 10, 2011</i>	<i>Columbus Day (observed) (Staff In-service Day: library to be closed for staff training)</i>
Friday, November 11, 2011	Veteran's Day
Thursday, November 24, 2011	Thanksgiving Day
<i>* Sunday, December 25, 2011</i>	<i>Christmas Day (December 26, 2011, is the City's paid holiday.)</i>
Monday, December 26, 2011	Christmas Day