

Policy Review
December 2011

Section 3.00 – Services:

- 3.04 Interlibrary Loan
- 3.04a Limits on Interlibrary Loan Service

Staff Recommendations:

Review the addition of regulation 3.04a Limits on Interlibrary Loan Service to policy 3.04 Interlibrary Loan.

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

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 not charge patrons a 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.

Document Type:	Regulation
Number:	3.04a
Effective:	12-12-11
Revised:	12-07-11

LIMITS ON INTERLIBRARY LOAN SERVICE

Interlibrary Loan service is available only to holders of Borrower's, Non-Resident, or Corporate cards issued by Boise Public Library or Ada Community Library. A cardholder may request up to three items each week.

Textbooks, items with current year copyright, and audiovisual items such as CDs and DVDs are not available through the Interlibrary Loan service.

Items requested via Interlibrary Loan will be held for pickup for ten days or for the duration of the loan period, whichever is shorter. Loan periods are set by the institutions loaning these items and may be shorter than those set by Boise Public Library for similar items.

Fines for overdue Interlibrary Loan items are charged at \$.25 per item per day and cardholders will be charged the replacement cost of any items lost. Items are considered lost 30 days after the due date. Cardholders who return items late or fail to return items may have their Interlibrary Loan privileges suspended or revoked.

Interlibrary Loan items may be renewed in some cases, depending on the decision of the institution that owns the borrowed item. Requests for renewals should be made prior to the item's due date.



**A REPORT FROM
THE OFFICE OF INTERNAL AUDIT**

**PRESENTED TO THE CITY COUNCIL
CITY OF BOISE, IDAHO**

AUDIT / TASK: #11-07, Library Operations
AUDIT CLIENT: Boise Public Library
REPORT DATE: November 17, 2011
AUDIT GRADE: Satisfactory

REPORT AUTHOR: Steve Rehn CIA, CFSA
APPROVED FOR RELEASE: Steve Rehn CIA, CFSA
**AUTHORITY: Boise City Code, 1-09-03
FY2011 Work Plan**

REPORT OF AUDIT ACTIVITIES

Task #11-07, Library Operations

Date of Audit: July 15, 2011

INTRODUCTION

Library services within the City of Boise have existed since 1895, when members of an organization known as the Columbian Club first began offering subscription services and a reading room in City Hall. Approximately ten years later, in 1905, services were expanded as the city's Carnegie Library opened its doors. The Carnegie building continued its service to the community until 1973, when the current main Library site was acquired, renovated, and opened to the public.

Over the years, services and methods of delivery have expanded, keeping pace with the growth of the city, and with emerging technologies. Today, the Boise Public Library (BPL) is comprised of and delivers services through the main Library facility; through branches on State Street, on Overland Road, and on Ustick; via the Bookmobile program; and also through on-line services. Long-range plans are in place for the construction of an additional branch in east Boise, as well as possible integration of the current Ada Community Library system into the Boise system. Functionally, BPL is organized into five functional; Community Relations, Operations / Outreach, Main Library Services, Neighborhood / Branch Libraries, and Acquisitions and Collections Development. In order to successfully fulfill its mission, stated as...

"We assist community members in educating themselves and enhancing their personal, business, and social well-being through the use of our libraries"

...BPL maintains an extensive collection of hard copy materials covering a wide array of topics and target audiences; the current collection consists of over 2.3 million items. The Library also provides electronic access to materials, and participates in a "Consortium" that allows library patrons in the region to avail themselves of access to materials and services at any of the other member libraries. A wide array of programs targeted to various demographic groups is also offered. Combined visits to the BPL system exceed 1.3 million per year. Over 66,000 individuals participated in BPL program and activity offerings.

Current and subsequent years' budgeted revenue and expenditures are:

Category	2011	2012
Revenues – all Divisions	\$ 549,000	\$ 564,000
Expenditures – all Divisions	\$ 8,868,000	\$ 8,716,000

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SCOPE AND METHODOLOGIES

The overall purpose of the audit was to gain a reasonable degree of assurance that the control environment within Library, and within the various operational components, was adequate – that the units were functioning in an efficient and effective manner; that resources were properly safeguarded; that goals and objectives were being met; and that activities complied with applicable policy, law, and/or regulation. Internal Audit defined the following specific objectives / areas for review and testing during the engagement:

- Perform a high-level review of revenues and expenditures by division, and analyze service delivery processes
- Determine whether operations are in compliance with applicable legal-regulatory requirements
- Perform a financial and compliance review of the current LYNX! Consortium Agreement with partner libraries, and any other major contracts or partnerships
- Determine whether grants and gifts are being utilized for the purposes intended by the grantor / gifting entity
- Analyze Library's targeted programs from a cost / benefit per participant standpoint
- Review Acquisitions and Collections Maintenance processes

Internal Audit established the scope of the review to include all related activity that occurred within the previous three-plus fiscal years; beginning October 1, 2007 and ending June 30, 2011.

Internal Audit utilized methodologies consisting of observations, interviews, detail testing, and analysis in order to achieve the identified objectives. All activities were planned and conducted so as to adequately support the findings, comments, and recommendations contained within this report.

REPORT OF AUDIT ACTIVITIES

EVALUATION AND COMMENTS

Based on the results of the work performed in and around the Boise Public Library's administrative and operational functions, Internal Audit believes that current operations within the Department are best characterized as functioning at a "**Satisfactory**" level when viewed from the standpoint of overall operational integrity and general business practices. A "Satisfactory" grade generally depicts a level of performance where reportable issues exist, though they are not encountered frequently enough to take on the appearance of a pattern of practice.

Audit identified opportunities for improvements in areas that are significant to the LYNX Consortium agreement, and to the cost sharing provisions memorialized within that document. The LYNX agreement currently covers 11 qualifying Library systems, including all libraries in the Treasure Valley area, Mountain Home, Twin Falls, and Hailey. It provides for the creation and maintenance of an on-line index, cataloging, and patron database known as "ILS." LYNX also creates a local courier service that allows patrons in the valley to check out and return books from / to any member library in the system. Finally, the method for apportioning costs attributable to these services to the LYNX member libraries is formalized. Our findings in this area suggest that more accurate cost build-ups, and alteration of allocation processes to match requirements contained within a new iteration of the contract will present Boise Public Library with the opportunity to defray an estimated \$25,500+ of Consortium-related expense that is currently being borne solely by the Library. Refer to the "Findings and Recommendations" that follow for additional details relative to these issues.

Audit also provided management with observations relative to use of certain areas within the main Library facility by two non-profits that are supportive of the Library's missions, goals, and objectives. While we did leave follow-up and correction to management's discretion, we nevertheless believe that memorializing those arrangements through lease agreements would represent a mitigation of risk as well as a best practice. Please see "Other Area of Concern" at page 10 of the report.

*(Refer to **Appendix A** for additional details concerning Internal Audit's existing grading scale.)*

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FINDINGS AND RECOMMENDATIONS

Audit's Findings are detailed below; including any recommendations that were made, and management's responses to those suggestions.

1. **FINDING: System Cost-Sharing Provisions**

While reviewing Library's FY11 LYNX Consortium Agreement's member cost sharing provisions, Internal Audit noted the following issues:

- The cost share formula utilized to invoice Consortium Members during FY11 was not equivalent to the cost apportionment percentages dictated by the current agreement. The Department utilized a Pro Rata Cost Share Formula for QR1 and QR2 billings that contained a cost driver (Staff PC's) that was weighted incorrectly at 2X. The current Agreement stipulates that all drivers (including Staff PC counts) will be equally weighted at 1X. This formulaic error resulted in some member libraries being either under or overcharged depending upon their relative counts of Staff PC's in comparison to other member counts. The net result annual result to BPL is the incurrence of \$1,684 of additional costs for FY11.
- Internal Audit noted for FY11 that all Consortium Members were under allocated Information Technology labor and fringe benefit costs of \$12,246 or 23.28%. Consortium members were being billed \$52,590 for IT Support Costs. The actual amount of IT Support Costs budgeted for this function for FY11 is \$64,835.

We note that the Boise Public Library will receive a total of \$9,758 from other Consortium Members for FY11 if the Pro Rata Formula and FY11 IT labor/fringe cost amounts are corrected.

RECOMMENDATION:

Internal Audit makes the following specific recommendation with respect to these audit findings: (1) Align the current Cost Share Formula that is utilized for FY11 Consortium billing purposes with the specific requirements contained in the current effective agreement; and, (2) Adjust the 4th Quarter Consortium member invoices to correct the erroneous allocation formula and IT labor/fringe costs incurred during FY11 QR1 to QR3.

MANAGEMENT RESPONSE:

The Library agrees with the findings and recommendations and regrets the error in the formula application and calculation. The formula has been corrected to reflect the requirements listed in the agreement on page 9, (Section F, Subsection 5a). The revised agreement and formula were formally adopted in January 2011.

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Boise Public Library presents annualized costs and quarterly billing information to LYNX members in October of each year to facilitate budget and fiscal planning for each member library. The annual billing information was sent to LYNX members in October 2010 for FY11. Unfortunately, FY11 4th quarter billing statements could not be adjusted prior to the end of the fiscal year. However, the new annual billing information sent to members this October includes the correct and updated billing information per Internal Audit's recommendation.

Management will be more diligent about sending more timely quarterly billing statements to LYNX members.

REPORT OF AUDIT ACTIVITIES

2. **FINDING: Courier Cost-Sharing – Consortium Open Access**

While reviewing Library's FY11 LYNX Consortium Agreement with respect to Courier cost sharing amongst member libraries; we noted the following issues that require management attention:

- The FY11 Courier labor cost amounts utilized to bill Consortium members for the full-time employee assigned this duty appear to be outdated. During FY11, Consortium members are being annually billed \$40,008 in labor/fringe costs for the full-time City Mail Specialist/Courier assigned to this duty. Actual FY11 labor/fringe costs are \$42,328. Consequently, the Consortium (taken as a whole) is being under-billed \$2,320 for the staff member assigned to this duty.
- The FY11 Courier labor cost amounts utilized to bill Consortium members for the part-time employee assigned this duty appear to be outdated as well. Consortium members are annually being billed \$18,854 in labor/fringe costs associated with the part-time City Mail Specialist/Courier. Actual FY11 labor/fringe costs are \$13,638. Consequently, the Consortium (taken as a whole) is being over-billed \$5,216 annually for the staff member assigned to this duty.
- The City utilizes three vehicles for Courier activities; one delivery vehicle on a full-time basis; two others on a part-time basis. Anecdotal information suggests both part-time vehicles are used predominantly in the courier service. The operating costs for the vehicle that performs full-time deliveries are being shared by all Consortium members. However, the similar costs associated with the part-time delivery vehicles – as much as \$18,700 annually – are being absorbed exclusively by the City.
- The FY11 QR1 Courier and vehicle operating costs appear to have been incorrectly invoiced to Consortium members. During this period, the FY10 QR4 base data was mistakenly utilized for billing purposes.
- The FY11 QR2 Courier billings to Consortium members were invoiced later than the normal invoicing lag of 30 to 60 days.

RECOMMENDATION:

Internal Audit makes the following specific recommendations with respect to the audit findings above:

- Adjust the 4th Quarter Courier invoices to Consortium members to correct any under-billed, over-billed, or unbilled amounts associated with the full-time and part-time Courier labor/fringe benefit and vehicle operating costs, respectively.

REPORT OF AUDIT ACTIVITIES

- Revise the LYNX Agreement, Section VII and Appendix C, to provide for cost recoveries associated with multiple vehicles. Incorporate part-time courier vehicle operating costs into the FY11-QR4 if possible, and all subsequent Consortium billings.
- Establish an additional invoice review procedure to ensure Consortium billing accuracy.

MANAGEMENT RESPONSE:

The Library agrees with the findings and recommendations and regrets the error in the formula application and calculation. Corrections to the formula have been completed and will be applied to the FY12 billing statements.

LYNX Directors will be reviewing the Courier cost share agreement during this fiscal year and Boise Public Library will seek revision to the agreement to provide for cost recoveries associated with multiple vehicles and the additional part-time courier costs. Related to this item, is the recommendation under the “contract provision consistency” finding. The Library will seek concurrence from the Consortium Board as to what costs are eligible for cost sharing.

Boise Public Library presents annualized costs and quarterly billing information to LYNX members in October of each year to facilitate budget and fiscal planning for each member library. The annual billing information was sent to LYNX members in October 2010 for FY11. Unfortunately, FY11 4th quarter billing statements could not be adjusted prior to the end of the fiscal year.

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3. **FINDING: Meeting Room Reservations**

While reviewing processes and procedures surrounding room reservations, Internal Audit noted one issue worthy of management attention. Board Policy stipulates that:

“Staff will process a room reservation only upon payment of any applicable fee and receipt of a signed reservation form.”

During review of approximately 30 reservation forms covering the previous twelve months, Audit noted several instances where a signed reservation form was not in file – particularly where phone reservations were involved. The forms themselves contain two important certifications under room reservation policy: (1) hold harmless and release from liability statements; and, (2) acknowledgement of receipt and review of room checklists governing usage.

RECOMMENDATION:

Internal Audit recommends that management review procedures currently in place, and enhance those processes in order to ensure reservation forms are consistently received and are fully executed by reserving parties. Having executed Hold Harmless agreements in place lowers the Library’s risk profile in the event unauthorized or unanticipated events occurred while the rooms are in use by private parties.

MANAGEMENT RESPONSE:

Library management is currently reviewing procedures to ensure that reservation forms are consistently received and fully executed by reserving parties, per Internal Audit’s recommendation. Library management met with Adult Services staff at the Main Library on October 28, 2011 and confirmed that they are the only staff members processing requests for meeting rooms at the Main Library. Management will also meet with Adult Services staff on November 2, 2011 to discuss the signature requirement, why it exists, and expectations related to meeting room reservations.

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OTHER AREA OF CONCERN

Internal Audit utilizes "Other Areas of Concern" to comment on issues noted during a project that may, or may not involve the department being audited, but that appear to deserve management attention at some level. One such comment, inclusive of two related items of concern, was generated during our review of Library activities.

UTILIZING LIBRARY WORK SPACE

While reviewing the relationships between Library and the two non-profits that support Library's mission (Boise Public Library Foundation, and Friends of the Library), Internal Audit noted that the Library has for some time provided these two entities with work space in the Main Library building. Library's management confirmed that:

- Boise Public Library Foundation is provided a room on the 4th Floor of the main building. There is no formal agreement covering this tenancy arrangement.
- Friends of the Boise Public Library is provided work space on the 4th Floor of the main building; and with one or more spaces associated with their store and book sale activities on the 1st Floor of the main building. There is no formal agreement covering these tenancy arrangements either.

Regardless of financial consideration (or the lack thereof) within these arrangements; relationships wherein rights, roles, and responsibilities are not clearly delineated can increase the level of risk the City faces in the event that unauthorized / unexpected activities occurred in these areas of the facility.

Internal Audit recommends management review this issue with both Risk Management, and with Library's Legal liaison and determine the need to formalize these tenancy relationships.

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CONCLUSION

The Library has adopted as its primary goal and objective the desire to foster an environment that provides citizens with the opportunity to learn, to experience arts and culture, and to recreate. Through its “brick and mortar” operations at the main and branch libraries; via its on-line access portals; and through the multiple targeted reading, art, and culture-related programs it offers to various patron groups; it appears to be achieving those goals. Internally, management and staff are also focusing on increasing productivity through wise investments, and also on running the business in support of the City’s overall strategic plans. By pursuing the opportunities for improvement that were identified by Audit during this review, additional resources will be made available, and can be utilized more effectively and efficiently going forward.

MANAGEMENT PARTICIPANTS

Kevin Booe, Director / Boise Public Library

Denise McNeley, Manager / Library Operations and Outreach

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APPENDIX “A”

Evaluation and Grading of Audits

Each audit will be evaluated or graded, and will receive one of the five following ratings. Grades will be assigned based on the perceived “best fit.” Thus, not all attributes associated with an assigned grade may be present within a given Department or Division.

- **High Satisfactory** – No significant weaknesses or deficiencies were noted during the audit. If any issues were noted, they were clearly insignificant or inconsequential. The audited area displays a high degree of control and management oversight is effective.
- **Satisfactory** – Reportable issues may exist within the audited area, but they are not deemed to be representative of pattern or practice within the area. Issues are typically of an isolated nature. Overall, systems of internal control are effective, and management oversight is adequate and supportive of the accomplishment of goals and objectives.
- **Low Satisfactory** – Reportable issues exist within the audited area, and are encountered frequently enough to lose the appearance of “isolated.” Systems of internal control appear to be marginally adequate at best. Management oversight is not always effective to ensure the quality of operations.
- **Needs Improvement** – Weaknesses or deficiencies are encountered on a relatively frequent basis within the audited entity or function. Issues noted, and their frequency, are suggestive of a pattern or practice of inadequate oversight. Internal control mechanisms may not be universally in place, implemented, or actively observed. Management oversight is weak, or is not always effective.
- **Unsatisfactory** – Material or significant deficiencies are noted within the operations under review. Issues may pose risks that are either mission-critical or mission-fatal. Management has failed to implement appropriate internal controls. Management oversight is ineffective, absent, or willfully avoided.

4. Please tell us about your experience today at the Library.

		Date response was collected:			Response Totals
		Tuesday, October 18, 2011	Tuesday, April 26, 2011	Tuesday, October 26, 2010	
I would recommend this library to a friend or family member.	Strongly Agree	86.0% (368)	85.3% (482)	79.3% (395)	
	Agree	13.3% (57)	13.3% (75)	18.1% (90)	
	Neither agree nor disagree	0.5% (2)	1.1% (6)	1.4% (7)	
	Disagree	0.0% (0)	0.0% (0)	0.4% (2)	
	Strongly Disagree	0.2% (1)	0.4% (2)	0.8% (4)	
	rating average	4.85 (428)	4.83 (565)	4.75 (498)	4.81 (1,491)
I like this library's atmosphere.	Strongly Agree	75.4% (321)	76.9% (433)	73.4% (364)	
	Agree	20.9% (89)	20.2% (114)	21.4% (106)	
	Neither agree nor disagree	3.1% (13)	1.8% (10)	3.2% (16)	
	Disagree	0.5% (2)	0.7% (4)	1.4% (7)	
	Strongly Disagree	0.2% (1)	0.4% (2)	0.6% (3)	
	rating average	4.71 (426)	4.73 (563)	4.66 (496)	4.70 (1,485)
Employees at this library seem interested in helping me.	Strongly Agree	81.5% (347)	75.0% (422)	76.0% (376)	
	Agree	16.2% (69)	22.0% (124)	19.2% (95)	

	Neither agree nor disagree	2.1% (9)	2.5% (14)	4.0% (20)	
	Disagree	0.0% (0)	0.2% (1)	0.2% (1)	
	Strongly Disagree	0.2% (1)	0.4% (2)	0.6% (3)	
	rating average	4.79 (426)	4.71 (563)	4.70 (495)	4.73 (1,484)
This library's employees have the skills and expertise to help me.	Strongly Agree	76.5% (325)	72.6% (408)	70.7% (347)	
	Agree	21.2% (90)	22.6% (127)	22.4% (110)	
	Neither agree nor disagree	1.9% (8)	4.3% (24)	5.7% (28)	
	Disagree	0.2% (1)	0.2% (1)	0.6% (3)	
	Strongly Disagree	0.2% (1)	0.4% (2)	0.6% (3)	
	rating average	4.73 (425)	4.67 (562)	4.62 (491)	4.67 (1,478)
I found what I was looking for at the library today.	Strongly Agree	72.9% (307)	73.2% (410)	70.9% (346)	
	Agree	22.3% (94)	20.7% (116)	19.9% (97)	
	Neither agree nor disagree	2.6% (11)	4.5% (25)	6.1% (30)	
	Disagree	1.4% (6)	1.3% (7)	2.7% (13)	
	Strongly Disagree	0.7% (3)	0.4% (2)	0.4% (2)	
	rating average	4.65 (421)	4.65 (560)	4.58 (488)	4.63 (1,469)
Overall, I had a good experience at the library today.	Strongly Agree	80.3% (342)	80.1% (451)	76.6% (377)	

	Agree	18.8% (80)	18.8% (106)	20.5% (101)	
	Neither agree nor disagree	0.7% (3)	0.7% (4)	1.4% (7)	
	Disagree	0.0% (0)	0.2% (1)	0.6% (3)	
	Strongly Disagree	0.2% (1)	0.2% (1)	0.8% (4)	
	rating average	4.79 (426)	4.79 (563)	4.72 (492)	4.76 (1,481)
	answered question	428	566	498	1,492
				skipped question	2

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

	Date response was collected:			Response Totals
	Tuesday, October 18, 2011	Tuesday, April 26, 2011	Tuesday, October 26, 2010	
Use a computer	31.4% (123)	36.1% (191)	42.2% (199)	36.8% (513)
Pick up a hold	26.8% (105)	26.8% (142)	28.2% (133)	27.3% (380)
Homework/school assignment	10.7% (42)	9.1% (48)	10.8% (51)	10.1% (141)
See friends, socialize, etc.	7.4% (29)	7.0% (37)	9.1% (43)	7.8% (109)
Read magazines and/or newspapers	7.9% (31)	8.5% (45)	8.3% (39)	8.3% (115)
Find a book, movie, or CD	65.1% (255)	63.9% (338)	57.6% (272)	62.1% (865)
Attend a program/event for adults	1.5% (6)	2.5% (13)	1.7% (8)	1.9% (27)
Attend a program/event for youth	5.4% (21)	4.0% (21)	2.8% (13)	3.9% (55)
Other (please specify)	58 replies	86 replies	70 replies	214
answered question	392	529	472	1,393
			skipped question	101

6. Which of the following categories contains your age?

	Date response was collected:			Response Totals
	Tuesday, October 18, 2011	Tuesday, April 26, 2011	Tuesday, October 26, 2010	
11 or under	3.6% (15)	3.9% (22)	5.3% (26)	4.3% (63)
12-17	5.2% (22)	6.8% (38)	7.1% (35)	6.4% (95)
18-35	29.9% (126)	28.4% (159)	30.5% (150)	29.5% (435)
36-54	28.7% (121)	30.2% (169)	28.0% (138)	29.1% (428)
55-64	18.7% (79)	17.5% (98)	14.6% (72)	16.9% (249)
65 or older	14.0% (59)	13.1% (73)	14.4% (71)	13.8% (203)
answered question	422	559	492	1,473
skipped question				21

7. What is your zip code?

	Date response was collected:			Response Count
	Tuesday, October 18, 2011	Tuesday, April 26, 2011	Tuesday, October 26, 2010	
	354 replies	545 replies	486 replies	1,385
answered question	354	545	486	1,385
skipped question				109

Q5. What was the purpose of your visit today? (please check all that apply):

1	Book return	Oct 21, 2011 4:00 PM
2	kids to kid area	Oct 21, 2011 3:54 PM
3	I learn information from others that are interesting and that I can schedule to attend.	Oct 21, 2011 3:31 PM
4	map	Oct 21, 2011 3:30 PM
5	Worlds Connect Volunteer Mtg (HAG)	Oct 21, 2011 3:25 PM
6	Browse	Oct 21, 2011 3:22 PM
7	Brought my laptop	Oct 21, 2011 3:14 PM
8	Plya w/puzzles (my kids)	Oct 21, 2011 3:08 PM
9	Renew Library card! (heart symbol)	Oct 21, 2011 3:07 PM
10	Return	Oct 21, 2011 3:04 PM
11	Return materials, use copier	Oct 21, 2011 3:01 PM
12	Knitting group	Oct 21, 2011 2:43 PM
13	Knit group	Oct 21, 2011 2:42 PM
14	Knitting Group	Oct 21, 2011 2:31 PM
15	use small conference room - investment club	Oct 20, 2011 6:56 PM
16	use small conference room	Oct 20, 2011 6:55 PM
17	returns	Oct 20, 2011 6:51 PM
18	returns	Oct 20, 2011 6:50 PM
19	Not here to check out. To get a drink	Oct 20, 2011 5:46 PM
20	Return a movie	Oct 20, 2011 5:40 PM
21	Brought client for research PSR	Oct 20, 2011 5:37 PM
22	Use internet to job hunt	Oct 20, 2011 5:29 PM
23	Return book	Oct 20, 2011 5:26 PM
24	Lunch	Oct 20, 2011 5:24 PM
25	job search	Oct 19, 2011 2:50 PM
26	help at a teen program	Oct 19, 2011 2:30 PM
27	place a hold	Oct 19, 2011 2:27 PM
28	return books	Oct 19, 2011 2:16 PM
29	return books	Oct 19, 2011 2:07 PM

Q5. What was the purpose of your visit today? (please check all that apply):

30	Books for my classroom	Oct 19, 2011 11:56 AM
31	Tutor	Oct 19, 2011 11:53 AM
32	Visit used book store	Oct 19, 2011 11:50 AM
33	Check on a hold	Oct 19, 2011 11:41 AM
34	Browsing/using reference services	Oct 18, 2011 5:07 PM
35	Research	Oct 18, 2011 4:56 PM
36	use Internet	Oct 18, 2011 4:55 PM
37	purchase used magazines	Oct 18, 2011 4:53 PM
38	(checked "Other" but didn't write anything)	Oct 18, 2011 4:53 PM
39	Return a book and pay fees	Oct 18, 2011 4:43 PM
40	renew movie return DVD	Oct 18, 2011 4:41 PM
41	Fun with the surprise fire alarm	Oct 18, 2011 4:35 PM
42	Work in Friends bookstore	Oct 18, 2011 4:34 PM
43	Pay for damaged book. :-(Oct 18, 2011 4:30 PM
44	Find a video game	Oct 18, 2011 4:23 PM
45	movement with Azam	Oct 18, 2011 3:24 PM
46	Find info on tomatoes	Oct 18, 2011 3:23 PM
47	Training person about legal paper and be in Live in Idaho. Turest. Problems a the Idernea.	Oct 18, 2011 3:14 PM
48	return movies	Oct 18, 2011 2:59 PM
49	(checked "Other" but wrote nothing else)	Oct 18, 2011 2:59 PM
50	obtain information in books	Oct 18, 2011 2:57 PM
51	check out car maintenance manual	Oct 18, 2011 2:53 PM
52	wait & spend time between meetings/events	Oct 18, 2011 2:52 PM
53	General research - sometimes tutor friends	Oct 18, 2011 2:50 PM
54	use copy machine	Oct 18, 2011 2:25 PM
55	book sale	Oct 18, 2011 2:24 PM
56	Buy used book	Oct 18, 2011 2:20 PM
57	Toddletales and Music & Movement	Oct 18, 2011 2:15 PM
58	Find a Kidpack	Oct 18, 2011 2:14 PM

Q8. Space for additional comments is available on the other side of this page.

1	"Jed" is extremely pleasant and always gracious.	Oct 21, 2011 4:05 PM
2	One of the best - Neighborhood branches. Great flow. Great people. A community anchor. Awesome!	Oct 21, 2011 3:22 PM
3	I love to use my laptop here at the library for the internet on my computer	Oct 21, 2011 3:14 PM
4	Difficult to use online computers - no place to make notes.	Oct 21, 2011 3:12 PM
5	Thank you for the great help! It made my birthday great! (heart symbol). Jennifer M.	Oct 21, 2011 3:07 PM
6	I love this library. I love being able to walk to the library. I can request almost any book I want, and pick it up at my branch. (heart symbol). Oh, & music & videos, too!	Oct 21, 2011 2:39 PM
7	I visit the Library! the Hillcrest at least once per week. That staff are very helpful knowledgeable, friendly! I have attended special events, meetings, reading club - the more of these activities, the better. I check out books, both fiction and non-fiction, CDs, DVDs, I read periodicals here. The library has allowed our neighborhood association to meet here. This library creates a community within my neighborhood. I applaud the city of Boise for creating my neighborhood library - a treasure within community.	Oct 21, 2011 2:36 PM
8	the employees are really amazing!	Oct 20, 2011 6:55 PM
9	I was very embarrassed when a friend of mine made fun of me for not having a library card. I have had one ever since!!	Oct 20, 2011 6:54 PM
10	lovely place!!	Oct 20, 2011 6:43 PM
11	Is there "ANY CHANCE YOU CARRY OR WILL CARRY" U.S.A. Today! Thank you	Oct 20, 2011 5:56 PM
12	I love this library.	Oct 20, 2011 5:55 PM
13	We love this library! Keep up the good work!	Oct 20, 2011 5:47 PM
14	Is the Chicago Manual of Style the most recent edition? I wasn't sure.	Oct 20, 2011 5:43 PM
15	My only issue is the level of noise. Quietness is not enforced.	Oct 20, 2011 5:41 PM
16	We love this library! The staff has ALWAYS helped resolve any issues I have and we always enjoy storytime. My daughters also love the puzzles, computers, and especially the stuffed alligators.	Oct 20, 2011 5:39 PM
17	Open the Sagebrush room for individuals who want to study. Add more individual private study desks. I love the computers and network here! Great speed and lots of computers.	Oct 20, 2011 5:35 PM
18	I work nearby at a developmental disabilities agency, and am very grateful for this library being in the community. I have never had any issues with accessibility (some client in walkers/wheelchairs). (have had issues with others) The staff has always gone out of their way to accommodate groups (use of study room when we have multiple). When my work shut down and sent all services into the community, was very grateful that we had this resource.	Oct 20, 2011 5:24 PM

Q8. Space for additional comments is available on the other side of this page.

19	Love the class for my 1 yr old story time	Oct 20, 2011 5:20 PM
20	The lady who does the toddlers reading is FABULOUS!!!	Oct 20, 2011 5:19 PM
21	Everyone is very helpful and knowledgable at the Ustick and Cole Library. They are always friendly with a smile on their faces. I would like to thank them for all their hard work. Thanks for everything	Oct 20, 2011 5:18 PM
22	We love tots storytime! Great job, we recommend it to all of our friends. Thank you!	Oct 20, 2011 5:13 PM
23	Your parking spaces for energy efficient vehicles are blantly discriminatory!!	Oct 20, 2011 5:11 PM
24	look forward to the computer training	Oct 19, 2011 2:48 PM
25	appreciate the helpful staff and so thankful the library is close by. Thanks!!	Oct 19, 2011 2:09 PM
26	Fantastic staff! (There was also an exclamation point beside the checkbox for "Employees at this library seem interested in helping me)	Oct 19, 2011 11:56 AM
27	Yay!	Oct 19, 2011 11:52 AM
28	The library and all it offers is a large part of my life. The quality of my lifestyle would be greatly diminished without the library.	Oct 19, 2011 11:42 AM
29	Could you look into getting a copy of "Anzacs" with Paul Hogan. Thanks	Oct 18, 2011 5:12 PM
30	Dislike the "smokers" who congregate outside the front doors and adjacent to the bike racks. The cigarette smoke stinks as you walk from the door to your car. Put up more "NO SMOKING" signs please!! Thanks You	Oct 18, 2011 5:10 PM
31	The staff at the reference were very helpful. I would not have found what I needed without their help. The staff downstairs were nice also.	Oct 18, 2011 4:57 PM
32	Good job on fire drill. I hope you find the kid that pulled the alarm!	Oct 18, 2011 4:55 PM
33	I like the friendliness.	Oct 18, 2011 4:52 PM
34	I was a librarian in Las Vegas for 30 years. We had plenty of money . . . but that can't make up for everything. I love the atmosphere of the Boise libraries. The staff are always friendly and helpful. You have a great selection of books and I'm very happy with everything.	Oct 18, 2011 4:34 PM
35	I like the staff and find the employees as helpful as possible however I do feel that the resources of books and other materials is short of information and doesn't quite have a very big resource of knowledge that can help civilians grow as they would wish with the skills and trades that would like to learn with - non profit organization do the funding in their budget. Thanks to whoever took the time to have this survey and I hope that some changes can be made to help Boise grow with education and more advanced literature.	Oct 18, 2011 4:29 PM
36	Homeless w/body odor seem to be less than in the past. Good. Drop box move = good	Oct 18, 2011 4:26 PM
37	On average - to many regular homeless people.	Oct 18, 2011 3:25 PM

Q8. Space for additional comments is available on the other side of this page.

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(Included in top portion where they checked the ratings - there was a note beside the "This library's employees have the skills and expertise to help me" that said: "I love the children's librarians")

Oct 18, 2011 2:56 PM

Boise Public Library Proposed Closures for Calendar Year 2012

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 necessary.

<i>* Sunday, January 1, 2012</i>	<i>New Year's Day (Monday, January 2, 2012, is the City's paid holiday.)</i>
Monday, January 2, 2012	New Year's Day
Monday, January 16, 2012	Martin Luther King Birthday/ Human Rights Day
Monday, February 20, 2012	President's Day
<i>* Sunday, April 8, 2012</i>	<i>Easter Sunday</i>
Monday, May 28, 2012	Memorial Day (observed)
Wednesday, July 4, 2012	Independence Day
Monday, September 3, 2012	Labor Day
Monday, November 12, 2012	Veteran's Day (observed)
Thursday, November 22, 2012	Thanksgiving Day
<i>* Monday, December 24, 2012</i>	<i>Christmas Eve (Traditionally the library has operated reduced hours on Christmas Eve closing at 1 p.m.)</i>
Tuesday, December 25, 2012	Christmas Day
<i>* Monday, December 31, 2012</i>	<i>New Year's Eve (Traditionally the library has operated reduced hours on New Year's Eve closing at 6 p.m.)</i>