

Library Director's Report

January 2012

E-payment System

Boise Public Library launched the online e-payment system on December 19, allowing library customers the ability to pay for their fines online with a debit or credit card. Thanks to the IT department for implementing this important strategic plan initiative. The Library's recent community survey revealed that our customers, both users and nonusers, were very interested in this service. During the first week of the online payment service, the Library posted 11 transactions for \$208.39. The e-payment option has been available at self-checkout stations since October and has generated 257 transactions and \$2,552.93 in payments. The service seems to be gaining traction with our customers.

Enterprise Discovery Layer

Contrary to the e-payment system, the Enterprise Discovery Layer for the Library's online catalog has proven more difficult to launch. Several functions of the intuitive catalog interface have failed to work for the Library's database, in part due to the nature of the consortium's database sharing system. However, Chrisanne Brown and city IT are working with the vendor to ensure that the key search suggestions work for our customers before we launch to the public. We have requested an extension of the subscription period to cover the 2012 calendar year, and have not initiated payment until the problems are resolved. Meanwhile, we did launch a Facebook/catalog interface on December 19. The interface will allow Facebook users to post a library catalog link on their Facebook page and access the catalog from their Facebook account. Boise Public Library is beta testing this interface and is reporting issues and interests to the vendor. I'll keep you posted on the progress and outcomes.

LYNX! Consortium Strategic Planning

LYNX! directors are polishing the Consortium's strategic plan through 2014. The directors identified three strategic issues to address over the next three years as a consortium and include the following:

1. How will LYNX! sustain relevant, viable collections and services for member libraries and their customers?
2. How will users' needs and habits shape how LYNX! deploys technology?
3. How will LYNX! identify, structure, and support consortial responsibilities and initiatives?

Directors should have a final draft ready for adoption during the March meeting. I will present you a copy of the plan in February or March for your information. I would like to thank Linda Ugrin for her help in formatting and publishing the plan. She was very helpful in making sure this was published on deadline for the December 16 meeting. This is my final big project as chair of the Consortium.

eBook Service/Usage

Over the Christmas holiday, the Library's eBook service experienced tremendous usage during the three day holiday period, December 24-26. This year library customers checked out 712 eBook selections compared to last year's 177, a 300% increase over last year's circulation. Nationally, reflecting the growing popularity of eReaders, the Overdrive library eBook service did experience disruptions over the holiday season, likely due to increased demand. The disruption did affect our service delivery.

ADMINISTRATION AND MANAGEMENT:

Program Updates from Collister

The Library! at Collister's Fit and Fall Proof Classes continue to be well-attended. However, we have been informed that Central District Health may be facing reduced funding for the program, which raises doubts about its future viability at the branch.

The Threadbenders Club has been converted from a library program to a community group. The adult program is for needleworkers to get together at the library and bring their project. All skill levels are welcome. Attendance has increase over the last month.

Collister's RE-ART program theme for December was the 1980s New Wave Music and a prize was given for best costume. This program encourages children from age five to ten to explore and embrace art in new contexts. The program is offered by Boise Public Library, Boise's Arts and History Department, and the Treasure Valley Institute for Children's Arts, with support from Idaho Power.

The Collister Book Club, facilitated by a staff member, met on December 27. December's selection was *Rescuing Sprite* by Mark R. Levin.

Hillcrest Branch Family Restroom

The remodel to include a family restroom at the Library! at Hillcrest has been completed. It was christened recently by a thankful mother with a toddler in tow.