

# **BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**

February 1, 2012, Regular Board Meeting Packet

Main Library  
715 South Capitol Blvd.  
Marion Bingham Room, Third Floor

## **AGENDA AND AGENDA NOTES**

### **DIRECTOR'S REPORT**

### **SUPPORTING DOCUMENTS**

- Boise Public Library Policy Review: Section 3, Services, 3.05 Homebound Services
  - Policy Review Cover Page
  - Policy 3.05 Homebound Services
    - Regulation 3.05a Limits on Homebound Services
- Quarterly Customer Comment Card Review
  - Customer Comment Card Statistics Report
- 2011 Idaho Public Library Survey
  - Sign-off Page: Library Board Certification of Public Library Date, FY 2011
  - 2011 Idaho Public Library Survey Report

### **MISCELLANEOUS**

- Read Me Treasure Valley Calendar of Events

### **BOISE PUBLIC LIBRARY STATISTICS**

- Boise Public Library System Statistics Report, December 2011

**AGENDA**  
**BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**

Regular Board Meeting  
February 1, 2012, 11:30 A.M.

Main Library  
Marion Bingham Room

**I. MINUTES**

Approval of January 4, 2012, Regular Meeting Minutes

**II. BILLS AND PAYROLL**

Authorization Requested for Payment of Bills and Payroll

**III. COMMUNICATIONS**

None

**IV. CONTINUING EDUCATION**

Library Customer Service Training

**V. CONSENT ITEMS**

Upon request of any Trustee, the following consent items may be considered separately:

A. December 31, 2011, Financial Report

B. December 1-31, 2011, Gift Fund Activity

This information will be available and distributed at the meeting.

**VI. FRIENDS OF THE BOISE PUBLIC LIBRARY REPORT**

**VII. BOISE PUBLIC LIBRARY FOUNDATION REPORT**

**VIII. DIRECTOR'S REPORT**

**IX. ADMINISTRATION AND MANAGEMENT REPORTS**

**X. OLD BUSINESS**

A. Boise Public Library Policy Review: Section 3, Services, 3.05 Homebound Services

**XI. NEW BUSINESS**

A. Quarterly Customer Comment Card Review

B. 2011 Idaho Public Library Survey

**XII. SELECTION OF TRUSTEE TO REVIEW PAYMENT VOUCHERS**

Trustee Review for February Vouchers by Balukoff

**XIII. SELECTION OF MEETING DATE**

Next Regular Meeting Date, March 7, 2012

**XIV. EXECUTIVE SESSION: [I.C. 67-2345 (1) (c)] LAND ACQUISITION**

**XV. ADJOURNMENT**

**AGENDA NOTES**  
February 1, 2012

**COMMUNICATIONS:**

None

**CONTINUING EDUCATION:**

Library Customer Service Training

Chrisanne Brown, Acquisitions and Technical Services Manager, will review Boise Public Library's upcoming customer service training sessions and customer service statement as well as the Library's strategy to improve customer service.

**ADMINISTRATION AND MANAGEMENT REPORTS:**

Trustees may ask management questions on items of interest from the written report that is included in the director's report.

**OLD BUSINESS:**

- A. Boise Public Library Policy Review: Section 3, Services, 3.05 Homebound Services  
William Nation will review policy 3.05 regarding Homebound Services of the Library's policy manual and discuss any suggested revisions with the Board of Trustees. Suggested changes are included in the supporting documentation section of the packet. This continues the ongoing review of library policies.

**Recommended Action:** Approval of recommended changes.

**Required Action:** Motion to approve changes to policy 3.05 Homebound Services as presented or revised.

**NEW BUSINESS:**

- A. Quarterly Customer Comment Card Review  
Library administration will review the first quarter customer comments with the Trustees and discuss key trends and service responses related to the comments. A copy of the quarterly report is included in the supporting documentation section of the meeting packet.

**Recommended Action:** No recommended action - discussion and information item.

**Required Action:** No action required.

B. 2011 Idaho Public Library Survey

The Library Board of Trustees is required under state code to certify the annual data report to the Idaho Commission for Libraries. Denise McNeley, Operations and Outreach Manager, will review the report. A copy of the report is included in the meeting packet under the supporting documentation section.

**Recommended Action:** Certify the 2011 Idaho Public Library Survey as presented.

**Required Action:** Motion to certify the Library's presented 2011 Idaho Public Library Survey.