Boise Public Library  
Policy Review October 4, 2017

Policy items reviewed and presented are as follows:

SECTION 1.00 – BOARD OF TRUSTEES

- Policy 1.01, Board of Trustees
- Policy 1.02, Public Complaints

Staff Recommendations:
Policy 1.00 of the Boise Public Library policy manual is presented to the Library Board for review. Staff has no recommended changes to this policy and is included in the meeting packet for information purposes only, unless the Trustees direct changes.
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.
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.
Boise Public Library

Goals and Objectives for Fiscal Year 2018

Details

Focus Area 1: Delighting Readers and Sharing Stories

Objective: Build and maintain collections that reflect the creativity, imagination, and ambition of our community.

Action:

- Evaluate and improve existing prototype platform products for the distribution of customer-created content and begin collection and organization of such materials in preparation for a platform's ultimate launch.
- Expand the Library's collection of print, digital, and audiovisual materials pertaining to creativity, coding, foreign language, financial, and mathematic subjects for adults and children. Install tablet station upgrades for digital creation software.
- Expand and broaden the Library's collection of digital content for use by customers.
- Conduct a collection assessment. Address gaps and other issues identified through this process via collection development and maintenance. Gather input from staff.

Focus Area 2: Engaging Learners and Enhancing Knowledge

Objective: Develop programs to prepare young people for successful learning experiences.

Action:

- Partner with various groups to deliver STEAM (science, technology, engineering, arts, and mathematics) programs at branch library and "pop up" locations.
- Establish Citizenship Corners.
- Actively distribute library cards to non-users and introduce new, more convenient card activation procedures.

Objective: Develop programs to enhance the personal, business, and social well-being of people of all ages.

Action:

- Evaluate the Comic Con program to determine if the event should be retooled and/or reformatted. Seek external partnerships to assist.
- Continue to provide spontaneous programming and First Thursday programs at the Main Library. Expand variety of programs.
• Expand the "Grown-Up" story time concept such as "Books and Brews, audio book clubs, crafting, etc.
• Expand and rebrand Homebound Services and develop new promotional materials to educate the service population about the service.
• Partner with LYNX! libraries to deliver one collaborative program in our communities.

Focus Area 3: Inspiring Innovators and Fostering Creativity

Objective: Embrace and support emerging technology both internally and externally.

Action:

• Continue developing a collection of devices and technology kits to expose customers to emerging technology and support their learning about technology offsite.

Objective: Identify new and innovative ways to deliver library content and provide services.

Action:

• Explore installation and implementation of laser cutters for public use /Technology Kits.
• Collaborate with Arts and History to develop program opportunities for the public and establish portable community art displays.
• Host six or more performances of live music at Library locations and make recordings of these performances available via streaming to remote users.

Objective: Collaborate with proven community innovators to improve service to the creative customer.

Action:

• Collaborate with the Trailhead to provide support for innovators with library resources.
• Provide public space for innovators to demonstrate and test their creations with the public. Develop plans to provide an Innovator in Residence.

Focus Area 4: Building Community

Objective: Increase community awareness of and engagement with library programs, services, resources, and collections.

Action:

• Deploy the Fiscal Year 2018 Community Relations Plan.
• Create a "pop-up" library calendar and evaluate pop up library plan for capacity.
• Partner with and provide space for Step Ahead Idaho at the Hillcrest branch library for furthering education and training beyond high school.
• Continue to broaden staff involvement in the formation and maintenance of a network of private and public organizations with mission's similar to the Library's. Devise and implement a tracking system to more efficiently coordinate resources.
• Identify and establish a minimum of three new partner organizations for programming, equipment, and/or service provision.

Objective: Develop spaces, networks, and programs around which communities based on neighborhoods, interests, and needs can form and thrive.

Action:

• Develop talking points about service to the homeless population for the general public in collaboration with the Mayor's Office and CATCH.
• Evaluate HIA (Health Impact Assessment) programs at Bown Crossing.
• Develop a prototype of "design thinking" and collaborative meeting room at the Main Library that helps inspire customers and the community.

Focus Area 5: Increasing Access, Operational Excellence, and Fiscal Sustainability

Objective: Continue to implement the Master Library Facility Plan.

Action:

• Retain a design architect for the Main Library, Arts and History Department, and a potential performance center. Begin the design process for the complex.
• Begin the first phase of the philanthropic effort for the new Main Library.
• Develop messaging and branding for the CCEC facility.
• Work with the city public works department to develop and apply a project plan for phase 2 and 3 of the Main Library Vision project.

Objective: Organize staffing, collections, and services to maximize opportunities for access and to reflect needs identified by the community.

Action:

• Review collection formats to determine which formats are less viable with the public.
• Install and implement a holds pickup kiosk for city employees at City Hall.
• Use analytics from the Integrated Library System (ILS), Cengage, web based products, and other sources to determine customer usage and preferences for collections and services. Participate in the city-wide data project to review data from across the city to assist with making data-driven decisions related to operations and customer service. Develop dashboards for Library Administration.
• Adopt mobile circulation practices at all locations and reduce the size of circulation desks at the Main Library.
• Reduce the number of staff desktop PCs by 10% to incorporate mobile work station technologies.
• Implement a Program Based Budget for the library system to blend with the City's budget approach.

Objective: Develop community partnerships and opportunities for individual private giving to enhance funding for library services.

Action:

• Collaborate with the Library Foundation to deploy the "$18 for Eighteen" annual giving program with a goal to raise $50,000.
• Seek a self-service credit card donation option at all self-checkout stations.
• Conduct an analysis and assessment of converting some page positions to Library Assistant positions across the library system to address the desire to create more full-time positions.

Objective: Strengthen staff competencies related to innovation, creativity, and continuous improvement.

Action:

• Evaluate safety concerns of public facing staff and provide training.
• Organize a series of training sessions to be planned by the Training Team to improve staff skills supporting public uses of technology, video production, music editing, and other creativity-related hardware and software. Ensure the desire to interact/engage with the public is emphasized in the hiring process. Implement new orientation for employees.
• Identify staff members who would benefit from participation in the Culture College, BSU Leadership, and Lead Boise.
• Target staff conference attendance centered on maker's spaces, customer created content, and customer experiences.

Objective: Ensure that staff focuses on consistent service outcomes to ensure WOW experience in all locations.

Action:

• Participate in the cohort design process to revise the employee performance assessment system.
• Plan and deliver the Fiscal Year 2019 staff in-service day.
• Work with City-wide customer experience team to establish a city-wide "High Tech/High Touch" customer service philosophy and a federated approach to customer service.
• Provide change management training for Library managers and supervisors.
• Revise Library metrics to focus on outcomes, customer expectations, and relevance. Use the Public Library Association statistical project to help develop outcome measures and benchmark standards. Implement online statistic dashboard options.