USE OF THE LIBRARY

Since the Library is a tax-supported institution, its services and resources are intended for use by those individuals who live or pay property 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, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.

The Library allows patrons from any area to use materials while in the Library. Reference assistance and programs may be available to patrons whether or not they are Boise residents or purchase a non-resident card.
CIRCULATION

Staff shall make one 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.

Staff shall purge expired cards annually as prescribed in the LYNX Service Agreement.
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; residents of the Boise Veterans Home; employees of Boise City and their families; and Idaho legislators, their families, and their legislative staff. An applicant for a Borrower’s Card must present the following:
   • a driver’s license, passport, or other official photo identification
   • 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. Unmarried 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. Unless otherwise noted, staff shall follow this approach to issuing cards with borrowing privileges to minors.

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 either a letter from an entity designated by the Library as a cooperating service agency agreeing to accept mail for the individual, or a piece of mail (postmarked within the past ten days) to prove receipt of mail at the designated address. Temporary Cards may be renewed upon verification of continued eligibility. 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 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. Corporate Card
Business entities, nonprofit organizations and governmental agencies 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.

5. 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 and in-person presentation of official photo identification. 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.

Non-resident senior citizens over the age of sixty-two may purchase a Non-Resident Card for an annual fee of $17.33. Students who reside outside of Ada County but attend public or private schools (including higher education) within the geographical limits of the Boise School District may purchase a Non-Resident Card at the same rate as non-resident seniors. Cards purchased at the discounted rate shall be for the personal use of the individual cardholder only.

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.
LIMITS ON BORROWING SERVICES

A cardholder may have no more than 10 items from any of the following categories checked out at one time:

- Books on CD
- Holiday CDs
- All other CDs
- AV Kits
- Feature DVDs
- Feature Blu-ray
- Non-Fiction DVDs
- Non-Fiction Blu-ray
- TV Series DVDs
- TV Series Blu-ray
- Video Games

A cardholder may have no more than 7 items from any of the following categories checked out at one time:

- eAudiobooks
- eBooks
- eVideos

A cardholder may have no more than 2 Kidpacks checked out at one time.
FINES AND FEES

The Director or designee shall charge fines and fees to assure the timely return of materials, help fund the replacement of materials that are lost or damaged, and offset costs for document delivery and facility provision.

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 films
   • TV Series
   • Video Games
   • Kidpacks
   • Reference materials
   Fines 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 acquisition cost 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 reasonable length.

6. Meeting Rooms
Staff will charge fees for the use of meeting rooms as follows:

- William F. Hayes Auditorium (Main Library)
  Reservation Fee: $50.00
  Cancellation Fee: $15.00

- Sagebrush Community Room (Library! at Cole & Ustick)
  Reservation Fee: $90.00
  Cancellation Fee: $45.00

- Martie Brennan Room (Library! at Bown Crossing)
  Reservation Fee: $25.00
  Cancellation Fee: $10.00

- Sycamore Community Room (Library! at Collister)
  Reservation Fee: $25.00
  Cancellation Fee: $10.00

- Lemhi Community Room (Library! at Hillcrest)
  Reservation Fee: $25.00
  Cancellation Fee: $10.00

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.
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.
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.
Prohibited Uses

Use of the Library’s technological resources is for lawful 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 when feasible 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.
INTERNET USE AND SAFETY

Access to the Internet on library computers is provided without charge to holders of valid library cards for a limited amount of time each day during the library's open hours as resources permit and for lawful purposes only. Charges may apply to individuals accessing the Internet without a valid Library card.

Each publicly accessible computer with Internet access is equipped with a technology protection measure in the form of filtering software that operates to prevent minors from accessing visual depictions on the Internet that are obscene or constitute child pornography or are otherwise harmful to minors. For purposes of this policy, the terms "minor," "obscene," "child pornography," and "harmful to minors" are defined in the same manner as set forth at Idaho Code § 33-2741(7) (2012). The Library will enforce operation of the technology protection measure whenever a minor accesses one of its publicly accessible computers. Adults may choose to access the Internet on one of the Library's publicly accessible computers for lawful purposes with or without operation of the technology protection measure. Adults should advise Library staff of their preference regarding operation of the technology protection measure but, if no preference is stated, the default Internet access for adults will be unfiltered.

Display of offensive sexual material as defined in Section 18-4105 of the Idaho Code is prohibited at all times regardless of the operation of the technology protection measure.

Enforcement and violation of this policy is managed in the same manner as that described at Regulation 4.05b pertaining to Prohibited Uses.

While the Library has measures in place to protect against access to the above-described material, the Library cannot and does not accept responsibility for any failure of the filtering software to block specific sites. Furthermore, the Library neither endorses the viewpoints presented nor vouches for the accuracy of information available from the Internet.
WIRELESS ACCESS

The Library provides free wireless unfiltered access points to enable the public to connect to the Internet via their own personal computing devices.

Wireless users must abide by the Library’s policies and regulations covering technology use 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.
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 the Library's own right to use circulation records or other borrower's records in its course of conducting normal library business.
BOISE PUBLIC LIBRARY
CUSTOMER COMMENT CARD
STATISTICS
FOR
October - December
Fiscal Year 2018
## Boise Public Library
### Customer Comment Card Statistics - Main Library
#### FY 2018 Oct-Dec

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Comment</th>
<th>Overall Experience</th>
<th>Response to patron</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Oct-Dec</td>
<td>Please mount shelf in men's restroom wall to set items on. I dislike placing my items on the floor. So unsanitary.</td>
<td>No</td>
<td>No contact information listed</td>
</tr>
<tr>
<td>1 - Oct-Dec</td>
<td>I would love to see a paper version of the newsletter recently discontinued. I'd also love to see the puppet show come back monthly. We love the puppet shows!</td>
<td>Email</td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct-Dec</td>
<td>Great staff!</td>
<td></td>
<td>No contact information listed</td>
</tr>
<tr>
<td>1 - Oct-Dec</td>
<td>I am really disappointed that the printed calendars are no longer available. The calendars were very handy and much more accessible. Hopefully the library can bring them back.</td>
<td>Yes</td>
<td>Phone call</td>
</tr>
<tr>
<td>1 - Oct-Dec</td>
<td>Concerned that the iPad/laptop kiosk seems to be going offline (showing unavailable) not allowing anyone to check them out. Is there a way to keep at least one machine operating.</td>
<td></td>
<td>Email</td>
</tr>
<tr>
<td>1 - Oct-Dec</td>
<td>Please obtain reading glasses to borrow or check-out so I can read magazines and use the computer. Mine are often at home when I drop by here so I am not able to use your resources.</td>
<td>Yes</td>
<td>Email</td>
</tr>
<tr>
<td>Quarter</td>
<td>Comment</td>
<td>Overall Experience</td>
<td>Response to patron</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------------------------</td>
<td>-----------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Wonderful customer support.</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>The VR experience was very cool.</td>
<td></td>
<td>No contact information listed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Please clean the chairs. Chairs are filthy.</td>
<td></td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Please plant trees by the bike racks.</td>
<td></td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Longer check-out time and no hold limits for teachers</td>
<td></td>
<td>No contact information listed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Quarter</td>
<td>Comment</td>
<td>Purpose in coming to Library today?</td>
<td>Did you find what you needed?</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>I am extremely pleased that I have such close access to the Bown Crossing Library. The library has been well designed with wonderful light and space, attractive furnishing and excellent space allocation. One negative comment: why are the book and video return box bins placed so two valuable parking places are used up? Move them so they can be more accessible from a car window especially necessary for handicapped people.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Please get more YA books and also more movies (DVDs).</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Please control the noise. This is a library, not a social gathering place. Completely disrespectful!</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Parking is a problem. Not enough spaces. Nice facility though.</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
Boise Public Library
Customer Comment Card Statistics - Bown
FY 2018: Oct-Dec

<table>
<thead>
<tr>
<th>Date</th>
<th>Comment</th>
<th>Contact Info</th>
<th>Spoke with</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Oct - Dec</td>
<td>It would be great if you had a shelf under the book drop so I could set my heavy book bag down while I unload it. Also, more kids books please.</td>
<td>No contact information listed</td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>A drive up book drop would be very convenient.</td>
<td>No contact information listed</td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Great staff!</td>
<td>No contact information listed</td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>I have been attending the Meditation classes and have found them very useful. Please continue these kind of classes.</td>
<td>Yes</td>
<td>Spoke with No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Wish you had a drive-up drop off. Helpful for disabled. Also, a shelf under book return would be great.</td>
<td>No contact information listed</td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Please consider adding a mouse to computers - I really need one.</td>
<td>Yes</td>
<td>Email      No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Concerned that the virtual reality masks were not cleaned between users.</td>
<td>Spoke with No</td>
<td>No</td>
</tr>
</tbody>
</table>
### Boise Public Library
### Customer Comment Card Statistics - Cole and Ustick
### FY 2018 Oct-Dec

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Comment</th>
<th>Overall Experience</th>
<th>Response to patron</th>
<th>Further follow up necessary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Oct - Dec</td>
<td>Concerned that religious solicitors allowed to ply their trade on library property.</td>
<td></td>
<td>Phone call</td>
<td>No</td>
</tr>
<tr>
<td>1 - Oct - Dec</td>
<td>Your Ustick location needs to give better direction to where the main entrance of the library is. Which is currently located in the back of the building.</td>
<td>Yes</td>
<td>Email</td>
<td>No</td>
</tr>
<tr>
<td>Quarter</td>
<td>Comment</td>
<td>Overall Experience</td>
<td>Response to patron</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
<td>--------------------</td>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Purpose in coming to Library today?</td>
<td>Did you find what you needed?</td>
<td>Was a staff member particularly helpful?</td>
</tr>
</tbody>
</table>

**NO COMMENTS**
<table>
<thead>
<tr>
<th>Quarter</th>
<th>Comment</th>
<th>Overall Experience</th>
<th>Response to patron</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Purpose in coming to Library today?</td>
<td>Did you find what you needed?</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NO COMMENTS**
OVERVIEW

Key progress measures featured in this report include:

• Circulation (checkouts)
• Customer visits
• Questions
• Program attendance
• New card registrations
CIRCULATION (CHECKOUTS)

• Over this period, circulation has increased by 17.95%.

• Circulation at the Main Library is down 3.85%.

• Branch circulation is up 16.90%.

• Circulation of e-materials is up 195.96%.
CIRCULATION BY LOCATION

FY13 FY14 FY15 FY16 FY17

Main
Cole & Ustick
Collister
Hillcrest
Bown

CITY of BOISE
BRANCH CIRCULATION

- Cole & Ustick
- Collister
- Hillcrest
- Bown

FY13 FY14 FY15 FY16 FY17
CIRCULATION BY LOCATION

- Main Library
- Branches

FY13: [Data]
FY14: [Data]
FY15: [Data]
FY16: [Data]
FY17: [Data]
PRINT VS. AUDIO VISUAL CIRCULATION

- Print
- Audio-Visual
ADULT VS. YOUTH CIRCULATION

- Adult
- Youth

FY12, FY13, FY14, FY15, FY16
CIRCULATION OF E-MATERIALS

• 147,207 digital items were checked out in FY2013.

• 435,672 were checked out in FY2017.

• More digital items were checked out last year system-wide than physical items from any branch location.
CIRCULATION OF E-MATERIALS

FY13: 113,244
FY14: 178,478
FY15: 316,409
FY16: 364,193
FY17: 435,672
CUSTOMER VISITS

• Visits decreased 3.44% over the 5 year period.

• System-wide customer visits in FY2017 were down 3.58% from the year before.

• Visits at the Main Library have increased .66% since FY2013.
OVERALL CUSTOMER VISITS

<table>
<thead>
<tr>
<th>FY</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY13</td>
<td>1,432,014</td>
</tr>
<tr>
<td>FY14</td>
<td>1,426,828</td>
</tr>
<tr>
<td>FY15</td>
<td>1,410,653</td>
</tr>
<tr>
<td>FY16</td>
<td>1,434,112</td>
</tr>
<tr>
<td>FY17</td>
<td>1,382,812</td>
</tr>
</tbody>
</table>
VISITS BY LOCATION

FY13 FY14 FY15 FY16 FY17

Main
Cole&Ustick
Collister
Hillcrest
Bown
VISITS BY BRANCH LOCATION

FY13  FY14  FY15  FY16  FY17

Cole & Ustick
Collister
Hillcrest
Bown
CUSTOMER VISITS & CIRCULATION

FY13 FY14 FY15 FY16 FY17

Visitors
Circulation
QUESTIONS FROM CUSTOMERS

• The number of reference questions answered by staff has declined 22.53% since FY2013.

• Questions from customers in FY2017 were down 4.62% from the year before.
QUESTIONS FROM CUSTOMERS

FY2013: 285,580
FY2014: 251,092
FY2015: 224,057
FY2016: 231,943
FY2017: 221,226
PROGRAM ATTENDANCE

• Program attendance has increased by 43.92% since FY2013.

• Attendance in adult programs has increased 169.68% since 2013.

• Attendance in youth programs increased 41.58%.
PROGRAM ATTENDANCE

FY13: 78,099
FY14: 87,871
FY15: 91,418
FY16: 98,976
FY17: 112,401
NEW CARD REGISTRATIONS

• New card registrations have decreased 4% since FY2013.
NEW CARD REGISTRATIONS

- FY13: 15,878
- FY14: 15,670
- FY15: 14,683
- FY16: 13,149
- FY17: 15,243