Policy items reviewed and presented are as follows:

SECTION 3.00, SERVICES

- Policy 3.01, Service Priorities
- Policy 3.02, Service Hours
- Policy 3.03, Services for Schools

Staff Recommendations:
Policy 3.00, subsections 3.01-3.03 of the Boise Public Library policy manual are presented to the Library Board for review. Unless the Trustees direct changes, staff has no recommended changes to these policies and are included in the meeting packet for information purposes only.
SERVICE PRIORITIES

The following services are essential to achieving the Library’s mission to assist members of the community in educating themselves and enhancing their personal, business, and social well-being:

- Access to facilities during convenient hours
- Access to a collection of current materials, both physical and digital
- Access to technological resources, particularly the Internet
- Programs, particularly those that support early literacy or lifelong learning
- Reference and information services

To support these service priorities the Library must manage its staff effectively, make sound decisions for the development and maintenance of its collections and physical spaces, and engage in promotional activities designed to make the public aware of these services.
SERVICE HOURS

The Library shall be open as many non-duplicated hours in 24 and as many days in the week as practical within the restriction of the Library's budget. Each of the service elements listed in 3.01 (Service Priorities) shall be offered whenever the Library is open.

The hours of opening shall be determined by:
   1. the convenience of all parts of the population, including working people; and
   2. the ability of the staff to cover the hours of opening within the limits of the established work week.

Holidays shall conform to those of other City offices, unless the Board determines otherwise. If and when the Board chooses to open the Library on a holiday when other City offices are closed, Library personnel will be compensated in accordance with City policy.
SERVICES FOR SCHOOLS

Programs for school class visits and library programs delivered at schools may be scheduled upon request. Representatives of those public and private schools physically located within the Boise city limits and the Area of Impact as defined by Title 11, chapter 15, of the Boise City Code are eligible to request these special services. These visits will be scheduled to the extent that staffing limitations and other program or service priorities permit. The Director or designee will consider requests from classes outside the Boise city limits and Boise Area of Impact for specialized programs at the Library or library programs at their school on an individual basis.
Boise Public Library
Customer Satisfaction Survey – Fall 2018

Survey Dates: October 29-November 4
Participants: 365

Which Boise Public Library location do you use most frequently?

- Main - 130
- Bown - 122
- Cole & Ustick - 21
- Collister - 49
- Hillcrest - 32

Other
- Other is Victory and 5 Mile.
- meridian library
- I utilize my Boise card online and at the Meridian Silverstone library near my work.
- Nampa
- Collister and garden city
- online
- Eagle Library
- Also visit the Main Library often
- Five Mile & Victory

How do you feel about the service you receive from Library staff?

- I haven't received service from Library staff - 8
- Extremely Disappointed - 1
- Somewhat Disappointed - 1
- Somewhat Pleased - 26
- Extremely Pleased - 328

What could staff do better?

- Allow more holds
- Already great!
- Be open on Mondays.
- Being able to tell who is staff and who isn’t.
- Bown Crossing branch has a great collection. I would like to see more book recommendations displayed on the rack - both by the staff and users.
- Can’t think of a thing! They are so helpful and friendly.
- Can’t think of any!
- Different security guard (switch).
- Easier outside access bookdrop like the ones at the Main.
- Easier way to find books.
• Extremely pleased with staff. No comments on improvising their service.
• Funny hats.
• Get more new releases like the Glenwood branch.
• Great as is.
• I honestly can think of nothing to improve Collister’s welcoming caring knowledgeable helpful staff. Kudos to all.
• I think you don’t have to change anything. It’s perfect.
• I would like to see more of the downtown staff circulating among the stacks. That said, I’m very pleased with the level of knowledge and willingness to help I always find among the librarians. I would love more Bown Crossing events to be posted more often on Facebook. Even though I’m in the library weekly I didn’t notice the Read to a Therapy dog event. We’ll be coming for the Nov. one.
• It’s fine as is.
• It’s really been great.
• Keep being you!
• Keep everything the same.
• Keep up the great experiences you all offer us visitors!
• Library should be quiet.
• Love it like it is!
• More computer pass maintenance.
• More hands on teaching for online use.
• More robots please.
• More robots.
• More warrior books.
• No improve.
• None.
• Not required, they are excellent.
• Nothing - they are great:-)
• Nothing I think it’s perfect.
• Nothing, everyone has been great!
• Nothing, everything is perfect and thank you.
• Nothing, I am happy with their service.
• Nothing, I am very please.
• Nothing, it is great.
• Nothing, it’s been excellent.
• Nothing, its perfect.
• Nothing, the staff is very outgoing and kind.
• Nothing, you guys have been better than the ML. You guys are GREAT!
• Nothing. I’m very much pleased. I’m blind and they help me out.
• Open longer on Sundays.
• Please don’t be so strict.
• Queuing lines at checkout and info desk when busy.
• Quiet.
• They are great can’t think of anything.
• They do a great job.
• They perfect.
• You guys are doing great!
How do you feel about the Library's online services?

I haven't used the Library's online services - 53
Extremely Disappointed - 2
Somewhat Disappointed - 7
Somewhat Pleased - 83
Extremely Pleased - 216

Comments
- Allowed to download more books.
- Better Mobile Means of use
- Bigger expansion of online books.
- Do not use.
- Easier mobile access / app instructions.
- Easier search, broader terms.
- Easier usage.
- Eliminate expensive physical buildings and increase online resources 100x.
- Faster.
- Funds
- Have not used as yet.
- Have the search be more intuitive, allow close matches.
- I do not use.
- I don't know.
- I don't know.
- I don't use it.
- I don't use it.
- I have not used them yet.
- I have not used them.
- I haven't had any problems.
- I haven't used them.
- I think that sometimes it is confusing.
- If you don't type in an author or a book exactly (especially newer publications), the search engine won't find it. I read across several genres, and some of the books are labeled as a certain genre, and once I read them I strongly feel they are not that genre, and Amazon/Barnes & Noble/Audible have the books listed differently than the library service.
- It is horrible having to smell urine, body odor, people on their cell phones, and vomit every day when I use online computers. There should be rules about this!
- It's kind of hard to search & look up authors. Very archaic system. Even having like an old nook file system be nice especially for requesting items to come pick up.
- Love being able to order books online and have notification when they come in.
- Make ebook borrowing process easier.
- Maybe putting the pictures of the covers online.
- Maybe recommended reads based on book rental history (kind of like Amazon).
- More accessibility such as a custom subscription based email.
• More computers and more things in play area.
• N/a
• N/A
• N/A
• NA
• Need to make hold/reserve more user friendly. Hard to use and understand at this time.
• Never used online services before.
• No changes needed :)
• None
• None
• None so far.
• None, its perfect.
• None.
• None.
• Not sure.
• Nothing
• Nothing, I have not used it.
• Nothing.
• Nothing.
• Nothing.
• Nothing.
• Nothing.
• Open library longer.
• Open-Ended Response
• Play Fort Nite servers.
• Please make the wifi connection better.
• Provide more e-books thru Libby/Overdrive.
• Satisfied with the services you provide.
• Searching easier.
• Settle on one robust service for Ebooks. And they don't have to have silly names. I end up back at Amazon for my downloads and I feel that is awkward.
• Slow learner. Make it easier.
• Sometimes better Internet connection.
• The databases on the site, I haven't found them.
• The place to read reviews is a bit confusing. You will see "stars" but you cannot click to read the Used once.
• Wouldn't know.

How do you feel about the Library's physical spaces?
I haven't used the Library's physical spaces - 4
Extremely Disappointed - 0
Somewhat Disappointed - 19
Somewhat Pleased - 102
Extremely Pleased - 226

Comments
• "Check out Here" signs.
• A little more color inside.
• A little bigger.
• A new library.
• A place for the kids whom are loud to be on computers, use laptops instead so they have a limited use on them.
• Add more kid areas.
• Anyway to squeeze in a couple more empty tables? On several occasions when I have need of a flat clear surface area the tables are all being used to capacity: meaning 2+ people at one table. Bigger aisles, better choices of books. Sometimes the books have to be put on hold for a few times because of not enough copies
• CDs back- music. Put kids in a sound proof space.
• Cushions on the chairs.
• Declutter old (especially nonfiction) books so it is easier to find newer, relevant materials. For example- in the quilting section, books that are using old techniques (pre-rotary cutting, etc.) I highly doubt anyone checks out. It would be great if that whole section was moved away from the windows, because between the heat and the glare, it is hard to see that titles... if all nonfiction was purged with books no one ever uses, the library wouldn't have to put books along the window side of the wall.
• Dedicated parking/nearby restaurants hog the parking.
• Downtown branch is obviously limited by building constraints, but I'd like more reading desks and a cleaner environment. I always feel like I need to clean items I check out from the downtown branch. Downtown felt like a Blockbuster instead of a library! & All the books mostly lumped together. I didn't like being made to feel different because shockingly I was there for books! Garden City is similar... More about movies & computers then books!
• Eliminate all of them. They are expensive archaic waste.
• Enlarge parking (width) when doing the downtown remodel.
• Expand magazine, newspaper area.
• Expand the facility
• Farther away.
• I think there fine.
• I'm hoping we can have a new library. If you want to read in the cubicles upstairs, the noise from the heating/cooling system is very loud.
• Improve sound suppressor.
• It all works for my needs.
• It is hard to navigate through the shelves.
• Just needs an update all around (Downtown library)
• Less kids.
• Library can be still more spacious with more collection of fiction and nonfiction books.
• Main of course needs improvement.
• Make it more comfortable to lounge and read.
• Maybe a vending machine, possibly another study room.
• Maybe more quiet designated spaces.
• More at this location. Beautiful!
• More books.
• More comfy seats.
• more couches or tables
• More friendly and cleaner study rooms at Main Branch only.
• More paintings.
• More parking.
• More parking.
• More privacy and noise cancelling coming from the outside.
• More quiet and comfortable reading spaces, fresher smelling air, and more natural lighting.
• More short term or "loading" parking or curbside for materials on hold. Tough for folks with little ones to dart in and out - especially if interrupting unexpected nap.
• More space! Bigger children's area for activities and learning.
• more study rooms
• Much better Hillcrest.
• N/A
• Need less distance from parking to doors to get to library part of building.
• No changes needed
• Noisy children should be sequestered.
• None
• None
• None.
• None.
• None.
• None.
• Nothing at all.
• Nothing really.
• Nothing, it is perfect.
• Nothing, it's very cute.
• Nothing, maybe another study room, but otherwise nothing.
• Nothing.
• Nothing.
• Nothing.
• Nothing.
• Nothing.
• Nothing.
• OK as is.
• parking!!!! Main in Boise needs to change the direction of the book drop as it slows flow into the parking lot. Change the direction and entrees can go straight then either left or right and not get back logged behind the book drop. DVDs are near the bathrooms and the employees' room, causing traffic in front of back wall.
• Quiet area.
• Quieter for adults and others. Kids in separate room. Young kids not at all pcs playing games.
• See previous comment.
• teen space. non-gaming section of computers.
• The Bown library is very comfortable place to do homework.
• The chairs for the tables softer.
• The chairs have sharp edges. As an adult I watch out for them but I can see someone getting hurt. I ripped an 8" tear in a skirt my first time sitting in one & getting up. (I didn't report it.)
• The Lake Hazel library “teens” space is often loud and smelly and a pain to find books in due the amount of tweens running around and playing computers. Since it is right next to the door it is often crowded. The rest of the library is set up well and the kids area is excellent!!
• The library at Collister is a small space for the number of people it serves. The library commission is spending at least $85 million on a new downtown library (it will probably be more like $160-$200 million) for a facility that is not needed. When is some of the money going to go to the Collister library??
• The main library is very out of date and cramped. Looking forward to the new library.
• They are good.
• Too noisy, some sound barrier between children’s play area
• updated
• Very nice already.
• Wider space between shelves.
• You hit it!

How do you feel about the Library’s hours?

I don’t have an opinion about the Library’s hours - 11
Extremely Disappointed - 3
Somewhat Disappointed - 28
Somewhat Pleased - 143
Extremely Pleased – 167

Comments
• Be nice if opened earlier.
• Change closed Monday to Tuesday.
• expand Saturday & Sunday hours
• I wish the library was open on Mondays
• I wish they were open Mondays. Maybe close on Sundays for library staff to enjoy that time at home. Bown could open at 9 am.
• It would be nice to have extended hours on the weekends; not closing at 5:00 PM. Perhaps a area for the kiddos to ‘play games’ and talk. The kids are somewhat disruptive when talking loud
• longer weekend hours
• Mondays should be open and Sundays closed
• Mondays would be nice to have open.
• Mondays.
• Need Monday hours.
• No changes needed 😊
• Open earlier!
• Open later at night
• Open later on Sat and Sundays. Even just by an hour or two.
• Open Mondays and longer weekend times
• Open on Mondays
• Open on Mondays would be awesome!
• Open on Mondays.
• Open on Mondays.
• Open on Mondays/ later on Sundays
• Open-Ended Response
• Sunday Closed Monday – Thursday 10:00 AM – 8:00 PM Friday 10:00 AM – 5:00 PM Saturday 12:00 PM – 4:00 PM
• The changes that I would like to see to the Library’s schedule are earlier hours, as early as possible every day
• weekends and Fridays have the same hours as Monday-Wednesday
• Wish Bown was open on Mondays.
• Wish the library would be open on Monday.
• Would love if open on Monday too, even part time.

How do you feel about the selection of items for checkout at the Library?

I don’t check items out from the Library - 3
Extremely Disappointed - 6
Somewhat Disappointed - 14
Somewhat Pleased - 90
Extremely Pleased – 242

Comments

• Book Sections-More Clear
• Books! Magical books! Not just old books & thrift store rejects but new stuff please
• CD’S Music
• I don’t check out items from the library.
• I would love to see CDs come back. Also, the collection at Hillcrest seems quite small. If I want a specific book, I usually have to go downtown.
• Increase online media by 100x.
• Miss the music and its small sci-fi section but, I go downtown at times (using bus/no car).
• More books
• More diverse adult authors available at the Collister location (i.e.; Adichie, Brown, Angela Davis)
• More kid’s books
• More magazines, DVD’s, and books please.
• More new fiction
• more of the newer books at the main library instead of sending them to eagle and meridian. how political
• More selections available for check out. I often have to wait months to get an item.
• Open-Ended Response
• OverDrive for online checkout has too limited choices and most titles only have a 2-week checkout. A better system with more choice and longer checkout times for not new and in demand books would be great. Because of spacing issues, the Boise main could do a clear out of some really dated materials. Non fiction books especially could use some updated materials. Renewing material online when item is not on hold, even if loan time is passed.
• Staff have introduced me to additional sources through the website. Very helpful!
• The library buys a lot of the Oprah or best seller books, but often for titles that are not on the best seller list are not purchased, meaning I have to pay for them on Amazon or other resources. Oftentimes in series of novels, you are missing 1+ titles in the series, which is frustrating. Audio books are notorious for only having partial series (and OverDrive doesn’t have the titles).
• They don’t have many of the older items I need.
Overall, how do you feel about the experiences you've had using the Boise Public Library?

- Extremely Disappointed - 0
- Somewhat Disappointed - 9
- Somewhat Pleased - 41
- Extremely Pleased - 226

Do you believe that your use of the Library increases your quality of life?

- Yes - 347
- No - 5

Comments
- A color copier!
- All the services already meet my needs.
- Build a new library.
- Definitely! Also pleased with the many extracurricular activities and this is the place where I have access to Wi-Fi and computers.
- Do not allow homeless to take over this branch like at Main. Illness, smells are not what we want. Yes we said it. Liberal Boise enough.
- Do you have specific programs for refugees?
- Doing a great job.
- Doing an incredible job.
- Easier access to find books.
- Expand (get more books and videos).
- Full online resources. Physical books are so 1990's.
- Get better choices of books.
- Have writing contest for younger kids.
- Host more community events.
- I don't know.
- I like the library the it is.
- I think the library has already succeeded.
- Increase parking and offer services for the homeless population in another location where their needs will be met.
- Introducing more fun and creative, knowledge based class for grades 3 and up.
- Just more hours open.
- Keep up the good work.
- Keep up what you guys are doing.
- Like what they are doing.
- Maybe book suggestions in similar topics to what you check out.
- More adult activities, not just senior, kids or teens. Provide same activities as them, let adults be included.
- More classes about technology, but also banking and accounting.
- More classes.
- More computers and kid books.
- More food!
More interactive activities and groups to better suit everyday life for all age groups and families.
More of the same books.
More robots.
Need to replace/upgrade older "favorite" authors. Books are falling apart.
None.
Nothing
Nothing
Nothing else. It's amazing!
Nothing I can think of, satisfied with current services.
Nothing major.
Nothing, it is great.
Nothing, it's great.
Nothing.
Nothing.
Nothing.
Nothing. The staff here are amazing and we always enjoy visiting.
Notify me better when I get a book that is on hold.
OK as is.
Open-Ended Response
Sign language classes.
Take away the gaming computers! Horrible to see kids at the library playing video games.
The library will always be a place to find knowledge in the printed format. A continued dedication to books and accessibility to the stacks for serendipitous findings remains crucial. The library as an institution needs to make better use of its volunteers, and to revamp the volunteer program. Also, the Friends of the Library need to become better leaders of the public to successfully advocate for additional resources.
Tutoring
Very much so!!
Yes, Love our library! So happy to have it in our neighborhood.
Yes!
Yes! You are doing it.
You are doing great - everyone is helpful and my needs are always met.
you guys are doing amazing!

Which of the following categories contains your age?

65 or older - 63
55-64 - 55
36-54 - 94
18-35 - 78
12-17 - 31
11 or under - 26

Of the following, how do you get information about the Library's programs, events, and news? (check all that apply)

Posters - 100
Digital Signs - 53
Handouts - 76
Website - 155
Print Calendar - 2
Library Staff - 95
Social Media - 105
Online calendars (KTVB.com, Statesman.com, etc.) - 38
Newspapers (Idaho Statesman, Boise Weekly, etc.) - 39

Of the following, how do you get information about the Library’s programs, events, and news? (check all that apply)

Library posters - 38
Library digital signs - 16
Library handouts - 24
Library website - 123
Library print calendar - 22
Library staff - 38
Social media - Facebook - 44
Social media - Instagram - 16
Social media - Twitter - 5
Social media - Other (Nextdoor, MeetUp, etc.) - 5
Online calendars (KTVB.com, Statesman.com, etc.) - 11
Newspapers (Idaho Statesman, Boise Weekly, etc.) - 19

Do you have suggestions on additional / preferred communication methods?

- A monthly e-newsletter would be awesome!
- Announcements on public radio
- Communication about new main library has been very poor,
- Do you have suggestions on additional / preferred communication methods? (please specify)
- e-mail
- Email
- Email blast, i.e. a newsletter highlighting events of the week
- email calendar.
- email for special events
- email newsletter
- Email? I receive City emails and emails from rediscovered books, so maybe an email with what’s happening for the month at the library.
- Email.
- email.
- Emails
- Facebook is how I found out about the Library Projects, especially the Main library redesign. That is not fair for all the people who are not on Facebook.
- Get library leadership (management and Friends) in front of cameras and microphones (TV & radio) talking about what’s going on with the library and its programs and/or events.
• Handouts and Social Media; perhaps occasional emails of upcoming events for selected locations? I need to find a better way to find out what’s going on at the Library!
• I receive Book Sizzle by email and often request titles because of it. I’m confused about why that isn’t an option. It is the most useful communication mechanism for me, even if it isn’t branch-specific.
• I’d prefer an email digest!
• In addition to library digital signs, in-branch posters should be used for significant events such as the library open houses, library board meetings, surveys and opportunities for feedback and engagement.
• Keep improving the website
• More OLD movies. Film noir
• My main source are emails from the library on events.
• nope all good
• On News (KTVB-7)
• Online.
• Open earlier on Sundays? Love you all!
• Trying not to use Facebook so much! A monthly email update would be great.
• Weekly email updates or Facebook events
• Would love to get a monthly email newsletter about programs, events, etc.
• Yes, please email out "What's going on this month" links to the library calendar. I'd love that, so I don't forget or miss anything important.

Additional Comments

• I would like to see more Xbox 360 games
• My children love the reading programs. It keeps them motivated and excited about reading.
• A calendar that you can download an import into Google with baby related classes across the Treasure Valley. We go to several play groups and keep busy with the libraries offerings as my daughter gets bored at home with just me.
• Add a suggestion box in the area that has the blue star. This way you would get customers opinions and you will be the best library ever!
• After the very informative article in the Idaho Press Tribune, I fully support the new library design and moving the log cabin to the park.
• An app would increase the user experience.
• An option to send emails about important info.
• Appreciate that you link services with Nampa and other area libraries in Treasure Valley.
• As a frequent, multi-media user of the Boise main library, my view is that it needs only one improvement: more parking.
• Be sure to turn off lights at night and get more magazines.
• Boise citizens are so lucky to have our main library and the satellite libraries. Each one is unique and special in its own way and caters to citizens in the neighborhood.
• Bown Crossing can be very noisy with kids. the sound is not muffled but amplified.
• Bown doing a great job :)
• Bring CD’s for browsing to Bown crossing please. :)”
• Don’t abandon physical media completely. It’s an enjoyable experience unparalleled by digital.
• Every staff member I have contacted with has been extremely helpful. I never feel that they are rushing to get to the next person. Thank you for that.
• Everyone should use the library! It is one of the best things ever and the staff is wonderful!
• Excellent service!
Focus forward rather than staying stuck in the past.
Great job, great service.
have a spooktacular Halloween.
I absolutely feel we are the luckiest people in the world to have Boise Public Libraries and all the joy, entertainment, and knowledge use of them bring to our lives. THANK YOU!!!!!!
I am a huge fan of the library and y'all are doing a great job. I'm a 20-something therapist working at a nonprofit in Boise so I don't make very much money, but with the library I never want for good reading. Thank you!
I am not in favor of the new library design at all! It is glaring and garish, relies on unproven technology for archiving/retrieval, will be a maintenance nightmare, no recycled materials mentioned, nothing "Boise" about it at all. Safdie's designs belong in China or Toronto...they are extremely edgy and cold. No mention anywhere of our homeless population's reliance on the Main library for shelter or to help them obtain needed medical/social services. Lastly, the shell-game financing may have some officials reveling in its cleverness and guile, but the taxpayers, if they ever get a straight answer from Dave Bieter or Kevin Booe, know they will foot the bill for a snow job by a renowned architect. Why don't we do something great instead of grandiose?
I do NOT like the new library design by Safdie. For some of us the library is usually a short to very short-term visit. The current library access allows many visitors like me, to get in easily & quickly for pickups (holds), maybe browse a little, and depart, allowing turnover of the parking lot. The new design does not accommodate this type of user. It assumes the visitor wants to linger. Your questionnaire should ask each user how long a typical visit lasts, purpose for length of stay, and let the results influence parking and design.
I get to read and get candy. I like the staff.
I have always loved the Library. Such a fantastic community resource. Keep up the great job!! ❤️I love being able to request a book (or three) online and have them waiting for me a couple of days later. Great way to find books to read.
I love having the Hillcrest Library so close. It would be great if the library would open at 10am on Saturday mornings as well.
I love our library. Rapid procurement of books on hold; the digital audio and Kindle loans are exceptional. Staff is always helpful and friendly. Couldn't be better!
I love the Boise Public Library! It's a point of pride for me as a Boise resident!
I love the Bown Crossing space. I also use the Main Library a lot, and the new library there will be great. I donate a lot of magazines and wish I could take them to Bown. Seems like they could just take them to the Main Library when books are taken over there.
I love the library and visit (primarily downtown) at least once a week. I'd prefer the City of Boise spend my tax dollars on library services and outreach (materials, more branch libraries) rather than build a glorious new downtown building (with problematic parking). The new branch libraries (Cole, Bown) are beautiful, but I'd prefer an emphasis on functionality rather than form.
I love the library.
I love the library.
I marked you "somewhat satisfied" with the library book selection, however, can't fit much more in that small space, and I love the inter-library loan system, which I use a lot.
I really liked the native American event at Hillcrest. It's nice having that meeting space now.
I really wish I had NOTHING to say concerning the VERY unhealthy condition of these keyboards. As far as I can see they contain food from any and everyone along with bed bugs, bio film (look it up) and that would indicate micro spores, mold, Borellia, mycoplasma, and such. Everyone is already infected sorry to say, but some are truly AFFECTED in worse ways when constantly exposed to this pestilence in this manner. I suppose that could be a plus if the sick people get to sick and stay away...it's a
paradox... a yukky one. I always want to clean these things but it would take sooo... much time. The effort is worth it. If allowed I would assist or whatever in cleaning them. I plan on getting my own keyboard to bring... I hope. Anyway aside from that.... this place rocks:)  
• I really wish there was a way to pay my fees online (if there is, I haven't found it.) I often use the "mail it to me for $2.00" service for my holds, and then it puts an ugly looking block/fee on my account that makes it look like I did something wrong. I'd love to be able to pay the fees online, or at least have the fee not look like a transgression on my account when I all I did was use an optional service :) hope that explanation makes sense!  
• I use the Downloadable audio books frequently and would like to see more selections offered.  
• I visit the Bown Way Library! 1-3 times per week and am very happy with the materials, services and staff there! I often ask for information or assistance and staff members have always been very polite and quick to assist! The one issue I have is that due to the open plan design, sometimes the noise makes quiet work harder. I understand that the noise means other patrons are using and enjoying the Library! so I refrain from asking staff to intervene.  
• I would like if my eBook and print book accounts could be accessed through one account.  
• I would like the library to open 9 am - 5 pm on the weekends.  
• I would like to see more current movies from theaters.  
• I would like to see the library collaborating with more local community organizations to serve more youth.  
• I would love to see a set of big wooden blocks at the Bown location (like they have at the main branch).  
• I'm sad about the gingko trees that have been taken out around the library in the past year. I hope that they can replaced eventually.  
• If unused computer time was longer.  
• If you used the proposed money for the pretentious new main library for a reasonable new main library and a more responsive approach to your services, you would have a better library system. It's pretty lame as it is now.  
• Internet use is appreciated. Thank you.  
• It would be nice to provide colored ink to print pictures.  
• Just make it so I don't have to drive to Nampa for books! And make your helpers not act so put upon & shocked that I read! You want to build a new library but your library book sales have more books & newer books then the downtown library! Just my thoughts. Faithful reader trying to still read at a library.  
• Larger parking spots and more parking would be appreciated.  
• Looking forward to the new library!  
• Love Bown Crossing staff and amenities!  
• Love it there!  
• Love the Boise library! I can keep up on my reading while saving money. Love the movies too.  
• Love the library, only complaint is lack of parking (or lack of patron only parking enforcement) at main branch.  
• love the staff. they are cool. the selection could be better. it is nice to be able to get most items by request and it is quick. cannot get 'the last ship' season 4. too many requests. otherwise, this is a very decent library, but am excited when the new library arrives.  
• love the tree city books store, but it is to small and hard to move around  
• Love you guys.  
• Maybe have a bigger selection of books.  
• More children's take home kits would be appreciated.
• More classes. Particularly in computer type skills, for example how to get the most out of your android phone. Perhaps some class in Excel. The Meditation is great! Every Monday at Main would be ideal. Add the National Enquirer to your magazine collection. People love it.
• More movies.
• More robots to check out.
• My kids LOVE the library!
• My parents would go bankrupt without this library.
• Need closer door to parking.
• Need to be open on Mondays as if it was a regular day
• New planned ideas for the Boise main in the 'news' seem more interested in appearance than substance. No coffee bars and art museums for me at the library. Having a quality library should be about books and not how to classes to compete with Home Depot. on a Saturday morning. Staying on the Home Depot theme, PLEASE NEVER ALLOW DOGS in the library, even if it IS the trendy thing to not say STAY home.
• No
• None.
• On several occasions I noticed school aged children playing computer games on the library computers. The computer games were violent with guns. Does not seem a good way to spend my tax dollars.

Thanks
• One of the issues for me is the use of the public computers by children and teens. While I know they need to be available to all it is really distracting when I am working on something. Perhaps they could be relocated to that particular section of the library or proper manners while using; no talking and competing across the tables or limiting the number of times they can log in, maybe they would then look for books.
• Overall I love our library system. However, I was disappointed with the Hillcrest expansion as it did not expand the space for books and other resources. The Main Library project is the other disappointment. The City of Boise does not have $100 million for a grandiose building. We have satellite branches and should have more of them as the city expands. As the Treasure Valley grows all the libraries need to work together to meet the needs of the expanding population, and that should not be centered into one building downtown.
• People coughing bothers me. Also people who yell on their cell phones.
• Please do not demolish our main library! Renovate existing space, and build capacity by adding more branches and digital resources. Significantly more cost effective and relevant to today's library needs and trends. Do not move forward with a $100 million library campus that we cannot afford to build or maintain!
• Please don't forget about PARKING with any and all improvements made to the Main branch. It is inadequate for the space and gets harder to haul in all of the books I donate as well as return each visit. Thank you!
• Please don't get rid of CDs yet! Many people still use them and/or don't have easy access to streaming services.
• Please more parking!
• Please reconsider the very expensive outsourced-designed library design. We have plethora of talented architects in Boise that have been sadly over looked. Too bad our new library won't reflect our community. Very disappointed patron.
• please thank the security staff they do a wonderful job.
• Put up a shelf below the book/media receptacles in the entry way.
• Staff is marvelous, friendly, and helpful.
• Stay open longer on Sundays. More volunteer opportunities.
Thank you for creating such an amazing space for all of us to enjoy and learn within.

Thank you for what you do!

Thank you for your services. The staff at Lake Hazel are awesome, kind, courteous, knowledgeable and helpfull!!!

Thank you to all the hard working staff who have helped me use the computers.

Thank you to the friends of the library

thanks bros

Thanks for being great!

Thanks so much for the hold service — I use it every week! I also love the curbside service, although I haven’t had to use it yet. But as a mom with tiny kids, it would have been a dream! Looking forward to the new downtown library!

Thanks!

The Bown staff is exceptional. Keep up the good work.

The Hillcrest Library expansion is somewhat of a disappointment. I am hopeful that there is more expansion and remodel to come in the future. Right now it doesn’t have the nice library feel to it and there hasn’t been an expansion of books or even additional bookshelves. The children’s area hadn’t changed at all and is in need of an expansion and additional learning activities. I guess I was expecting more than what was planned. The Cole and Ustick library is a great model and we were hoping for Hillcrest to be more like that. Especially because the building space is available to purchase for a true remodel and expansion. Boise doesn’t need a giant fancy main library. It needs the neighborhood libraries that are a blessing to neighborhoods. The library staff at Hillcrest are helpful, kind and knowledgeable. I appreciate their positive attitudes. A big Thank You to them for making the library experience so pleasant.

The Libby app had major buffering issues or something when you were first promoting it, so I’m still using Overdrive for audio books. But I love your physical locations and SOOOOO appreciate your cooperation with other valley libraries! Thanks for all you do for our community!

The Library is one of my favorite places ever and I love the continual excitement of the activities and kindness from staff

The Library! has enriched my life since I was a kid and, now that I have a daughter of my own, I get to pass down the tradition to her. Just started using the kids resources and they are fabulous! Keep up the great work on your selections, programming, and staffing.

The proposed new library design needs to be returned to the drawing board for broader and deeper citizen input than the library system has engaged in over the past two years. It’s obvious there is widespread citizen dissatisfaction with the Moshe Safdie design, which cram an overly-large structure onto too small a site, causes the destruction of two perfectly-reaptable existing buildings (the current library and the Foothills School), forces the removal of “The Cabin” off of its historic 1939 site, risks increased bird strikes from a reflective glass structure erected along a river corridor, and proposes another downtown parking deck to accommodate the cars the new library will not be able to deal with. The design shows no integration with public transit, as well. Boise’s “Library!” risks becoming “Library?” because it’s obvious to most citizens this plan is less about a new library and more about a new civic events center, designed to make a trendy architectural statement instead of providing essential library services to the maximum number of average users. This push to construct a new library needs a “time out” and a “moment of silence” before we embark on a costly mistake that we will come to regret as a city.

The staff always helps when I need it. I enjoy the events like fit and fall.

The staff are superb — very friendly and welcoming and helpful. I really appreciate their presence.
• The staff at the downtown location are great. The only time I've ever been disappointed was when the twenty something staff members (two of them) who were asked to help schedule RUMI night, decided to make it a community lead event vs. library sponsored event, since they "have no interest in it." RUMI night is a culturally enriching program and just because an employee may not have attended these gatherings, doesn't mean the 60-100 people who do should be penalized due to lack of long term scheduling.
• The staff is always willing to take me to the area where my question can be answered... I have been at the checkout counter, when they have done the same with patrons, young and old.... The computers are often filled by school-age patrons. Nice to see... They also greet me by name, when I enter and when I leave!!
• The staff is awesome.
• The staff of Bown Crossing's library are the most helpful I've ever encountered!
• This is a great library.
• this location can be very noisy when the kids are all on the computers playing the games. the staff can only control them so much. loved the remodel!
• This survey could've been done considerably cheaper by smaller spacing, one sheet and one color ink. It is beautiful but seems wasteful. Staff is very helpful & knowledgeable, also patient, professional & courteous.
• Too NOISY!!!!!
• Very thankful for my local library ....
• We absolutely LOVE Jen, Mackie, Josie, Danielle, Tricia and Maria in the youth area. Our week would be sad without School Age Fun on Thursdays!
• We love BPL!
• We love our library! The staff is amazing! Our kids love coming each week to pick new books, and it is great to be able to reserve books ahead of time!
• We love the Bown Crossing library -- the staff is always friendly and helpful.
• We LOVED the performance by Treasure Valley Children's Theater this past summer! Thank you.
• We loved the summer and fall reading programs, especially the sticker by etter.
• We need a new library, but one that has some connection to Boise! ---Not Salt Lake City's library that is not aging well. Let's have some common sense plans for our new library!
• We wish the Bown crossing location was open on Monday, but otherwise it's perfect. The staff is amazing, friendly and helpful. Thank you!
• West Boise underserved w/ loss of Bookmobile
• Wish the branches were open on Mondays
• Would like emails for specific programs, not all.
• would like to see more Spanish kids' books 3rd grade up
• You are doing a fine job considering the limitations of space. Your staff is very helpful and well informed.
• You do a great job. Keep up the good work!
• You guy's are doing a great Job, keep up the good work.
• You guys rock!
• Your staff is extremely helpful and not condescending for my lack of expertise in using the library or computers
The Library will be closed for each Boise City recognized holiday. Proposed variations are indicated in italics with an asterisk (*) and are not considered paid staff holidays. Staff will flex their schedules as necessary.

**PROPOSED CLOSURES:**

- Tuesday, January 1, 2019  
  New Year's Day
- Monday, January 21, 2019  
  Martin Luther King Birthday /
  Human Rights Day
- Monday, February 18, 2019  
  President's Day
- *Sunday, April 21, 2019*  
  *Easter Sunday*
- Monday, May 27, 2019  
  Memorial Day
- Thursday, July 4, 2019  
  Independence Day
- Monday, September 2, 2019  
  Labor Day
- *Monday, October 14, 2019*  
  *Staff In-Service Day*
  *(All locations closed for staff training.)*
- Monday, November 11, 2019  
  Veteran's Day
- Thursday, November 28, 2019  
  Thanksgiving Day
- Wednesday, December 25, 2019  
  Christmas Day

**PROPOSED REDUCED HOURS:**

- *Tuesday, December 24, 2019*  
  *Christmas Eve*
  *(Traditionally the library has operated reduced hours
  on Christmas Eve closing at 1 p.m.)*
- *Tuesday, December 31, 2019*  
  *New Year's Eve*
  *(Traditionally the library has operated reduced hours
  on Christmas Eve closing at 6 p.m.)*
### Cost Savings from Operations

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<thead>
<tr>
<th>Description</th>
<th>Budget Exp</th>
<th>Actual Exp</th>
<th>Net Cost Sav.</th>
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<tbody>
<tr>
<td>Budget for Expenditures</td>
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<td>Actual Expenditures</td>
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#### Adjustments for M&O Ops.

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<td>Gift Fund Rebudgets</td>
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<td>IOLS Fund and Donations Reserve Transfers</td>
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<td><strong>Total Rebudgets</strong></td>
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<td><strong>Total Encumbrances</strong></td>
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<td><strong>Total Other Adjustments</strong></td>
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**Net Budget to Actual Comparison** $406,473

### Revenue Gains from Operations

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#### Adjustments

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**Net Adjusted Revenue Gains** $23,780

### Net Budget Surplus/(Shortfall)

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### Reserve Balances

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<td>Gift Fund Reserve Balance</td>
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