AGENDA AND AGENDA NOTES

DIRECTOR’S REPORT

SUPPORTING DOCUMENTS

• Boise Public Library Policy Review: Section 5.00, Collection Development and Maintenance
  o Policy Review Coversheet
  o Policy 5.01, Collection Development and Maintenance
    ▪ Exhibit 5.01a, Library Bill of Rights
    ▪ Exhibit 5.01b, Freedom to Read Statement
    ▪ Regulation 5.01c, The Nature and Quality of Materials
  o Policy 5.02, Exclusion of Materials
    ▪ Exhibit 5.02a, Request for Reconsideration of Library Materials

• March/April Customer Service Survey
  o Spring 2019 Customer Experience Survey

BOISE PUBLIC LIBRARY STATISTICS

• System Statistics Reports, April 2019

• Monthly Self-Checkout Statistics
Agenda
Boise Public Library Board of Trustees Regular Meeting Agenda
Thursday, June 13, 2019, 12:00 P.M. Noon • Main Library, 715 S. Capitol Blvd, Boise, ID 83702
(NOTE: time change to 12:00 P.M. Noon.)

BOARD OF TRUSTEES
Dwaine Carver, Acting President
Denise Baird
Margo Healy
Phil Magnuson
Tonya Westenskow

MISSION
The Boise Public Library improves community members' quality of life by supporting their efforts to enhance knowledge, realize creative potential, and share ideas and stories.

AGENDA

1. Call to Order and Introductions

2. Communications
None

3. Minutes- Action Item
   April 11, 2019, Regular Meeting
   May 9, 2019, Regular Meeting

4. Consent Agenda- Action Item
   All matters on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately.
   a. Payment of Bills and Payroll
   b. Financial Reports
      Year-to-Date through April 30, 2019
      Gift Fund activity for April 30, 2019

5. Library Trends and Issues
   Anthony Sanchez, Library Assistant, at the Library! at Collister will give a presentation on customer service experiences.

6. Reports
   a. Friends of the Boise Public Library
   b. Boise Public Library Foundation
   c. Library Director including administration and management
7. **Old Business**
   a. **Boise Public Library Policy Review: Section 5.00, Collection Development & Maintenance**
      Library Public Services Manager Sarah Kelley-Chase will review section 5.00 of the Boise Public Library Policy Manual with the Trustees. The staff recommends no changes to this section of the policy manual. This is a discussion item only and requires no action unless the Trustees direct a change in the presented policies.
      
      This continues the Library Board of Trustees annual policy review for Fiscal Year 2019 as stipulated by the Board’s bylaws.
   b. **Main Library Vision Project Update**
      Staff will provide an update on the Main Library Vision Project. This is a discussion item only and requires no action.

8. **New Business**
   a. **March/April Customer Experience Survey**
      Holly Funk, Library Customer Experience Manager, will review results from the customer experience surveys conducted in March and April. A copy of the report is included in the supporting document section of the meeting packet.

9. **Selection of Trustee to Review Payment Vouchers**
    Trustee review for June vouchers by Healy.

10. **Selection of Meeting Date**
    Next regular meeting July 11, 2019.

11. **Adjourn**

Any person needing special accommodations to participate in the above notice meeting should contact the library administration office at 208-972-8258 no later than three working days before the scheduled meeting.
Director’s Report
KUNA LIBRARY DISTRICT MIGRATION UPDATE
Work to migrate data from Kuna Library District’s current integrated library system (ILS) into Polaris is now underway. Staff training is scheduled to begin in mid-July. The LYNX! Consortium will be working in offline mode beginning August 23 to match and deduplicate patron and bibliographic records prior to import. Holds cannot be placed or pulled during the offline migration stage. Cataloging and acquisitions work will also be suspended. The system is scheduled to go live August 29. The Library has asked the vendor to minimize days working offline if possible.

SUMMER READING KICK-OFF: JUNE 1 – JULY 31
On Sunday, May 26, the Boise Public Library partnered with Rediscovered Books to bring popular children’s author Mo Willems’ characters, Elephant & Piggie to the Main Library to kick-off Summer Reading. The event featured fun, games, and photo opportunities with the characters and library mascot in an event attended by over 750 people. Kick-off celebrations continued at all neighborhood locations the following weekend. Within four days over 500 community members have participated.

Administration and Management Reports:

LIBRARY AS PLATFORM
Information Services staff continue to work with the “Library as Platform” concept, encouraging community members to reserve the meeting rooms and hold events for the public such as Promethean Poets’ Society, Branding for Authors, and Creative Writing with Tarot. In these examples, community members are sharing their expertise or interests—and their stories—with other community members.

NEW PROGRAMMING FOR ADULTS
The Main Library Information Services staff has introduced a variety of new programs for adults over the last couple of months, including Calligraphy Workshops, Embroidery Basics, Pressed Flower Frames, Digital Drawing Studios, The Play’s the Thing: A Theatre Reading Group, Sewing Meetups, and a Community Sound Bath (meditation experience), all to help community members realize their creative potential.
CHILDREN’S BOOK WEEK
For First Thursday in May, Youth Services put on a celebration for the 100th anniversary of Children’s Book Week. Staff and customers dressed as favorite book characters and took part in a photo op area, games, and crafts. A book-shaped cake decorated with the cover art of classic children’s books was a popular treat!

BOISE MUSIC WEEK
Boise Music Week (May 2-12) also celebrated its 100th anniversary in May. In support, Youth Services hosted three music-related storytimes, including a visit from local storyteller Paige Moore.

SENIOR SOIREE
May’s Senior Soiree at the Library! at Collister hosted Charles Alpers, owner of Zeppole Baking Co., who shared his expertise of breads and bread making. Attendees learned about different varieties, flavors and textures, and enjoyed free samples. Great turnout by our senior community.

MAY THE FOURTH BE WITH YOU!
In celebration of May 4, (Star Wars day and Free Comic Book day), Collister staff put on a Star Wars scavenger hunt. Kids had a blast finding their favorite Star Wars characters and earning fun prizes from the treasure box!
Supporting Documentation
Policy Review June 13, 2019

Policy items reviewed and presented are as follows:

SECTION 5.00, Collection Development and Maintenance

• Policy 5.01, Collection Development and Maintenance
  o Exhibit 5.01a, Library Bill of Rights
  o Exhibit 5.01b, Freedom to Read Statement
  o Regulation 5.01c, The Nature and Quality of Materials
• Policy 5.02, Exclusion of Materials
  o Exhibit 5.02a, Request for Reconsideration of Library Materials

Staff Recommendations:
Staff has no recommended changes to policies in section 5.00 of the Boise Public Library policy manual and are included in the meeting packet for information purposes only, unless the Trustees direct changes.
COLLECTION DEVELOPMENT AND MAINTENANCE

The purpose of this policy is to articulate the role of the Library’s collection in the community and provide direction to staff members in their role as selectors. The Board endorses and incorporates as a part of this policy the American Library Association’s Library Bill of Rights (Exhibit 5.01a) and Freedom to Read Statement (Exhibit 5.01b). Since the Library's concern is the communication of ideas and the availability of materials for information, education and entertainment, these statements are extended for the purpose of this policy to include all material in any format.

In order to implement the collection development and maintenance policy, staff will design, and periodically revise, a list of criteria that will provide a framework for planning the content and nature of the Library's collection, for identifying the scope of the existing collection, and for developing plans for shaping a stronger collection. Specifically, staff will acquire, make available, and encourage the use of materials in all media that:

1. help people know more about themselves and their world;
2. supplement formal study and encourage informal self-education;
3. meet the diverse informational needs and recreational interests of all people in the community;
4. stimulate thoughtful participation in the affairs of the community, the country, and the world;
5. give access to a variety of opinions on matters of current interest and encourage freedom of expression;
6. support educational, civic, and cultural activities within the community;
7. aid in learning and improving job-related skills; and
8. assist the individual to grow intellectually and enjoy life more fully.

There is no single standard which can be applied in all cases when making an acquisition decision. Each type of material will be considered in terms of its own kind of excellence and the audience for which it is intended. Some materials will be judged primarily in terms of artistic merit, scholarship, or value as human documents; others will be selected to satisfy the recreational and entertainment needs of the community. Some materials evaluated are subject to widespread or local demand; items experiencing such demand may be added to the collection even though they do not meet the general and specific criteria routinely used by staff in making selection decisions.

The Board encourages public input on Library collections and invites Boise residents to make recommendations for purchases. Such recommendations will be given serious
consideration by Library staff in accordance with the general and specific criteria used in making selection decisions.

The Director or designee shall examine the collection regularly for the purpose of selection, assessment and retention of materials. The same criteria will be used in weeding materials from the collection as are used in their acquisition.

The ultimate responsibility for selection rests with the Director, who operates within the framework of this policy.
LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

FREEDOM TO READ STATEMENT

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious
thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.
3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

THE NATURE AND QUALITY OF MATERIALS

To build a collection of merit and significance consistent with the Library’s mission and strategic objectives, the Director or designee will evaluate materials against general and specific criteria; selections are made in accordance with one or more of these criteria:

General Criteria
1. suitability of physical form for library use
2. suitability of subject and style for intended audience
3. present and potential relevance to community needs
4. appropriateness of medium to content
5. insight into human and social condition
6. importance as a document of the times
7. relation to existing collection and other material on subject
8. reputation and/or significance of author
9. skill, competence, and purpose of author
10. attention of critics, reviewers, and public
11. currency
12. affordability

Specific Criteria for Works of Non-Fiction, Regardless of Format
1. scope and authority of subject matter
2. comprehensiveness and depth of treatment
3. objectivity
4. accuracy and logic of presentation
5. clarity of style
6. representation of challenging, though extreme or minority, point of view
7. scarcity of information in subject field

Specific Criteria for Works of Fiction, Regardless of Format
1. representation of important movement, genre, trend, or national culture
2. vitality and originality
3. artistic presentation
4. sustained interest
5. effective characterization and/or a realistic portrayal of life
6. authenticity of historical or social setting

Staff will also consider the adequacy and availability of materials in other community agencies when making selection decisions. To avoid unnecessary duplication of materials, established special collections that are available for public and/or professional
use (e.g., State Law Library, corporate libraries) will be considered the primary sources for specialized materials.

The provision of curriculum-related materials is generally the responsibility of the schools, but the Library may provide materials that supplement and enrich the materials provided by the schools. When patron demand indicates the need for more curriculum-related materials for individual use by the public (as opposed to school classroom use), materials may be purchased to meet these needs to the extent funds allow without creating a collection imbalance in other areas.
EXCLUSION OF MATERIALS

The Library will review decisions regarding specific titles upon written request from a Boise resident. The Director or designee will provide a Request for Reconsideration form (Exhibit 5.02a) for this purpose.

When a completed Request for Reconsideration form is filed, the Library will begin its reconsideration process. This process consists of the following steps:

1. Staff will review the materials under consideration. The staff will communicate its decision to the patron in writing within 20 business days.

2. Should the patron not be satisfied with the staff’s decision, the Director will review the material in question in consultation with appropriate staff. The Director will communicate his or her decision to the patron in writing within 20 business days.

3. The patron may appeal the Director's decision to the Board. The decision of the Board will be communicated to the patron and shall be final.

In considering Requests for Reconsideration, staff, the Director and the Board will consider each work as a whole, and individual passages will not be treated out of context. They will also consider the literary merit of works recognized as classics, even though classic works may contain words or sentiments which, today, are unacceptable.

No materials shall be excluded from the Library's collection solely because of coarse language or implicit or explicit treatment of certain situations, if a reasonably accurate picture of human experience is portrayed, if the work is deemed a significant artistic endeavor, or if the work meets criteria specified in The Nature and Quality of Materials (Regulation 5.01c).
REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

(Please fill out this form completely and give it to a library staff member. Library management will reply to your request in writing.)

TYPE OF MATERIALS: (Check one)

<table>
<thead>
<tr>
<th>Fiction</th>
<th>Adult</th>
<th>Young Adult</th>
<th>Children</th>
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<tr>
<td>Non-Fiction</td>
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<tr>
<td>Audiobook</td>
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<td>Movie/Documentary/Television series</td>
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<td>Music</td>
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<tr>
<td>Magazine/Newspaper</td>
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<tr>
<td>Other (please specify)</td>
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</tr>
</tbody>
</table>

TITLE ________________________________

AUTHOR/PERFORMER ________________________________

PUBLISHER/COPYRIGHT DATE ________________________________

ITEM BARCODE ________________________________

Request initiated by ________________________________

Address ________________________________

City ________ State _____ Zip Code ________ Telephone ____________

Email address ________________________________

Library location where request was submitted ________________________________

Library Card number (optional) ________________________________

Do you represent:

_____ Yourself

_____ An Organization (name) ________________________________

_____ Other group (name) ________________________________

1. To what in the material do you object? (Please be specific; cite pages and specific passages. Use additional sheet if necessary.)

(continued on reverse)
2. Are your objections based on (check all that apply):
   _______ religious principles  _______ political beliefs
   _______ moral teachings       _______ inaccuracies in the material
   _______ other (please list) ________________

3. Did you read, view or listen to the entire work? ________________
   If not, what parts did you read, view or listen to? ________________

4. What do you feel would be the result of reading, viewing, or listening to this material?
   ________________

5. What parts of the work do you think are accurate and valuable? ________________

6. What do you believe the theme of this work to be? ________________

7. Are you aware of judgments of this work by professional critics? ________________

8. For what age group would you recommend this work? ________________

9. What action are you requesting the library take in regard to this work? ________________

10. If you are requesting withdrawal of the work, what work would you recommend in its place that would convey as valuable a picture and perspective of the subject treated? ________________

   ____________________________  ____________________________
   Signature                      Date

(continued on reverse)
Spring 2019 Customer Experience Survey

METHODOLOGY
Online survey participation has steadily declined over the past 5 years. With the Spring 2019 survey we tested a new approach to engaging the community and administered abbreviated surveys at highly attended community events.

531 PARTICIPANTS
444 - Treefort Music Festival, March 20-24
87 - Spring Celebration, April 20

RESPONSES
1. Have you visited the MAIN LIBRARY in the last year?

2. Have you visited a BRANCH LIBRARY (in Boise) in the last year? If so, which one?

3. Which of the following reasons was your reason(s) for visiting the Library?

- To go check out a book(s) with my kids/ grandkids
- For something related to my work
- As an activity with my kids/ grandkids (e.g. Storytime)
- To use the computers/ internet
- To check out something other than a book (e.g. DVD, Audiobook, etc.)
- To attend a class or event
- To find something new to read
- To check out a book I know I want
Any other comments, suggestions, or feedback you would like to share?

- A bit on the noisy side.
- A lot of homeless seem to come during the day which might be a deterrent for some.
- A more innovative child area.
- Amazing!
- Art galleries show follow the library model. Librarians are the best!
- Bathroom floor was flooded the last time I was there.
- Being able to rent space for classes/sales.
- Better hours.
- Better projection equipment and computers for Hayes auditorium.
- Better use of expansion.
- Better, more online courses.
- Boise library is the best!
- Boooo Stadium. Yaaaay new library!
- Build a stadium. :-)
- Build the new main branch library!
- Can't make it as often as I'd like because of hours vs. school hours.
- Can't wait to see a new building soon!
- Citizen vote - separate library and stadium.
- Closed on Mondays.
- Consider growth/expansion or a rebuild (as recently proposed).
- Continue to provide us Boiseans the access to gain knowledge.
- Could not imagine a world without libraries :-)!
- Could use more books, especially about PC making.
- Crack down on those late fees.
- Do not get rid of the "!
- Don't build the new library.
• Don't move the cabin!
• Don't move the cabin, please (I know that's not up to you, but still).
• Don't use the library a lot, but it is a vital resource for the community.
• DVD collection is FAIR.
• Earlier weekend hours.
• Elizabeth is amazing!
• Enhance areas to special collections, can't wait to see completed Main branch.
• Everything is great
• Everything is great!
• Excited to see the new library!
• Expand!
• Facilities - need new library.
• Family loves to read, hope to visit soon.
• Frequent Main Library.
• Get a sewing machine
• Get more games for VR.
• Get more modern and relevant books about biospheres please.
• Give me back Reference USA!! Also, you're awesome.
• Give us a new library.
• Good luck w/ the campaign!
• Great assistance with children's lit and special needs patrons.
• Great job!
• Great library.
• Great place!
• Great Place!!
• Great promotion of local events and communities. Keep it up!
• Great selection. I have requested books to order and they always follow through. Love the book sales!
• Great!
• Grow the library. Don't move the cabin.
• Have more eBooks available @ one time.
• Haven't been to one in over a year :-)
• Heidi is the best. Give her a raise!
• I am happy to support my local library!
• I am in support of the new downtown library. Putting it to a vote will only raise the costs with the delay.
• I am upset that the City of Boise paid 10 million dollars to architect from another state. I don't like the plans that include the huge River Front outdoor area. The City should have chosen a local architect and we should be able to have input how we spend 85 million. PS There will be cost over runs.
• I am very impressed with the library here in Boise! :-)
• I believe one of the most important public institutions in any community.
• I don't go often. Thanks.
• I enjoy the relaxing, welcoming environment and the friendly staff.
• I like how you are nice.
• I like the audiobooks, but I always need more time with them. Too often I can't finish them.
• I love all the Boise Libraries, they are the best!
• I love all the kids' programs here. There is a great variety and my kids love all of the classes!
• I love Boise Public Services! LOVE
• I love Boise's library system. I feel like west Boise needs its own branch library. I also don't think we need a $104 million library project.
• I love having the library - use the audio books a lot!
• I love how quick the library is to get new books.
• I love libraries!
• I love Maria in the children's section at the Main Boise Library.
• I love online library too!
• I love that the library is open on Sundays!
• I love the accessibility and location would like more online book access.
• I love the Boise Library
• I love the Boise Library!
• I love the Boise Library! Friendly, helpful staff. Great selection.
• I love the Boise Public Libraries and am so excited for the remodel!
• I love the library :)!
• I love the library just the way it is. I love books! And thanks for hosting community events there.
• I love the library!
• I love the Library!
• I love the library!
• I love the Library! It's been integral to my life since I could first read.
• I love the Library! The way that it is.
• I love the Library! Boise Library Rocks!
• I love the library! Overdrive could have some more books!
• I love the library. The resources are needed.
• I love the wide variety of materials available. Almost every time I search for something I'm delighted to see that
  the library has it, and even when I have to be waitlisted for something, I never have to wait very long for it. The
  librarians are always super friendly and helpful as well. I LOVE the Library!
• I put most books on hold and then pickup and very happy with process and reminders on text of due dates.
• I really never go to the library, not sure why.
• I should probably go to the library more often, obviously. And I will.
• I support a new library!
• I think it's great that we have so many resources available at our local library and that it's available to all ages! :-)
• I use the BSU library. I would be interested in volunteering for the outreach programs.
• I used to love how peaceful a library could be. Now tons of people eat, drink, and are way too loud.
• I was told you've got a great selection of movies. Excited to check it out.
• I went to the library looking for CS Education books for classes I teach and I was surprised/excited about all the
  books they offered. The Bown Crossing location is beautiful!
• I went to the log cabin growing up and it had a huge influence on me as a writer. When they moved it, I was so
  sad.
• I would like an upgrade to the downtown library, but the COST scares me.
• I would like more math topic books instead of math history books.
• I would like to see more adult classes/programs that would appeal to a wider audience.
• I would love to see more of a multi-functional community space like they have in other cities.
• I'd love a new main! Thanks!
• It is not easy to find the classes/courses that are available. Was told by a friend they exist.
• It smells like patchouli and Arabian sandalwood mixed with parliament cigarettes and Skoal.
• I've never been.
• Just getting into it. Need to provide services better. Love your online services better! Your online resources for
  small businesses
• Keep being amazing!
• Keep being you! Libraries are our most important public services. This Boisean loves you!
• Keep it the same.
• Keep up the good work because every time we visit it's amazing
• Keep up the good work!
• Keep up the good work.
• Keep up the good work.
• Kid events schedules.
- Late fees are steep.
- Lending libraries for all sort of items. Seattle has some excellent examples. Let's build a new one.
- Libraries made our community.
- Libraries rule + BPL's the greatest! Thank you for all you do!
- Library over Stadium!
- Library!
- Live in Garden City.
- Location for the homeless! Fundraiser for them? Coffee options could be fun.
- Love audio books on Over Drive - use them all the time.
- Love Boise Library!
- Love it!
- Love it! Love Boise, Love the Library!
- Love Libby
- Love our Boise libraries.
- Love the dog programs.
- LOVE the graphic novel collection at the downtown library!
- Love the graphic novels. Could use more hard science and history books to be on par with university library.
- Love the kid's events/activities!
- Love the library & I look forward to a new location.
- Love the library and what it has to offer.
- Love the library!
- Love the Library!
- Love the Library!
- Love the Library!
- Love the library!
- Love the Library!
- Love the library! Also, please redesign the kids butterfly garden.
- Love the library! More events for hands-on art!
- Love the Library.
- LOVE the Library.
- Love y'all.
- Love you guys!
- Love your murder mystery and author events!
- Love your services, great team, and looking forward to seeing the new building.
- Love yourself!
- McKenzie & Marie & Jenn are so helpful and awesome for our students - 34 total - they help with everything and are very kind and make our kids feel so welcome :-) Thanks
- Meridian native, visited Meridian library often during high school.
- Misused by some community members.
- Monday hours at branch libraries!
- More audiobook availability on Libby. Longer hours (please!) Increased VR content/creation ability.
- More Blu-ray movies.
- More branch libraries and not moving cabin so less large library.
- More community promotion of programs would be cool. Art at Bown is beautiful @ night. Bown Monday hours please. Bring on a new downtown building!
- More copies of new books.
- More events! (anything art related)
- More fun adult programs, video game nights.
- More libraries.
- More meeting rooms of various sizes. Consider satellite libraries.
• More public speakers! Especially anthropology and archeology.
• N/A
• N/A
• N/A
• N/A
• Nah, you good.
• Need a fresher atmosphere, but the service is great!
• Need better parking for Main Library.
• Need more community libraries.
• Never go.
• New to town and love library.
• No library card yet.
• No more fines?
• No!
• Nope!
• Not in favor of big new library.
• Not open late enough.
• Not open on Mondays! Love the audiobooks! I use them every day.
• Open sooner of Sundays.
• Please continue to invest in neighborhood libraries.
• Please do not combine vote with stadium -- love new plans.
• Please make sure the walls of glass in the new library don't kill birds - need to make the windows visible in some way.
• Please stay open later on weekends.
• Please upgrade the downtown library.
• Sam Counsil Rules!
• Smaller branches should be open later.
• So sad that Boise County is not a tax paying district. The membership is too expensive.
• Sometimes is really loud when I am trying to study.
• Story time weekly!!
• Super stoked about the new library! It's a key community resource and ours need to be updated - we have outgrown it! I am all about using community funds to support it.
• Thank you for all the amazing activities for kids! My kids enjoy them so much!
• Thank you for everything.
• Thank you for your service, library!
• Thank you Library!
• Thank you!
• Thank you! Late hours always are appreciated.
• Thank you!!
• Thank you.
• THANK YOU.
• Thanks
• Thanks
• Thanks for everything LIBRARY!
• Thanks for teaching!
• Thanks! Y'all are top notch.
• The access to Robotic kits for kids is awesome.
• The Boise Library is so wonderful and does a lot to enrich the community. We need a new main library building.
• The downtown Boise Library is well built. The problem is one part is 4 stories and one part 2 story. My answer is to expand the 2 story to 4 stories.
• The library always helps with what I'm looking for and is a great asset to our community.
• The library is super important. Please keep going!
• The library is very important for so many people in Boise and I appreciate all their services!
• The library needs an app! And a dinosaur option for cards.
• The library needs more adult programs in the daytime.
• The Library rocks! :-)
• The programing is excellent! Also, everyone is wonderfully kind!
• They always help me find things to read and even though I haven't gone that much recently my little brother always finds everything easily.
• They have great classes and fun for kids!
• This place is well built. It has many resources for double checking my project on global warming and the nuclear industry.
• Use all the services.
• Very excited about video games, movies, digital books.
• Want to use it more, out of town too much.
• We love it! Love the ability to get books from shared locations.
• We love the Library!
• We love the Library! Thank you!!
• We love the library.
• We love you! Good luck with the new building. Pay your librarians more.
• We need a new downtown library with arts & history.
• We need a new Library!
• We need to come visit!
• We wish the Bown library was open on Mondays :-) 
• Whatever happens the remodel (I think fix up main library as it is and add parking) Please, please keep parking and add parking. Not all of all can be library patrons if we can't park, it would be horrible for me if I couldn't use the library.
• Wonderful service, pleasant atmosphere.
• Would like you to be open Sundays, year-round. 100% updating the downtown library. Thank you for providing a world-class library in Boise.
• Would love a larger teen lit section.
• Would love longer weekend hours at Bown Crossing. Keep up the amazing work. We love the library.
• Would love to see more advertising about the Boise Library!
• Would love to see the main branch open earlier in the mornings.
• Ya, build the stadium, not the library. :-)
• Yay libraries!
• You are all great!
• You gave a great presentation for BHSERR and I really appreciated it! Thank you!
• You guys are awesome. Keep up the great work.
• Zero close on Mondays.

We added the additional questions to the Library Celebration survey:

Do you believe that the Library improves your quality of Life?
  Yes - 99%
  No - .5%

How has the Library! improved your quality of life?
I'm poor lol.

Great community resource.

It gives me a low cost venue for books, DVD, classes, and to buy more books.

Free access

Everyone reads

Reading and still learning

Magazines, classes, music online

Learning and access to books always increases the quality of life!

It gives you a chance to expand your knowledge and imagination

Helps me understand things throughout my adulthood and relaxes me when stressed.

Expands my cultural experiences. Helps me do work on my Master’s degree.

It gives me a place to bring my kids for entertainment and some quiet reading time for myself.

So many ways enriching opportunities for myself and daughter. I would have been lost without the use of a printer last month.

Free resources that have helped me.

We don't buy books. We check them out!

Culture, knowledge, skills, gathering spot

I have gone to events, found books here and generally find it to be a relaxing place.

Have fun looking for books - they help me find good books.

Libraries are the backbone of society.

Reading benefits everyone and the library provides essential community resources.

Access to far more resources than I would get any other way.

New discoveries!

Gets me to read.

I visit the library at least once a week for DVD's, large print books to read, CD's and just get books on hold and see what is new.

Something to do.

Access to a lot resources / safe place to hang out.
Community & access to resources.

I could get a lot of new knowledge.

So many books! A place for the community to thrive!

Reading fun books is relaxing. Learning new things, spending fun time with my family.

Makes accessing info & resources easier.

Your computers are lousy! Other patrons agree. What the hell is wrong with the internet tea?

Great public space & books, music, movies.

It gives me a nice place to relax and get work done.

Enriching locals with books and learning, broadening horizons. Love, love the library, use it daily. Should have time parking limit. In the last year homeless an issue in parking lot and loitering and using resources to "hang out."

It is where I get my books to read. Love the feeling of community the library serves.

Community allows me a place to hang out.

To learn more.

Good place for kids to come, community, create.

I love to read and the library is in a great location. Also, I enjoy the game night hosted here.

I am the biggest book worm.

Knowledge.

Books make my kids and us happy.

Reading increases my quality of life.

It's a great place to take my family.

Resources, opportunities, safe haven, sanctuary, knowledge.

Knowledge!!

They have many activities that I have been to.

So much available that's not at home.

Low income and can't afford books and DVD's or Netflix. Libraries keep my mind alive.

I couldn't read as many books without the library.
Opening my mind.

Unable to buy items so need this source/enjoy hands on novels (not on elect) do not have access to cable so rely on DVD’s Teach and need sources that don’t cost. Many Idahoans (students) have no resources at home. We must support our public libraries.

Libraries are awesome!

Provides activities and resources for the family.

More quality time with the kids.

I can come and use a computer. There many, awesome books to read on all different subjects. My library card is the most valuable card in my wallet. Library use has introduced me to a world of knowledge.

In so many ways I cannot list. I’m glad many people can spend the day here.
Statistics
<table>
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<tr>
<th></th>
<th>This Month</th>
<th>Last Year</th>
<th>Percent Change</th>
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<th>Last Year</th>
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<td><strong>TOTAL CIRCULATION</strong></td>
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<td><strong>POLARIS CATALOG</strong></td>
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*Patron count at Hillcrest is low due to the removal of the counter during construction at Hillcrest.
### NEW CARDS ISSUED

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### INTERLIBRARY LOANS

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<td>In-State</td>
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### INTERLIBRARY BORROWING

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### REFERENCE SUMMARY

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<td>Main Adult Telephone</td>
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<td>Main Adult Electronic</td>
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**TOTAL REFERENCE**

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## MEETING ROOM USE SUMMARY

### Programs

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### Program Attendance

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<th>This Year</th>
<th>Last Year</th>
<th>Percent Change</th>
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Items checked out at BPL by consortium members' patrons.

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<th>Percent Change</th>
<th>This Year To Date</th>
<th>Last Year To Date</th>
<th>Percent Change</th>
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Items checked out at consortium member locations by BPL patrons.

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### Boise Public Library

#### Monthly Self Check Statistics

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<th>% of Circ</th>
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<thead>
<tr>
<th>Month</th>
<th>Circ Total</th>
<th>Self Ck Total</th>
<th>% of Circ</th>
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</thead>
<tbody>
<tr>
<td>October</td>
<td>30,731</td>
<td>16,241</td>
<td>52.85%</td>
</tr>
<tr>
<td>November</td>
<td>29,465</td>
<td>16,259</td>
<td>55.18%</td>
</tr>
<tr>
<td>December</td>
<td>27,012</td>
<td>13,576</td>
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</tr>
<tr>
<td>January</td>
<td>30,817</td>
<td>17,453</td>
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<tr>
<td>February</td>
<td>27,220</td>
<td>15,189</td>
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<tr>
<td>March</td>
<td>30,742</td>
<td>16,390</td>
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<td>April</td>
<td>26,541</td>
<td>13,866</td>
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<tbody>
<tr>
<td>October</td>
<td>30,531</td>
<td>12,994</td>
<td>42.56%</td>
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<tr>
<td>November</td>
<td>28,912</td>
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<td>26,495</td>
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<td>26,905</td>
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<tbody>
<tr>
<td>October</td>
<td>12,797</td>
<td>7,435</td>
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<tr>
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<td>13,070</td>
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<td>11,762</td>
<td>6,457</td>
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<tr>
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<td>12,973</td>
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<td>11,733</td>
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<tr>
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<td>14,166</td>
<td>8,183</td>
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<tr>
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<td>11,933</td>
<td>7,002</td>
<td>58.88%</td>
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