



2024-2029 | BOISE PUBLIC LIBRARY

Strategic Framework for Impact



Introduction

Libraries have always been part of the story of Boise.

The Boise Public Library traces its roots back nearly to the founding of the city when in 1895 the women of the Columbian Club opened a subscription library and free reading room in City Hall.

Since that first volunteer effort to bring books to a newly established city in a newly established state, the Library has grown with the community. We have continually evolved to meet community needs. Over the years, we have built new buildings and added locations. We added computers and the internet for staff and the public. We developed a website that allows access to digital materials with the click of a mouse. Every improvement, every new resource or tool, has been made to better serve the community we love in the place we call home.

Boise is experiencing another time of change. The Library created this Strategic Framework for Impact to make sure we continue to meet the needs and expectations of the community we serve. The resources and services we offer have changed and will continue to evolve. Our mission to provide access and opportunity remains constant. Our future – like our past – will focus on being the heart of the Boise community.

As Boise grows, so does the Library. We look forward to growing with you.



VISION

(Aspirations for the Library)

Boise Public Library is where everyone in Boise goes to grow.

MISSION

(Our purpose and why we exist)

Our mission is to provide access and opportunity for everyone by connecting people to ideas, information, and community.

VALUES

(What we believe in)

We welcome and serve everyone.

We provide information, services, and programs that are free and open to all.

We create respectful, safe, and inspiring spaces for the entire community.

We uphold the right to privacy and the freedom to read, seek, and hold different points of view.

We adapt to emerging needs in our community.

Strategic Framework for Impact

The Boise Public Library Strategic Framework for Impact includes four Strategic Priorities for 2024-2029:



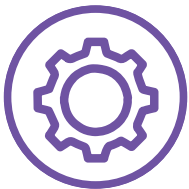
EXPAND ACCESS

Make our collections, programs, and services available when, where, and how people want them.



INCREASE IMPACT

Create valuable experiences for every resident and meet their needs at every stage of life.



OPTIMIZE RESOURCES

Modernize, strengthen, and streamline our operational capabilities.



MEASURE VALUE

Establish impact and performance metrics and use data for decision-making.



Strategic Priority: Expand Access

Make our collections, programs, and services available when, where, and how people want them.

The Boise Public Library is here to serve each of the more than 240,000 residents in our rapidly growing community. Boise includes people from a wide range of income levels, belief systems, and world views. The Library provides opportunities for every member of our community to learn and grow.

Boiseans see the collections – such as our books, videos, games, and magazines – as the cornerstone of the Library and want materials to reflect the growing diversity of Boise. This includes voices by and for marginalized groups, linguistically diverse communities, and immigrants and refugees. Boise residents want comfortable, safe, and attractive spaces to gather and learn. They want staff to be approachable and responsive. Community members value being close to a library location and want to see equitable access across the city. To reach more residents and those who need it most, Boiseans require better information about Library services.

GOALS:

Ensure that every community member has access to library materials in a format that works for them.

Success means Boiseans benefit from a robust digital and print collection and dynamic website that are responsive to community needs and reflective of diverse voices, beliefs, and interests.

Create library spaces that are accessible and welcoming to all.

Success means Boiseans benefit from equitable access to comfortable, safe, and sustainable libraries in convenient locations.

Increase the number of people who are aware of and benefit from the variety of services the Library provides.

Success means Boiseans benefit from a better understanding of how to access information, personal enrichment opportunities, and relevant community connections through the Library.



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What We Heard: *“The Library is limited by existing spaces. Design spaces where the Library can serve as a convener, collaborator, and host for a variety of programs.”*



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What We Heard: *“The Library is in a unique space to point people to the right place as a hub for consistent and reliable information.”*



Strategic Priority: Increase Impact

Create valuable experiences for every resident and meet their needs at every stage of life.

The Boise Public Library serves residents throughout their lives. The Library empowers people to positively shape their futures and the future of Boise. Boiseans want the Library to be inclusive in our efforts to serve everyone. Boiseans also want the Library to focus on areas where we can have the highest impact in serving the community.

Boise residents believe the Library should play a lead role in lifelong learning. We support education through the Library's collections, programs, and staff expertise. Supporting education also involves access to technology such as public computers, emerging technologies, and the internet. The Library serves as an essential place for personal and professional development.

Our community wants the Library to serve a supporting role as a central access point for community resources and organizations. Boiseans value the support the Library provides for those experiencing homelessness or mental health crises and those with less access to opportunities. City leaders and partners see the Library collaborating with other organizations to facilitate better access to relevant services.

GOALS:

Elevate literacy and lifelong learning for Boise residents.

Success means Boiseans benefit from a comprehensive approach to programs, activities, and technologies with learning outcomes for a variety of audiences.

Strengthen connections with community organizations.

Success means Boiseans benefit from additional resources and experiences made possible by collaboration, outreach, and partnerships.



Strategic Priority: Optimize Resources

Modernize, strengthen, and streamline our operational capabilities.

The Boise Public Library has five locations across Boise and 129 staff members. The Library provides a collection of more than 370,000 physical items. Our website offers access to digital materials and resources at home or on the go.

The Library's staff, culture, and systems are the foundation of our ability to serve the Boise community. Boiseans want the Library to continually assess how to maximize the use of our resources and expertise. The Library should ensure adequate staffing levels, provide training for staff on relevant services, and use technology to free up staff time for additional library user support.

GOALS:

Modernize operations to serve the community more efficiently.

Success means Boiseans benefit from upgraded services informed by best practices in customer service, user experience, and library technology.

Invest in a highly trained and well-supported workforce.

Success means Boiseans benefit from Library staff with the relevant skills and knowledge to serve community members, backed by a strong support structure.



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What We Heard: *“An open and imaginative growth strategy to adapt to the needs of the community.”*



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What We Heard: *“Resources for everyone at every stage of their life and for every difficult or marginalized situation (homelessness, joblessness, new child, moving, etc.). The library should be the first place people turn to for help in all things.”*



Strategic Priority: Measure Value

Establish impact and performance metrics and use data for decision-making.

The Boise Public Library provides services and programs to inspire, inform, and connect our community. To enhance our impact, we need to continually evaluate our offerings and their usage. This assessment includes ongoing community feedback. By using data and community input, we can better understand the evolving needs of our growing city. We can make sure that our programs and services are responsive and effective.

Boiseans expect a library that improves and innovates. Creating and reporting on key performance metrics will enable the Library to communicate our value to stakeholders.

GOALS:

Measure and communicate the impact of the Library on the Boise community.

Success means Boiseans benefit from improved services based on data-driven decisions and a greater awareness of the Library's vital role in the community.

Collect, evaluate, and utilize community feedback.

Success means Boiseans benefit from ongoing opportunities to participate in the Library's commitment to listening to and learning from stakeholders and community members.

How We Listened

The Boise Public Library made it a priority to hear from the community in developing our strategic direction. We are grateful for the response we received because we strive to better serve our community. We collaborated with consultants to reach out to Boise residents – both Library users and non-users. We interviewed a variety of public and community-based organizations. We involved Boise Public Library's Board of Trustees and City of Boise leadership. We included Library staff at all levels. We asked about experiences with the Library, the role of public libraries, and unique opportunities and challenges in Boise. This engagement is the foundation of our Strategic Framework for Impact.

Analysis of Community Data and Research



Local and national issues and demographics research



Peer benchmarking with 14 local and national peer libraries



Analysis of community, staff, and stakeholder feedback



Summary of findings

Engagement and Information Gathering

2,346

Responses to the Community Survey
(English and Spanish, online and on paper)

104

Responses to the Boise Public Library Staff Survey

45

Interviews with key stakeholders and community partners

9

Outreach events to speak with residents

7

Community Listening Sessions
(virtual and in-person)

6

Weeks of on-site public activities

5

Staff Listening Sessions
(virtual and in-person)

Developing the Strategic Framework for Impact

Mission, Vision, and Values statements

Strategic Priorities and Goals

Implementation structure

Strategic Framework for Impact

Final Review and Implementation

Strategic Framework for Impact shared with community and partners

Structure and support for implementation finalized

Implementation of five-year Strategic Plan begins

+40

Boise Public Library and City of Boise staff members and a Boise Public Library Board of Trustee served on the Steering Committee or one of four work groups to help shape the strategic plan project.

Next Steps

The Strategic Framework for Impact will guide the Boise Public Library's efforts for the next five years. This framework will help ensure we meet the needs of the community. It will help us prioritize our work and better report to the community on our results. It will both inspire us and hold us accountable.

We expect to learn and adjust over the next five years. Our internal implementation plan features the development of annual work plans with specific Objectives and Actions and ways to measure our success.

We will regularly report to the public, Board of Trustees, City Council, and staff on how we use budget and resources. We will provide annual updates to the community of our progress on the Strategic Priorities.

We look forward to the next chapter of the Boise Public Library!





Boise Public Library and the City of Boise

Boise Public Library is a city department governed by a Board of Trustees. The members of the Board are appointed by the Mayor and approved by the City Council. The Board is composed of five city of Boise residents representing a cross section of community interests. The Board of Trustees sets policy for the operation of the Library and approved the Strategic Framework for Impact in their June 2023 meeting.

Board of Trustees

President, Brian Klene

Vice-President, Rebecca Lemmons

Trustee, Phil Magnuson

Trustee, Nicole Trammel Pantera

Trustee, Natasha Rush

As one of sixteen departments in the City of Boise, we will continue to collaborate with city leadership and other departments to achieve the Boise Public Library's Strategic Priorities. Our efforts align with the city's vision, mission, values, strategic priorities, and budget processes.

City of Boise Vision:

Creating a City for Everyone.

City of Boise Mission:

The City of Boise will create a city for everyone by embracing our community in the decision-making process; innovating and investing to protect our environment; and ensuring a thriving local economy that benefits all.

City of Boise Values:

One City, One Team – For the Greatest Good

Community Experience with 'WOW'

There's Nothing We Can't Do Better

City of Boise Strategic Priorities

A Safe and Healthy City for Everyone

A Home for Everyone

Movement for Everyone

A Clean City for Everyone

Opportunity for Everyone

Engaging Everyone

City of Boise Budget:

The Boise Public Library is primarily funded by tax dollars through the City of Boise's General Fund, amounting to approximately 5% of the total General Fund.



To learn more about the Boise Public Library, including how to support the Library, please visit our website, www.boisepubliclibrary.org.