

**BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**  
November 12, 2020, Meeting Packet Cover Page

**AGENDA**

**DIRECTOR'S REPORT**

**SUPPORTING DOCUMENTS**

- Boise Public Library Policy Review: Section 2.00, Personnel
  - Policy Review Coversheet
  - Policy 2.01, Personnel
  - Policy 2.02, Continuing Education
- Main Library Condition Assessment
  - Condition Assessment and MRM Planning Presentation
- Library Fiscal Year 2020 Rebudget and Encumbrance Requests
  - Rebudgets and Encumbrances, Fiscal Year 2020 Report

**MISCELLANEOUS**

- Interfaith Sanctuary Message
  - Interfaith Sanctuary Letter to Library staff

**BOISE PUBLIC LIBRARY STATISTICS**

- System Statistics Reports, September 2020
- Boise Public Library Volunteer Statistics, FY2020

# Agenda



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | INTERIM DIRECTOR: Kristine Miller

## Boise Public Library Board of Trustees Regular Meeting Agenda

Thursday, November 12, 2020, 11:30 a.m. • **Maryanne Jordan City Council Chambers, City Hall, 150 N. Capitol Blvd., Boise, ID 83702**

Public can attend the meeting in person, or via Zoom by registering at the following link:

[https://cityofboise.zoom.us/webinar/register/WN\\_4FuHgZp9Qe-w\\_EhrVKa8Jw](https://cityofboise.zoom.us/webinar/register/WN_4FuHgZp9Qe-w_EhrVKa8Jw)

<p><b>BOARD OF TRUSTEES</b>  Margo Healy, President  Tonya Westenskow, Vice President  Sonia Galaviz  Rachel Goochey  Phil Magnuson</p>	<p><b>MISSION</b>  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.</p>
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## AGENDA

1. **Call to Order and Introductions**
2. **Communications**  
Interfaith Sanctuary message to Library staff.
3. **Minutes-Action Item**  
October 8, 2020, Regular Meeting  
October 13, 2020, Special Meeting  
October 14, 2020, Special Meeting  
October 15, 2020, Special Meeting  
October 16, 2020, Special 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 September 30, 2020  
Gift Fund activity for September 30, 2020
5. **Reports**
  - a. Friends of the Boise Public Library
  - b. Boise Public Library Foundation
  - c. Library Director including administration and management

MAIN LIBRARY  
715 S. Capitol Blvd., Boise, Idaho 83702  
P: 208-972-8200 | TDD/TTY: 800-377-3529

LIBRARY! AT  
BOWN CROSSING  
P: 208-972-8360

LIBRARY! AT  
COLE & USTICK  
P: 208-972-8300

LIBRARY! AT  
COLLISTER  
P: 208-972-8320

LIBRARY! AT  
HILLCREST  
P: 208-972-8340

BOISE CITY COUNCIL: Elaine Clegg (President), Holli Woodings (President Pro Tem), Patrick Bageant, Lisa Sánchez, Jimmy Hallyburton, TJ Thomson

[BOISEPUBLICLIBRARY.ORG](http://BOISEPUBLICLIBRARY.ORG)

**6. Old Business**

**a. Boise Public Library Policy Review:  
Section 2.00, Personnel**

Library Public Services Manager Sarah Kelley-Chase will review section 2.00 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 2021 as stipulated by the Board's bylaws.

**b. Main Library Condition Assessment**

Shawn Wilson will provide the Trustees with an update on the condition assessment of the Main Library. This is a discussion item only and requires no action.

**c. Director Search Update-Action Item**

Trustees will appoint Jessica Dorr as the new Library Director.

**7. New Business**

**a. Library Fiscal Year 2020 Rebudget and Encumbrance Requests- Action Item**

The Library is requesting rebudgets and encumbrances totaling \$283,797 from Fiscal Year 2020 into the Fiscal Year 2021 budget. A copy of the Library's rebudget and encumbrance list is included in the supporting document section of the meeting packet.

Motion to approve, revise, or reject the Fiscal Year 2020 rebudget and encumbrance requests and forward to City Council for final approval.

**8. Selection of Trustee to Review Payment Vouchers**

Trustee review for November vouchers by Goochey.

**9. Selection of Meeting Date**

Next regular meeting Thursday, December 10, 2020.

**10. 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

# BOISE PUBLIC LIBRARY

## Library Director's Report

November 2020

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### OPERATIONS

The BPL team and customers have adjusted to our 'new normal' and day-to-day operations continue to run smoothly. Several rounds of internal hiring and staff load balancing allowed us to maximize use of our current team's time and talent. Our latest round of hiring includes a handful of part-time Library Assistant positions open externally for recruitment and two Librarian positions open for internal promotion. With these additions we will have the people power needed to maintain our current offerings.

Curbside hold pick-up remains steady, and computer lab usage continues to be well utilized. Our license agreement with Interfaith Sanctuary has concluded, and we're in touch with multiple partners to resume targeted programming in the Hayes Auditorium.

### Administration and Management Reports:

#### NEW SCHOOL SUPPORT RESOURCE - IXL

The past summer, the Collection Development team spent several months researching to find an educational resource that would facilitate homeschooling, supplement in-person or hybrid schooling, and/or serve as homework help. Current offerings aimed at libraries did not adequately fill all these needs. Non-library offerings which focus more on home-schooling were examined, and a small focus group was deployed to investigate. Boise Public Library is now the first public library to pioneer the implementation of IXL. This product covers Idaho Content Standards for grades K-12. The resource may be found at <https://www.ixl.com/signin/boisepublib>.

#### CURATED COLLECTIONS ENHANCEMENT

Members of the Acquisitions and Technical Services team worked with Jamie Lundergreen, Communications/Customer Experience Manager, to pilot staff-curated collection lists on our website. These lists will be expanded to include audience pages in the future. This allows our physical collections to be highlighted in the same way that our OverDrive collections are which has been proven to increase circulation of these materials. For a sneak peak: <https://www.boisepubliclibrary.org/books-movies-and-music/browsing-the-collection/>.

#### EQUITY IN ACTION: BUILDING DIVERSE COLLECTIONS

The Collection Development Librarians have been participating in this multi-week, interactive online course hosted by Library Journal and School Library Journal. The team will use what they learn to continue to enrich our collections.

## **PROGRAMMING**

The Youth Services team have continued to present weekly Live Virtual programming for children ("Family Storytime" & "Music & Movement") and Teens ("Teen Hangouts"), as well as Tiny Telephone Tales.

A team of Librarians from each location are currently working on a long-term programming plan which includes feedback from the community in the form of an online survey available through November 11, 2020.

## **HALLOWEEN**

All locations created and distributed Halloween-themed Grab and Go activity bags and created displays.

## **STEM FROM THE START**

October saw the launch of monthly *STEM from the Start* kits, available at all neighborhood branch locations. Each month, families can register to receive a kit for preschool children covering STEM-related topics, augmented by a virtual storytime featured on our YouTube channel. This program has been created using funds from a grant provided by the STEM Action Center and will be available monthly through March.

# Supporting Documentation



# Boise Public Library

Policy Review November 12, 2020

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Policy items reviewed and presented are as follows:

## SECTION 2.00, BOARD OF TRUSTEES

- Policy 2.01, Personnel
- Policy 2.02, Continuing Education

### *Staff Recommendations:*

Policy 2.00 of the Boise Public Library policy manual is presented to the Library Board for review. Staff has no recommended changes to these policies and are included in the meeting packet for information purposes only, unless the Trustees direct changes.

Document Type:	Policy
Number:	2.01
Effective:	03-01-11
Revised:	12-02-15

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## PERSONNEL

The Board follows the personnel policies of Boise City, as outlined in the Boise City Employees Handbook.

The Board has sole responsibility for hiring, supervising, and evaluating the Director, who serves at the pleasure of the Board.

Nevertheless, the Board expects members of the Library's management to bring serious concerns related to the Director's job performance to the attention of the Board. These concerns would include: 1) job performance that clearly does not meet the job description or job performance standards adopted by the Board; 2) intentional actions by the Director that circumvent the written library policies as adopted by the Board; 3) the creation of a hostile, harassing, or threatening work environment whether as an ongoing practice or a single incident; 4) unethical or illegal actions or behavior.

The Director and supervisory staff have the authority to dismiss any library employee whose attitude, professional ethics and conduct, or performance of duties make such action advisable. The Director and supervisory staff shall follow the personnel policies of Boise City when exercising this authority, as outlined in the Boise City Employees Handbook.

The Library is committed to providing equal employment opportunities for all persons.

Document Type:	Policy
Number:	2.02
Effective:	03-01-11
Revised:	03-01-11

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### CONTINUING EDUCATION

The Board encourages the personal and professional development of staff members through participation in civic, educational, and professional organizations. Attendance at library institutes and the conferences of library associations may be financed within the restriction of the Library's budget. Insofar as it is feasible, attendance at conferences will be rotated among eligible staff members.

All non-probationary members of the staff, regardless of job classification, are eligible to apply for permission to attend work-related conferences, workshops, and classes on library work time. Exceptions for introductory or temporary staff may be made at the discretion of the Director or designee. Opportunities for training will involve as many people on the staff as feasible given budgetary and staffing constraints. Priority will be given to training that supports Library strategic plan activities and/or supports an individual employee's approved performance plan for work-related training.



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# CONDITION ASSESSMENT AND MRM PLANNING

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November 12, 2020

# AGENDA

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- Goals
- Condition Assessment Details
- Coordinating Investments
- Approach

# GOALS

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- Understand the condition of major systems
- Develop cost estimates to correct backlog
- Forecast effective ages and lifespans
- Identify code deficiencies
- Develop a Fiscal Year 2021 plan

# EVALUATION

- Seismic completed in 2018
- 2020 focus was:
  - Architectural
  - Mechanical
  - Electrical
  - Site



# APPROACH

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- Architectural and engineering (A/E) Team analyzed the building
- A/E developed a draft summary
- A/E Team worked with City staff to reconcile findings
- A/E Team finalizes report
- City staff coordinate findings with other major repair and maintenance activities (e.g., ADA) to prioritize repair packages, costs, and timing.



# SAMPLE OUTPUT

Code Related Item ***	Discipline	Deficiency & Upgrade Item	Materials Estimated Useful Life	Approx. Age	Quantity	Unit	Cost/Unit	Total Cost 2020		Immediate Needs	Year 1-3	
	Roof Level											
	Arch	North Portion - Replace BUR Roofing with Garland TPO and Add Insulation	30	Unknown	16,300	SF	\$ 18.00	\$ 293,400.00	=	\$ 293,400.00	\$ -	\$
	Arch	South Portion - Replace TPO Roof with New Garland TPO and Add Insulation	7 to 20	15-20	13,500	SF	\$ 18.00	\$ 243,000.00	=	\$ -	\$ 243,000.00	\$
***	Arch	Add railing for fall protection to south roof portion - Self Supporting "Hide-A-Rail" type that is set on top of roof is preferable to hide railing from line of sight unless it is in use	50	Not Currently There	274	LF	\$ 120.00	\$ 32,880.00		\$ -	\$ 32,880.00	\$
	Whole Building											
	Arch	4-Story Portion - Wall, floor, ceiling patch and repair as a result from plumbing piping replacement. Priced per fixture.	NA	NA	46	EA	\$ 3,000.00	\$ 138,000.00		\$ -	\$ 138,000.00	\$
	Arch	1-Story Portion - Wall, floor, ceiling patch and repair as a result from plumbing piping replacement. Priced per fixture.	NA	NA	12	EA	\$ 3,000.00	\$ 36,000.00		\$ -	\$ -	\$



# COORDINATING INVESTMENTS

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- Accessibility Review
  - Human resources programmatic review
  - Minor updates identified as needed
  - More substantial projects also identified

# WHICH INVESTMENTS?

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- Assumptions
  - Fate of asset decided approximately 2023/24
  - Minimum operating life of asset approximately 2027-30
  - Address ADA deficiencies
- Strategy
  - Defer higher cost reinvestments until fate decided
  - Balance annual spending
  - Study FY21 projects to improve cost estimates

# ESTIMATING ACCURACY

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- Class 5 Estimates (concept level)
- Low Range = -20% to -50%
- High Range = +30% to +100%
- Cost in 2020 dollars and not inflated to budget year

# MRM YEARLY DISTRIBUTION

Project	Includes	FY21	FY22	FY23	FY24	FY25
4 story roof	Replace roof & resolve 2" parapet height issue & parapet repairs	\$350,000				
1 story roof	Replace roof & install safety rail		\$350,000			
2nd floor ADA RR	Remodel 2nd floor restroom to meet ADA standards	\$200,000				
Gender neutral RR	Remodel for public and staff single-user restrooms (1 ea.)	\$150,000				
ADA upgrades	Placeholder for other ADA upgrades identified in study	\$50,000	\$150,000	\$150,000		
4 story plumbing	Replace mains & service lines, including wall repairs	\$25,000	\$25,000	\$350,000		
1 story plumbing	Replace mains & service lines, including wall repairs				\$75,000	
Misc. exterior	Recaulk at windows (where readily available)	\$10,000				
Brick grout repairs	Fix/tuck grout on exterior as needed + recaulk upper windows					\$300,000
4th floor finishes	Replace flooring, paint, ceilings etc. as appropriate			\$60,000		
Stair rails	Replace rails & handrail to be code compliant	\$40,000				
Finish repairs	Paint, carpet, etc. as needed (1st - 3rd floors)		\$50,000	\$15,000	\$15,000	
Casework repairs	Repair casework chips etc. where needed					\$75,000
Window replacement	Replace exterior windows for energy efficiency				\$350,000	
1 story HVAC	Replace multi-zone units for energy efficiency				\$200,000	
Fire pumps	Replace fire pump & install backflow	\$100,000				
Heat pumps	Replace 6 failing heat pumps		\$15,000			
Loop pumps	Replace 2 aging loop system pumps			\$25,000		
Electrical system	Replace switchgear, panel boards etc					\$600,000
Arc-flash	Conduct arc-flash study & install signage	\$25,000				
Lighting	Upgrade remaining lighting to LED				\$200,000	\$150,000
Site repairs	Patch asphalt, repair sidewalk etc as needed to gain 4-5 years life	\$100,000				
Site replacement	Full site / pavement rehab (permeable pavers, sidewalks etc)					\$2,000,000
Front elevator rehab	Major elevator equipment rehab. of the front (east side) elevator			\$200,000		
Security upgrades	Upgrade intrusion system etc.			\$100,000		
<b>Total</b>		<b>\$1,000,000</b>	<b>\$600,000</b>	<b>\$900,000</b>	<b>\$840,000</b>	<b>\$3,125,000</b>

# FY21 PROPOSAL

Description of Work	ROM Cost (2020\$ in \$1,000)
Replace 4-story roof and repair parapet	\$350
Remodel 2 <sup>nd</sup> floor restroom, ADA	\$200
Remodel restrooms to include all gender restrooms	\$150
General accessibility improvements	\$50
4-story plumbing replacement	\$25
Repair/replace window caulking	\$10
Replace rails/handrails for code updates	\$40
Replace fire pump and add backflow prevention	\$50
Complete arc flash study and label panels	\$25
Site repairs (minor work, ADA updates)	\$100



# NEXT STEPS

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- FY21:
  - Procure architect and contractors to develop designs where needed and improve estimates.
  - Better understand timing and feasibility of coordinating the work. Logistics and capacity.
- FY22-25:
  - Reconcile MRM proposed activities and estimates with budget planning efforts.



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# QUESTIONS

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# PROPOSED NEXT STEPS

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- Consolidate data gathering to understand and coordinate investments in repair and maintenance
- Understand schedule and timing
- Analyze/prioritize alternatives:
  - Defer/Run to failure options (e.g., lightbulb)
  - Limited investment
  - Full investment

# ASSESSMENT SUMMARY

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- The asset is generally in good to fair shape (FCI score)
- There are near term (1-5 year) investments that were identified

# ARCHITECTURAL

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- Roofing



- Grout



# ARCHITECTURAL

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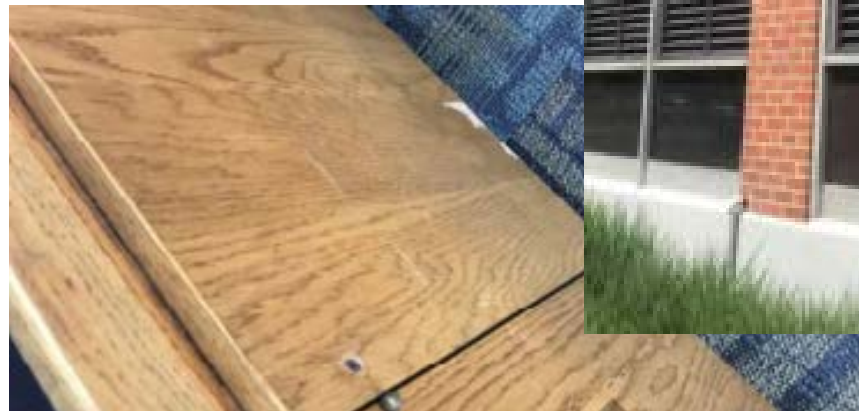
- Flooring



- Single Pane Windows



- Casework



# MECHANICAL

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- HVAC on One Story
- All Plumbing



# ELECTRICAL

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- Switch Gear
- Panels
- Lighting

# SITE – ASPHALT, CONCRETE, AND DRAINAGE

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**Boise Public Library  
 Rebudgets and Encumbrances  
 Fiscal Year 2020**

<b>Description</b>	<b>Encumbrance</b>	<b>Rebudget</b>	<b>SUM</b>	<b>Comments</b>
Library System Strategic Plan		200,000	200,000	System wide plan estimated to complete Q4 FY23
Collister Improvements	16,226	7,360	23,586	Collister Door project will be completed Q2
Downtown Plan-Building/Parking	8,012	14,500	22,512	Downtown Plan for Building and Parking to complete Q1
Van	25,648	2,113	27,761	For Purchase Order and Upfit charges, Van to arrive Q2
June Garcia Director Search	9,938		9,938	Purchase Order for Director Recruitment, completing Q1
	59,824	223,973	283,797	
<b>Total Rebudgets and Encumbrances</b>			<b>283,797</b>	



Miscellaneous

♥ Dear Library Staff ♥  
Kymberlie



Dear Library Staff,

Thank you so much for your endless outpouring & generosity ♡♡♡

We should have thrown a party for you yet, you gave us a party and an unforgettable send off. My heart sings!

Together we have touched the lives of so many who literally had no place else to go. We could have never done this without you. You have personally been a blessing to me. You made this experience better... In the challenges & in the hard your support was key to making it better... for all of us.

Our Gratitude speaks !!!

♡ With love & appreciation ♡

Kimberlie Westmoreland

# Statistics

# BOISE PUBLIC LIBRARY

## SYSTEM STATISTICS REPORT

### September 2020

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<b><u>CIRCULATION/Books</u></b>						
Adult	28,672	55,769	-48.59	452,176	668,251	-32.33
Young Adult	3,392	7,592	-55.32	60,194	91,961	-34.54
Juvenile	26,390	67,603	-60.96	489,711	756,305	-35.25
<b>Sub Total</b>	<b>58,454</b>	<b>130,964</b>	<b>-55.37</b>	<b>1,002,081</b>	<b>1,516,517</b>	<b>-33.92</b>

<b><u>CIRCULATION /Audio Visual</u></b>						
Adult	12,384	40,479	-69.41	296,150	514,454	-42.43
Young Adult	478	1,692	-71.75	12,011	19,842	-39.47
Juvenile	2,972	12,278	-75.79	84,838	145,611	-41.74
<b>Sub Total</b>	<b>15,834</b>	<b>54,449</b>	<b>-70.92</b>	<b>392,999</b>	<b>679,907</b>	<b>-42.20</b>

<b><u>CIRCULATION/Digital</u></b>						
eAudio	23,268	18,996	22.49	241,609	209,480	15.34
eBooks	23,564	17,556	34.22	271,990	209,502	29.83
eVideo	34	72	-52.78	943	657	43.53
eMusic	13,666	10,485	30.34	131,757	107,115	23.01
eMagazine	4,109	1,940	111.80	29,833	24,166	23.45
<b>Sub Total</b>	<b>64,641</b>	<b>49,049</b>	<b>31.79</b>	<b>676,132</b>	<b>550,920</b>	<b>22.73</b>
<b>TOTAL CIRCULATION</b>	<b>138,929</b>	<b>234,462</b>	<b>-40.75</b>	<b>2,071,212</b>	<b>2,747,344</b>	<b>-24.61</b>

<b><u>CIRCULATION SUMMARY</u></b>						
Main Library	27,863	90,613	-69.25	672,433	1,092,255	-38.44
Collister	8,534	15,258	-44.07	123,027	182,842	-32.71
Hillcrest	6,156	13,537	-54.52	104,960	161,128	-34.86
Cole & Ustick (C&U)	13,878	31,130	-55.42	236,534	370,770	-36.20
Bown	16,280	32,989	-50.65	241,746	375,212	-35.57
Home Service	1,577	1,886	-16.38	16,380	14,217	15.21
Digital Collection	64,641	49,049	31.79	676,132	550,920	22.73
<b>TOTAL CIRCULATION</b>	<b>138,929</b>	<b>234,462</b>	<b>-40.75</b>	<b>2,071,212</b>	<b>2,747,344</b>	<b>-24.61</b>

<b><u>PATRON COUNT</u></b>						
Main Library	10,685	80,154	-86.67	366,867	1,009,568	-63.66
Collister	2,683	7,267	-63.08	55,671	99,641	-44.13
Hillcrest *	2,038	7,888	0.00	54,475	94,123	-42.12
Cole & Ustick	517	12,545	-95.88	76,855	168,847	-54.48
Bown	3,421	13,416	-74.50	84,793	160,939	-47.31
<b>TOTAL PATRON COUNT</b>	<b>19,344</b>	<b>121,270</b>	<b>-84.05</b>	<b>638,661</b>	<b>1,533,118</b>	<b>-58.34</b>

<b><u>POLARIS CATALOG</u></b>						
System External Use Counts	377,051	299,373	25.95	3,640,890	3,760,699	-3.19
Main Internal Use Counts	18,359	72,436	-74.65	396,424	1,048,764	-62.20
Collister Internal Use Counts	319	2,645	-87.94	18,642	35,663	-47.73
Hillcrest Internal Use Counts	279	2,691	-89.63	18,663	37,049	-49.63
C&U Internal Use Counts	983	7,514	-86.92	47,900	99,060	-51.65
Bown Internal Use Counts	1,646	6,974	-76.40	58,496	87,261	-32.96

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<b><u>NEW CARDS ISSUED</u></b>						
Resident	388	844	-54.03	6,624	11,374	-41.76
Non-Resident	0	8	-100.00	38	77	-50.65
Internet Only	1	1	0.00	7	36	-80.56
<b>TOTAL CARDS ISSUED</b>	<b>389</b>	<b>853</b>	<b>-54.40</b>	<b>6,669</b>	<b>11,487</b>	<b>-41.94</b>

**INTERLIBRARY LOANS**

Out-of-State	41	61	-32.79	615	1,273	-51.69
In-State	35	42	-16.67	324	851	-61.93

**INTERLIBRARY BORROWING**

Out-of-State	117	266	-56.02	1,538	2,536	-39.35
In-State	36	71	-49.30	484	832	-41.83

**REFERENCE SUMMARY**

Main Adult Desk	368	2,763	-86.68	14,938	35,384	-57.78
Main Adult Telephone	1,407	706	99.29	14,886	7,810	90.60
Main Adult Electronic	297	131	126.72	2,823	2,168	30.21
<b>Sub Total Adult Reference</b>	<b>2,072</b>	<b>3,600</b>	<b>-42.44</b>	<b>32,647</b>	<b>45,362</b>	<b>-28.03</b>

Main Youth Desk	38	1,407	-97.30	6,207	18,191	-65.88
Main Youth Telephone	1,010	43	2248.84	4,679	679	589.10
Main Youth Electronic	4	0	0.00	107	20	435.00
<b>Sub Total Youth Reference</b>	<b>1,052</b>	<b>1,450</b>	<b>-27.45</b>	<b>10,993</b>	<b>18,890</b>	<b>-41.81</b>

Information Desk

Readers Advisory	7	12	-41.67	75	233	-67.81
Directional/Informational	4,903	1,912	156.43	28,926	26,304	9.97
<b>Sub Total Information Desk</b>	<b>4,910</b>	<b>1,924</b>	<b>155.20</b>	<b>29,001</b>	<b>26,537</b>	<b>9.29</b>

Collister Desk	1,315	1,736	-24.25	14,922	23,332	-36.04
Collister Phone	130	130	0.00	1,333	1,874	-28.87
<b>Sub Total Collister Reference</b>	<b>1,445</b>	<b>1,866</b>	<b>-22.56</b>	<b>16,255</b>	<b>25,206</b>	<b>-35.51</b>

Hillcrest Desk	1,058	1,456	-27.34	13,543	19,238	-29.60
Hillcrest Phone	310	110	181.82	1,787	1,668	7.13
<b>Sub Total Hillcrest Reference</b>	<b>1,368</b>	<b>1,566</b>	<b>-12.64</b>	<b>15,330</b>	<b>20,906</b>	<b>-26.67</b>

Cole & Ustick Desk	2,132	2,209	-3.49	23,940	32,391	-26.09
Cole & Ustick Phone	338	78	333.33	2,224	2,194	1.37
<b>Sub Total C&amp;U Reference</b>	<b>2,470</b>	<b>2,287</b>	<b>8.00</b>	<b>26,164</b>	<b>34,585</b>	<b>-24.35</b>

Bown Desk	2,436	1,377	76.91	16,553	18,315	-9.62
Bown Phone	96	84	14.29	1,705	1,243	37.17
<b>Sub Total Bown Reference</b>	<b>2,532</b>	<b>1,461</b>	<b>73.31</b>	<b>18,258</b>	<b>19,558</b>	<b>-6.65</b>
<b>TOTAL REFERENCE</b>	<b>15,849</b>	<b>14,154</b>	<b>11.98</b>	<b>148,648</b>	<b>191,044</b>	<b>-22.19</b>

<u>MEETING ROOM USE SUMMARY</u>	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<b>Programs</b>						
Main Adult Programs	136	50	172.00	967	691	39.94
Main Youth Programs	23	85	-72.94	368	1,208	-69.54
Main Community Programs	0	356	-100.00	2,446	3,949	-38.06
<b>Sub Total Main</b>	<b>159</b>	<b>491</b>	<b>-67.62</b>	<b>3,781</b>	<b>5,848</b>	<b>-35.35</b>
Collister Adult Programs	1	38	-97.37	169	458	-63.10
Collister Youth Programs	25	45	-44.44	353	563	-37.30
Collister Community Programs	0	63	-100.00	480	899	-46.61
<b>Sub Total Collister</b>	<b>26</b>	<b>146</b>	<b>-82.19</b>	<b>1,002</b>	<b>1,920</b>	<b>-47.81</b>
Hillcrest Adult Programs	112	18	522.22	405	237	70.89
Hillcrest Youth Programs	26	22	18.18	281	332	-15.36
Hillcrest Community Programs	0	77	-100.00	570	720	-20.83
<b>Sub Total Hillcrest</b>	<b>138</b>	<b>117</b>	<b>17.95</b>	<b>1,256</b>	<b>1,289</b>	<b>-2.56</b>
C&U Adult Programs	112	18	522.22	350	165	112.12
C&U Youth Programs	0	49	-100.00	204	769	-73.47
C&U Community Programs	0	73	-100.00	433	1,115	-61.17
<b>Sub Total Cole &amp; Ustick</b>	<b>112</b>	<b>140</b>	<b>-20.00</b>	<b>987</b>	<b>2,049</b>	<b>-51.83</b>
Bown Adult Programs	1	27	-96.30	163	223	-26.91
Bown Youth Programs	1	60	-98.33	383	576	-33.51
Bown Community Programs	0	68	-100.00	553	935	-40.86
<b>Sub Total Bown</b>	<b>2</b>	<b>155</b>	<b>-98.71</b>	<b>1,099</b>	<b>1,734</b>	<b>-36.62</b>
<b>TOTAL PROGRAMS</b>	<b>437</b>	<b>1,049</b>	<b>-58.34</b>	<b>8,125</b>	<b>12,840</b>	<b>-36.72</b>

### Program Attendance

Main Adult Attendance	609	155	292.90	6,122	5,163	18.57
Main Youth Attendance	622	2,966	-79.03	12,821	37,946	-66.21
Main Comm Attendance	0	1,600	-100.00	10,210	16,647	-38.67
<b>Sub Total Main</b>	<b>1,231</b>	<b>4,721</b>	<b>-73.93</b>	<b>29,153</b>	<b>59,756</b>	<b>-51.21</b>
Collister Adult Attendance	4	255	-98.43	1,367	3,688	-62.93
Collister Youth Attendance	909	1,227	-25.92	10,708	13,081	-18.14
Collister Comm Attendance	0	350	-100.00	2,996	5,045	-40.61
<b>Sub Total Collister</b>	<b>913</b>	<b>1,832</b>	<b>-50.16</b>	<b>15,071</b>	<b>21,814</b>	<b>-30.91</b>
Hillcrest Adult Attendance	485	102	375.49	2,433	1,914	27.12
Hillcrest Youth Attendance	429	358	19.83	4,626	7,448	-37.89
Hillcrest Comm Attendance	0	689	-100.00	5,452	7,401	-26.33
<b>Sub Total Hillcrest</b>	<b>914</b>	<b>1,149</b>	<b>-20.45</b>	<b>12,511</b>	<b>16,763</b>	<b>-25.37</b>
C&U Adult Attendance	486	150	224.00	1,948	1,905	2.26
C&U Youth Attendance	0	524	-100.00	4,181	13,621	-69.30
C&U Comm Attendance	0	863	-100.00	6,595	11,017	-40.14
<b>Sub Total Cole &amp; Ustick</b>	<b>486</b>	<b>1,537</b>	<b>-68.38</b>	<b>12,724</b>	<b>26,543</b>	<b>-52.06</b>
Bown Adult Attendance	5	255	-98.04	1,686	2,416	-30.22
Bown Youth Attendance	3	1,199	-99.75	9,564	17,955	-46.73
Bown Comm Attendance	0	851	-100.00	6,880	10,013	-31.29
<b>Sub Total Bown</b>	<b>8</b>	<b>2,305</b>	<b>-99.65</b>	<b>18,130</b>	<b>30,384</b>	<b>-40.33</b>
<b>TOTAL PROGRAM ATTENDANCE</b>	<b>3,552</b>	<b>11,544</b>	<b>-69.23</b>	<b>87,589</b>	<b>155,260</b>	<b>-43.59</b>

**BOISE PUBLIC LIBRARY**  
**RECIPROCAL BORROWING STATISTICS**  
 September 2020

Items checked out at BPL by consortium members' patrons.

	Percent of				Percent of			
	<u>This Month</u>	<u>This Month</u>	<u>Last Year</u>	<u>Percent</u>	<u>This Year</u>	<u>To Date</u>	<u>Last Year</u>	<u>Percent</u>
<b>CHECKOUTS</b>	<u>Circulation</u>	<u>This Month</u>	<u>Change</u>	<u>To Date</u>	<u>Circulation</u>	<u>To Date</u>	<u>Change</u>	<u>Change</u>
Ada Community	990	0.71	4,540	-78.19	30,126	1.45	52,822	-42.97
Caldwell	58	0.04	521	-88.87	3,646	0.18	5,766	-36.77
Eagle	180	0.13	941	-80.87	6,146	0.30	9,932	-38.12
Emmett	1	0.00	163	-99.39	979	0.05	1,840	-46.79
Garden City	284	0.20	1,677	-83.06	13,302	0.64	20,663	-35.62
Hailey	0	0.00	2	0.00	2	0.00	34	-94.12
Meridian	928	0.67	3,718	-75.04	27,557	1.33	39,733	-30.64
Mountain Home	85	0.06	373	-77.21	2,861	0.14	4,219	-32.19
Nampa	276	0.20	1,025	-73.07	8,863	0.43	12,962	-31.62
Twin Falls	4	0.00	43	-90.70	183	0.01	521	-64.88
<b>Total</b>	<b>2,839</b>	<b>2.04</b>	<b>13,003</b>	<b>-78.17</b>	<b>94,918</b>	<b>4.58</b>	<b>148,492</b>	<b>-36.08</b>

Total BPL Circulation **138,929**      **234,462**      **2,071,212**      **2,747,344**

Items checked out at consortium member locations by BPL patrons.

	<u>This Month</u>	<u>Last Year</u>	<u>This Year</u>	<u>Last Year</u>
<b>CHECKOUTS</b>		<u>This Month</u>	<u>To Date</u>	<u>To Date</u>
Ada Community	5,945	12,899	103,327	165,892
Caldwell	51	246	1,340	2,318
Eagle	3,028	7,690	59,775	98,764
Emmett	137	208	1,553	831
Garden City	5,874	9,222	70,207	115,133
Hailey	1	5	50	114
Meridian	4,410	9,805	73,543	129,607
Mountain Home	69	26	407	347
Nampa	193	618	5,445	7,503
Twin Falls	9	22	73	229
<b>Total</b>	<b>19,924</b>	<b>40,741</b>	<b>317,329</b>	<b>520,738</b>



## BOISE PUBLIC LIBRARY VOLUNTEER STATISTICS - FY 2020

Volunteer Statistics Report FY 2020			
Main Library	Division	Volunteers	Total Hours
	Acq. & Technical Services	6	248.78
	Outreach Services	8	207.5
	Youth Services	5	115
<b>Branches</b>	<b>Bown Crossing</b>	<b>22</b>	<b>717.31</b>
	Cole & Ustick	20	682.3
	Collister	2	78
	Hillcrest	9	273.45
<b>Total</b>		<b>72</b>	<b>2322.34</b>

Volunteer Statistics Report FY 2019			
Main Library	Division	Volunteers	Total Hours
	Acq. & Technical Services	5	498.44
	Outreach Services	7	151.5
	Youth Services	5	166
<b>Branches</b>	<b>Bown Crossing</b>	<b>29</b>	<b>948.83</b>
	Cole & Ustick	26	1708.8
	Collister	2	216.31
	Hillcrest	15	948.7
<b>Total</b>		<b>89</b>	<b>4638.58</b>

Volunteer Statistics Report FY 2018			
Main Library	Division	Volunteers	Total Hours
	Acq. & Technical Services	7	591.14
	Outreach Services	8	166.25
	Youth Services	3	107
<b>Branches</b>	<b>Bown Crossing</b>	<b>18</b>	<b>931.4</b>
	Cole & Ustick	18	1261.5
	Collister	4	340.56
	Hillcrest	12	846.33
<b>Total</b>		<b>70</b>	<b>4244.18</b>

Volunteer Statistics Report FY 2017			
Main Library	Division	Volunteers	Total Hours
	Acq. & Technical Services	8	332.75
	Outreach Services	5	97.5
	Information Services	0	
	Circulation	1	68
	Youth Services	7	223
<b>Branches</b>	<b>Bown Crossing</b>	<b>4</b>	<b>36</b>
	Cole & Ustick	13	890
	Collister	9	278.8
	Hillcrest	10	732.75
<b>Total</b>		<b>57</b>	<b>2658.8</b>

Volunteer Statistics Report FY 2016			
Main Library	Division	Volunteers	Total Hours
	Acq. & Technical Services	7	519.33
	Outreach Services	0	0
	Information Services	5	122.08
	Circulation	2	71
	Youth Services	16	507
<b>Branches</b>	<b>Cole &amp; Ustick</b>	<b>15</b>	<b>1024.25</b>
	Collister	4	21
	Hillcrest	12	558.25
<b>Total</b>		<b>61</b>	<b>2822.91</b>

### Snapshot

