



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

## Boise Public Library Board of Trustees Regular Meeting Agenda

**Wednesday, April 09, 2025, 11:30 a.m.** • Main Library, Marion Bingham Room,  
715 S. Capitol Blvd., Boise, ID 83702

Public can attend the meeting in person or via YouTube at the following link:

<https://www.youtube.com/channel/UCJo0NAsCybsN0DtzuAI3LGA>

<b>BOARD OF TRUSTEES</b> Rebecca Lemmons, President Ron Pisaneschi, Vice President Reshma Kamal Brian Klene Nicole Trammel Pantera	<b>MISSION</b> The Boise Public Library's mission is to provide access and opportunity for everyone by connecting people to ideas, information, and community.
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## TABLE OF CONTENTS

<b>AGENDA</b> .....	1
<b>DIRECTOR'S REPORT</b> .....	3
Library Social Media Monthly Report March 2025 .....	6
Main Library MRM & Capital Improvements Project Status Report .....	8
Library Statistics Report to the Board of Trustees, April 2025 .....	12
<b>AGENDA ITEM 7b: FY25 Ada Community Library Annexation Compensation Agreement</b> .....	34
<b>AGENDA ITEM 8a: Boise Public Library Policy Review</b> .....	36
<b>Section 3.00, Services, Subsection 3.04</b>	
Boise Public Library: Interlibrary Loan Background .....	37
Policy 3.04, Interlibrary Loan .....	41
Regulation 3.04a, Scope of Interlibrary Loan Service .....	42
<b>Section 4.00, Use of the Library, Subsections 4.05-4.06</b>	
Policy 4.05, Use of Technology .....	43
Regulation 4.05a, Hardware and Software .....	44
Regulation 4.05b, Prohibited Uses .....	45
Policy 4.06, Public Internet Access and Safety .....	46
Regulation 4.06a, Internet Access via Personal Device .....	47
Regulation 4.06b, Internet Access via Library Device .....	48

MAIN LIBRARY  
715 S. Capitol Blvd., Boise, Idaho 83702  
P: 208-972-8200 | 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: Colin Nash (President), Meredith Stead (President Pro Tem), Kathy Corless, Jimmy Hallyburton, Jordan Morales, Luci Willits

[BOISEPUBLICLIBRARY.ORG](https://www.boisepubliclibrary.org)

# AGENDA

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**1. Call to Order and Introductions**

**2. Communications**

None

**3. Minutes-Action Item**

March 12, 2025, 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 February 28, 2025

Gift Fund activity for February 2025

**5. Reports**

**a. Friends of the Boise Public Library**

**b. Boise Public Library Foundation**

**c. Library Director including administration and management**

**6. Requests for Reconsideration**

Requests for the move, or removal of materials are brought to the Board for reconsideration at the Library Board President's discretion.

None

**7. New Business**

**a. Financial Forecast**

Eric Bilimoria, Boise City Department of Finance and Administration Director, and Alisha McAndrews, City Department of Finance and Administration Budget Division Senior Manager, will update the Trustees on the City's financial forecast and budget process for FY26.

**b. FY25 Ada Community Library Annexation Compensation Agreement - Action Item**

Staff will review and submit to the Trustees for approval the FY25 Annexation Compensation Agreement between Ada Community Library and Boise City, which begins on page 34 of the meeting packet. This year, Boise Public Library owes Ada Community Library \$544,000.

**Action:** a motion to approve the FY25 Ada Community Library Annexation Compensation Agreement as presented and submit to City Council for final approval will be requested.

**8. Old Business**

**a. Boise Public Library Policy Review:**

**Section 3.04, Interlibrary Loan-Action Item**

Library Director Jessica Dorr and Library Acquisitions and Technical Services Senior Manager Kathy Stalder will review section 3.04 of the Boise Public Library Policy Manual with Trustees. Recommended changes to this section are included in the meeting packet. A motion to approve the recommended changes will be requested.

**Section 4.00, Use of the Library-Action Item**

Library Public Services Senior Manager Sarah Kelley-Chase will continue the review of section 4.00 of the Boise Public Library Policy Manual with the Trustees, specifically sections 4.05, Security and 4.06, Public Internet Access and Safety. Recommended changes to section 4.05 are included in the meeting packet. A motion to approve the recommended changes will be requested.

This continues the Library Board of Trustees annual policy review for Fiscal Year 2025 as stipulated by the Board's bylaws.

**b. Master Facilities Plan Update**

Trustees will discuss the project to create a new facilities plan for the Boise Public Library and share their impressions from the recently completed Community Listening Sessions.

**c. Capital Project Update**

Staff will share with Trustees updates to projects at the Downtown Library.

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

Trustee review for vouchers by Lemmons.

**10. Selection of Meeting Date**

Next regular meeting on Wednesday, May 14, 2025.

**11. Executive Session: IC 74-206 (1)(b) Personnel Matters-Action Item**

**12. 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.*

# BOISE PUBLIC LIBRARY

## Library Director's Report

April 2025

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### Operations

#### *Hours and Services Status*

All locations experienced normal operations during March without the need for adjustments to hours or services for any reason.

#### *Board of Trustees*

The Library Board of Trustees helped facilitate the Community Listening Sessions for the Library's Facilities Planning Process. Trustees attended the following sessions:

Date	Location	Trustees in Attendance
Wednesday, March 5 <sup>th</sup>	Hillcrest	Rebecca Lemmons, Ron Pisaneschi
Thursday, March 6 <sup>th</sup>	Collister	Nikki Pantera
Friday, March 7 <sup>th</sup>	Cole & Ustick	Rebecca Lemmons, Ron Pisaneschi
Sunday, March 9 <sup>th</sup>	Downtown	Brian Klene, Nikki Pantera, Ron Pisaneschi
Thursday, March 13 <sup>th</sup>	Bown Crossing	Brian Klene, Ron Pisaneschi

#### *FY25 Budget Reporting*

The City of Boise has posted the [Q1 FY25 Financial Report](#). This report includes a current view of Boise's economic environment, general fund revenues and expenditures, and an analysis of overtime and vacancy rates.

#### *FY26 Budget Update*

On March 11, 2025, Alisha McAndrews, Budget Manager, and Eric Bilimoria, Finance Director, presented to council on the FY2026-2035 General Fund Outlook. The purpose of this discussion is to provide information and context for the FY26 budget including revenue history, growth trends, and limitations. You can watch the presentation and discussion on the city's YouTube channel starting at the 4 minute mark: [Boise City Council - Work Session](#)

Alisha and Eric will join the April board meeting to discuss the FY26 budget and process.

### Administration and Management Reports:

#### Programming

- In February, the Library hosted the month-long *Winter Reading Program*. Designed for kids and teens ages 0-18, 544 people registered, a 27% increase over last year. Ages 3-9 were most heavily represented, and the largest school category was "Homeschool", topping out at 94.
- The Library! at Cole and Ustick hosted a *Students and Families Resource Fair* on March 14, engaging West Ada families with Boise Public Library. Over 50 participants attended and met staff from Home-based Services, Information Services, Youth Services, and the Library's new Community Resource Coordinator (CRC).

- In March, Writer-in-Residence Susan Bruns facilitated her culminating event during which community members shared writing worked on during her workshops and our new Writer-in-Residence, [Alan Heathcock](#), was introduced and welcomed. Joining us April through September, Alan is the author of novels *VOLT* and *40*. He has twice served as a Literature Fellow for the Idaho Commission on the Arts.
- Children's author [Kate Messner](#) visited the Downtown Library to talk about her new *History Smashers* book. In anticipation, Youth Services staff centered several regular programs (such as LEGO Club and Art Lab) around projects that connected with her books.
- Librarians from Youth Services, Cole & Ustick, Collister, and Hillcrest hosted a Family Literacy Night for [My First Books](#) participants. Families enjoyed a pizza dinner, took home free books and literacy materials, and engaged with fun hands-on literacy activities.

## Staff Development

- An Acquisitions & Technical Services (ATS) Librarian attended the Innovative Users Group (IUG) [annual conference](#). She presented on two panels and attended several educational sessions presented by others. She also joined the Lynx Administrator in meetings with Innovative leadership to provide direct feedback about the catalog and user experience from both the staff and public perspectives.
- Youth Services Staff guided staff from Bown Crossing on how to put together their popular Preschool Explorers program. Staff hope to run a similar early literacy program this fall.
- The Training Team hosted a field trip in early March to the St. Lukes Regional Medical Center's [Library](#).
- A Youth Services Librarian attended the [Strengthening Families Institute](#) training to learn about the amazing work people throughout the state of Idaho are doing to support kids and families. Topics included:
  - Understanding of protective factors to reduce risk factors for kids and families
  - The power of storytelling in helping people heal
  - Experiences parenting as immigrants and refugees
  - Mentorship programs across the state of Idaho

## Community Partners

- In partnership with the Boise School District, West Ada School District, and the Idaho Commission for Libraries, staff from all locations visited 27 local area schools on Kindergarten Registration Day to greet incoming students and share books and resources. Staff engaged with nearly 2000 future students!
- Library! at Cole and Ustick staff had the opportunity to participate in literacy outreach at Andrus Elementary's first "Celebrate Reading" event and Valley View Elementary's annual "Boise Book Celebration." Staff promoted library programs and resources and signed attendees up for library cards.
- Information Services started a new partnership with [Terry Reilly](#). Their patient navigators will set up a table on the 3<sup>rd</sup> floor during VITA tax help at the Downtown Library. The navigators can help set clients up with benefit programs and health care appointments.

## Communications

Monthly Email Newsletter: [March](#)

- Sent Tuesday, March 4th @ 9:05 a.m., 8324 successful deliveries

- Content included an article on the community listening sessions, author visits, new shelves at the Downtown Library, water-wise workshops, preschool storytime focused on nutrition, craft classes, PSAT, SAT, & ACT prep classes and a preview of the Summer Reading Program
- Open/Read Rate: 60.16% (5008 out of 8324) / Click Rate 7.98% (400)

#### Ultimate Book Nerd Newsletter: [March UBN](#)

- Sent Thursday, March 20<sup>th</sup> at 9:50 a.m. 1055 successful deliveries
- Open/Read Rate: 69.37% (718) / Click Rate 14.48% (104)

#### Social Media Social Media

- 21 posts on Facebook for 342,674 impressions and 18.28% engagement rate
  - Mayor McLean's FB posts about the Library Listening Sessions were the top two posts for the month
- 7 posts on Instagram for a reach of 14,990 users and an engagement rate of 5.28%.
  - The City of Boise's Instagram posts on Library digital collections/subscriptions was the highest post for the month
- A social media report for February is on page 6 for reference

#### Other Marketing Notes

- Website updates are ongoing, including new carousel images, such as info on the world language books, author visits, community helpers, etc. The option to subscribe to the newsletter has also been added to the Library card application pages.
- Collateral is being updated to include information/QR codes for the monthly newsletter.
- A new social strategy, where we will be combining the smaller, one-off programs by category (i.e. adult crafts, storytimes, teen games), will be implemented at the beginning of May to increase our reach and engagement.
- New logo developed for the 1000 Books Before Kindergarten program.

Boise Public Library Benchmarks

Facebook Posts: 3 per week  
Facebook Impressions: 600  
Facebook Engagement Rate: 3%

Instagram Posts: 3 per week  
Instagram Impressions: 500  
Instagram Engagement Rate: 5%

Posts

21 posts

30% from 30

Post impressions

342,674 impressions

153% from 135,280

Post engagement ...

18.28% engagement rate

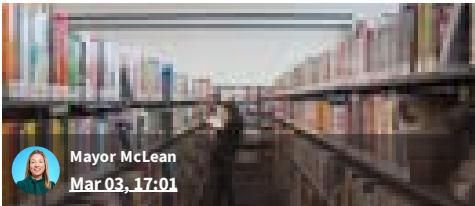
376% from 3.84%

Followers

167,531 followers

1.3% from 165,321

Top posts



Community Listening Sessions for Library Facilities begin this week, and we want to hear from you! Come share how you want to use Boise Public Library's physical locations to advance our

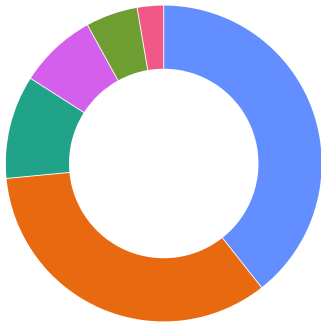
600 organic reach



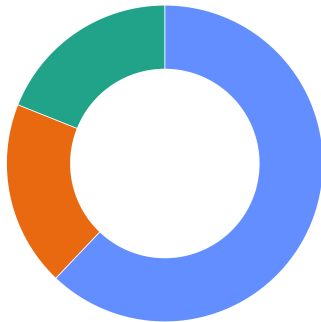
Come share how you want to use Boise Public Library's physical locations to advance our goal of developing welcoming, accessible and comfortable spaces for everyone at the

430 organic reach

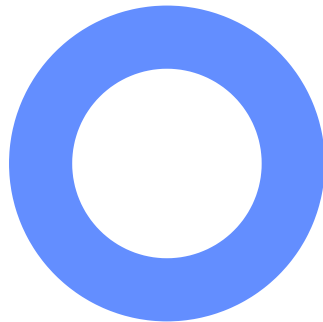
Posts



Posts



Posts



📌 Posts

7 posts

📉 61.1% from 18

📌 Post reach

14,990 users

📉 63.3% from 40,836

📌 Post engagement ...


5.28% engagement rate

📉 9.7% from 5.85%

📌 Reached audience...

25-34	+ 311%	387,690
18-24	+ 529%	313,821
35-44	+ 79.1%	75,417
13-17	+ 160%	40,647
45-54	+ 48.1%	19,248
55-64	+ 77%	8,605
65+	+ 150%	8,084


📌 Top posts



city\_of\_boise  
Mar 19, 19:00

No physical newspaper in sight? Don't worry—the @boisepublib has you covered! Access our digital collections online, including the Idaho Statesman, New York Times,

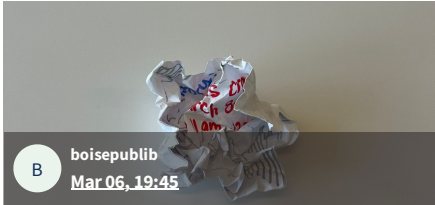
12,481 reach



boisepublib  
Mar 05, 17:00

Readworthy has temporarily relocated! In order to make room for the beautiful new shelves in the downtown Library's Youth Services section, our beloved book dragon

1,676 reach

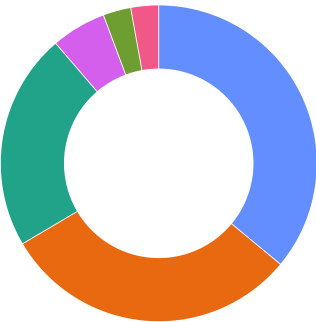


boisepublib  
Mar 06, 19:45

Craft with us this Saturday March 8 from 11am-12pm at Cole & Ustick, in the Sagebrush Room. The theme this month is crumpled paper art! All school aged kids are welcome.


470 reach

📌 Posts



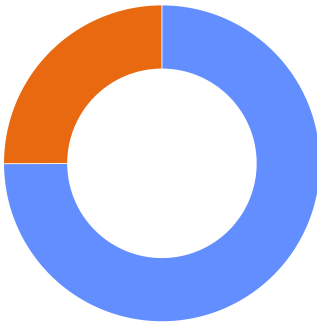
36 % PRIORITY   Clea...	13
31 % PRIORITY   Opp...	11
22 % PRIORITY   Enga...	8
6 % PRIORITY   Safe a...	2
3 % PRIORITY   Home...	1
3 % PRIORITY   Move...	1

📌 Posts



44 % CONTENT BUCK...	14
31 % CONTENT BUCK...	10
25 % CONTENT BUCK...	8

📌 Posts



75 % Reel	3
25 % Photo post	1

# DOWNTOWN LIBRARY IMPROVEMENTS, COLE & USTICK BOOK SORTER & LIBRARY FACILITEIS PLANNING PROJECT STATUS REPORT

Project Start Date:	Summer 2022	Estimated Finish Date:	Ongoing
Project Manager:	Lindsay Erb	Department:	Library

## PROJECT STATUS:

Period Covered:	March 2025
Project Summary	<ul style="list-style-type: none"> <li>▪ <u>Downton Library</u> numerous major repair and maintenance items that need to be addressed to give the library another 10+ years of life, along with space reconfigurations to better serve the public. This work will consist of a program of projects to occur over several years based on project prioritization and budget.</li> <li>▪ <u>Cole &amp; Ustick Library</u> new book auto sorter and tenant improvements.</li> <li>▪ <u>Library Facilities Master Planning</u> to address facilities needs for the next 20 years which will be utilized to aid in future decisions about location, size, design and functions of library facilities as well as to better understand staffing needs and potential funding options.</li> </ul>
<b>DOWNTOWN LIBRARY IMPROVEMENTS UPDATE</b>	<p><b><u>1<sup>st</sup> Floor Renovations</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes 1<sup>st</sup> story portion of building only which includes renovations to information desk, Hayes auditorium, collections, and youth services areas.</li> <li>✓ Deferred maintenance / building systems upgrades will be part of this project scope which includes updates and modifications to the existing mechanical, electrical and plumbing.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Construction Documentation is wrapping up and will go into permitting in April.</li> <li>• Electrical gear lead time is 12 – 18 months, bid opening for this early package occurred on 03.25.25 and contracting and submittal review has started.</li> <li>• Construction start is estimated to begin late summer dependent on design timeline and budget review.</li> <li>• Exterior Window improvements scope of work has been moved to brick repairs that will bid out after the first floor project bids.</li> </ul> <p><b><u>Major Parking Lot Replacement</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes replacing existing parking lot storm drainage system and reconfiguring vehicular access, circulation, parking, bike / pedestrian traffic, geothermal line replacement feeding library, landscaping, and site amenities (Book Drop location).</li> <li>✓ South end of parking lot to be completed late Spring 2025 per status update below.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Schematic design is complete, and pricing received from CM Co for FY27 budget request preparation.</li> </ul>

	<ul style="list-style-type: none"> <li>The South end of parking lot will be completed with CCDC work at Anne Frank Memorial and greenbelt re-alignment project at end of 8<sup>th</sup> Street to tie geothermal line connecting Capitol Blvd and 8<sup>th</sup> Street lines into existing line feeding the library. Construction is currently underway.</li> </ul> <p><b><u>Brick repairs/ Window Replacements</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Repair exterior cracks in mortar &amp; window replacement for 2<sup>nd</sup> – 4<sup>th</sup> floors.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>Plan to bid out after 1<sup>st</sup> floor renovations are complete.</li> <li>Work is tentatively planned to begin Fall 2025, pending budget is aligned with bidding climate.</li> </ul> <p><b><u>Elevator Replacement – 4 story</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Replace elevator in 4 story with an MRL traction system. This will remove the hydraulic mechanics and replace car completely to have a better overall performance and eliminate the risk of down time due to unexpected underground leaks. There is anticipated energy savings with this type of installation.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>Elevator report was completed in 2022 with recommendations for elevator improvements over the next 4-7 years.</li> <li>Fee proposals are being collected and the elevator consultant should be on site April 8<sup>th</sup> to review scope of work.</li> </ul>
<b>COLE &amp; USTICK AUTOSORTER UPDATE</b>	<p><b>Scope:</b> Installation of new book auto sorter and tenant improvements to accommodate new auto sorter and staff model update.</p> <p>Status:</p> <ul style="list-style-type: none"> <li>Autosorter has been purchased and delivery is estimated for July 2025.</li> <li>Tenant improvements estimated to begin early summer.</li> <li>Construction documents being finalized.</li> </ul>
<b>LIBRARY FACILITIES PLANNING UPDATE</b>	<p><b>Scope:</b> Assess space utilization, develop and implement a community engagement process to ensure alignment with strategic planning goals and the community, develop recommendations/ alternatives to close the gap with cost estimates, develop various models for new facilities including recommended approach and locations, sizes, and types which includes options for phasing and preparing a 20-year implementation schedule.</p> <p>Status:</p> <ul style="list-style-type: none"> <li>Community listening sessions were a success and a follow up meeting with Group 4 has been scheduled to share information learned through CE process and move forward with the draft of the final deliverable.</li> </ul>

<b>Overall Project Health</b>	<p><b>Summary:</b></p> <p><b>Downtown Library:</b> 1<sup>st</sup> floor renovations with deferred maintenance items along with exterior brick repairs and window replacements are anticipated to be completed this year.</p> <p>Major parking lot replacement construction is estimated to begin in fiscal year 2027 when funding is available.</p> <p><b>Cole &amp; Ustick Library:</b> On budget &amp; schedule with new auto sorter anticipated to operational late summer.</p> <p><b>Library Master Facilities Planning:</b> On budget &amp; schedule</p>
<b>Highlights</b>	<p><b>Downtown Library:</b> Restroom construction is finished. Partial 1<sup>st</sup> and 4<sup>th</sup> floor renovations are finished. 1<sup>st</sup> floor remodel and deferred maintenance items are going into plan review with the City at the end of next week and out to bid in May with estimated construction start for late summer / early fall pending final bid results.</p> <p><b>Cole &amp; Ustick Library:</b> Final design package is wrapping up and permit submittal is anticipated for early April.</p> <p><b>Library Master Facilities Planning:</b> Community listening sessions are completed and meetings to wrap up deliverable are scheduled and ongoing.</p>

#### **PROJECT COMPONENTS:**

<b>Component</b>	<b>Notes</b>
<b>Scope</b>	Public Works is continuing to review the program of projects to determine proper prioritization based on the information provided in the condition assessment report, efficiencies, and budget.
<b>Budget</b>	The budget will continue to be monitored as we receive estimates and bids to determine the work that can be completed this fiscal year. We have City contingency set aside for each project to ensure we have funding for any potential change orders during construction.
<b>Schedule</b>	Any project specific schedule delays will be noted in the bid package updates section.
<b>Risks</b>	Construction market challenges, including finding multiple bidders and pricing. 1 <sup>st</sup> floor renovation project will include deferred maintenance and full electrical replacement for the building. Electricians are in high demand with large scale projects under construction in the valley. Pending Tariffs could cause spikes in construction costs.
<b>Resources</b>	

#### **SCOPE MANAGEMENT:**

<b>Status</b>	<b>Discussion</b>
<b>Accomplished</b>	<p>Downtown Library:</p> <ul style="list-style-type: none"> <li>• Auto sorter room construction</li> <li>• Roof replacement &amp; lighting upgrades along parapet</li> <li>• 4<sup>th</sup> floor &amp; partial 1<sup>st</sup> floor tenant improvement</li> </ul>

	<ul style="list-style-type: none"> <li>• Minor Parking Repairs</li> <li>• East &amp; West stair railing work</li> <li>• Visioning work to establish alignment for interior design materials &amp; finishes</li> <li>• Fire pump replacement</li> <li>• Restroom/ plumbing construction work (1<sup>st</sup> through 4<sup>th</sup> floors- 4 Story Portion)</li> </ul>
<b>Planned</b>	Downtown Library: <ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor renovations and building systems upgrades</li> <li>• Exterior brick repairs/ window replacements</li> <li>• Major parking lot replacement</li> <li>• Elevator Replacement</li> </ul>



# BOISE PUBLIC LIBRARY

Library Statistics Report to the Board of Trustees | April 2025

# In-Person Visits

Reported as Calendar Year 2025

186,644

YTD through Last Month

65,151

Prior Month

63,984

Prior Month Prior Year

+2%

Month Percent Change

377,939

YTD Fiscal

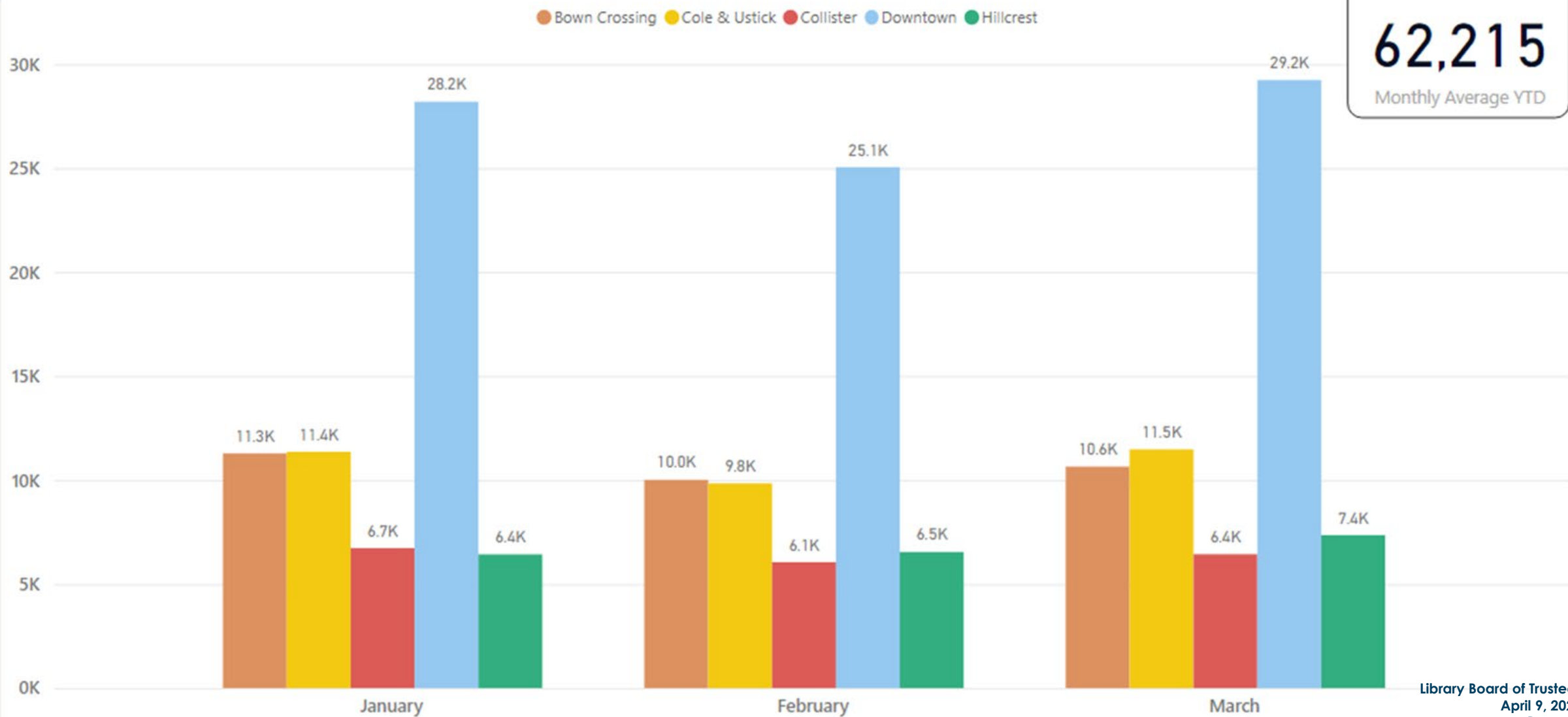
357,333

LastYTD Fiscal

+6%

YTD Percent Change

### In-Person Visits CY25



(Blank)

Month-to-date Visitors

65,151

Prior Month

63,984

Prior Month Prior Year

+2%

Month Percent Change

377,939

YTD Fiscal

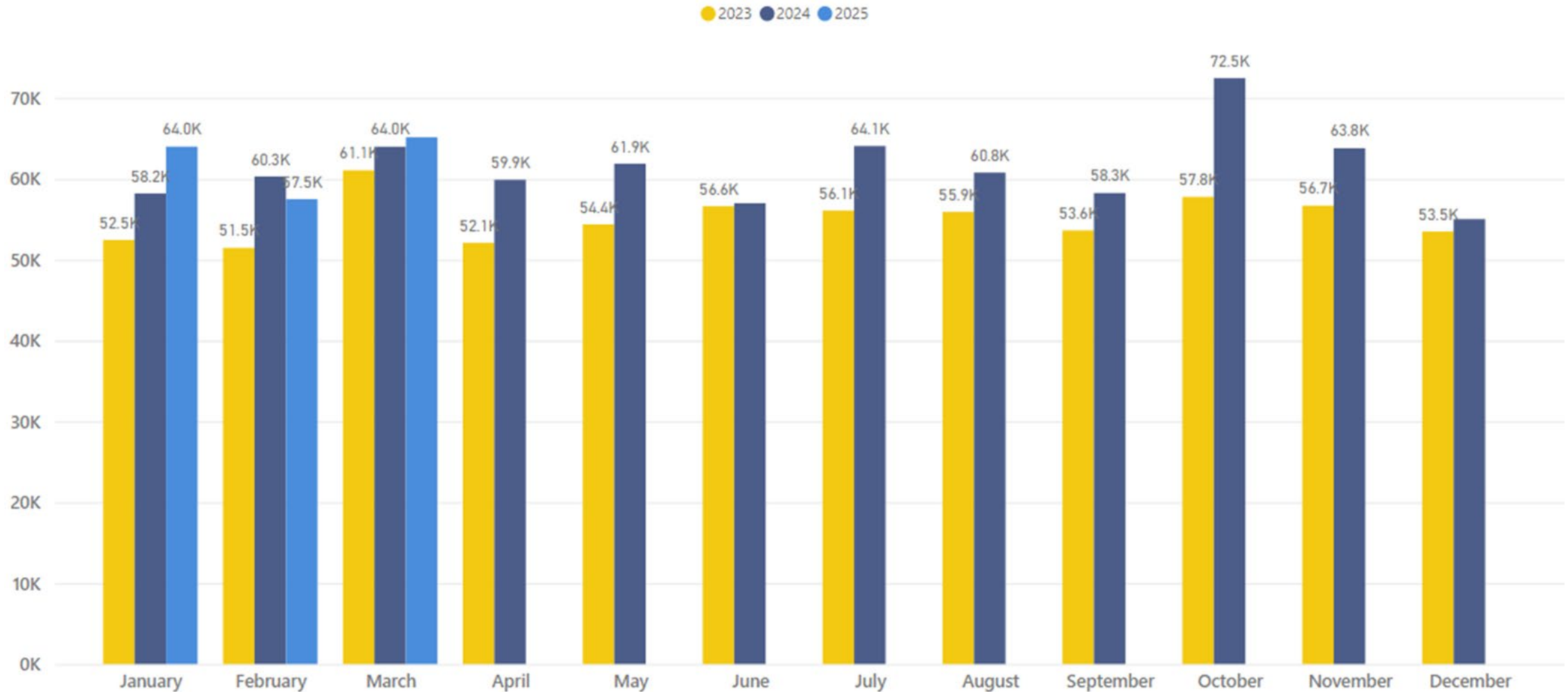
357,333

LastYTD Fiscal

+6%

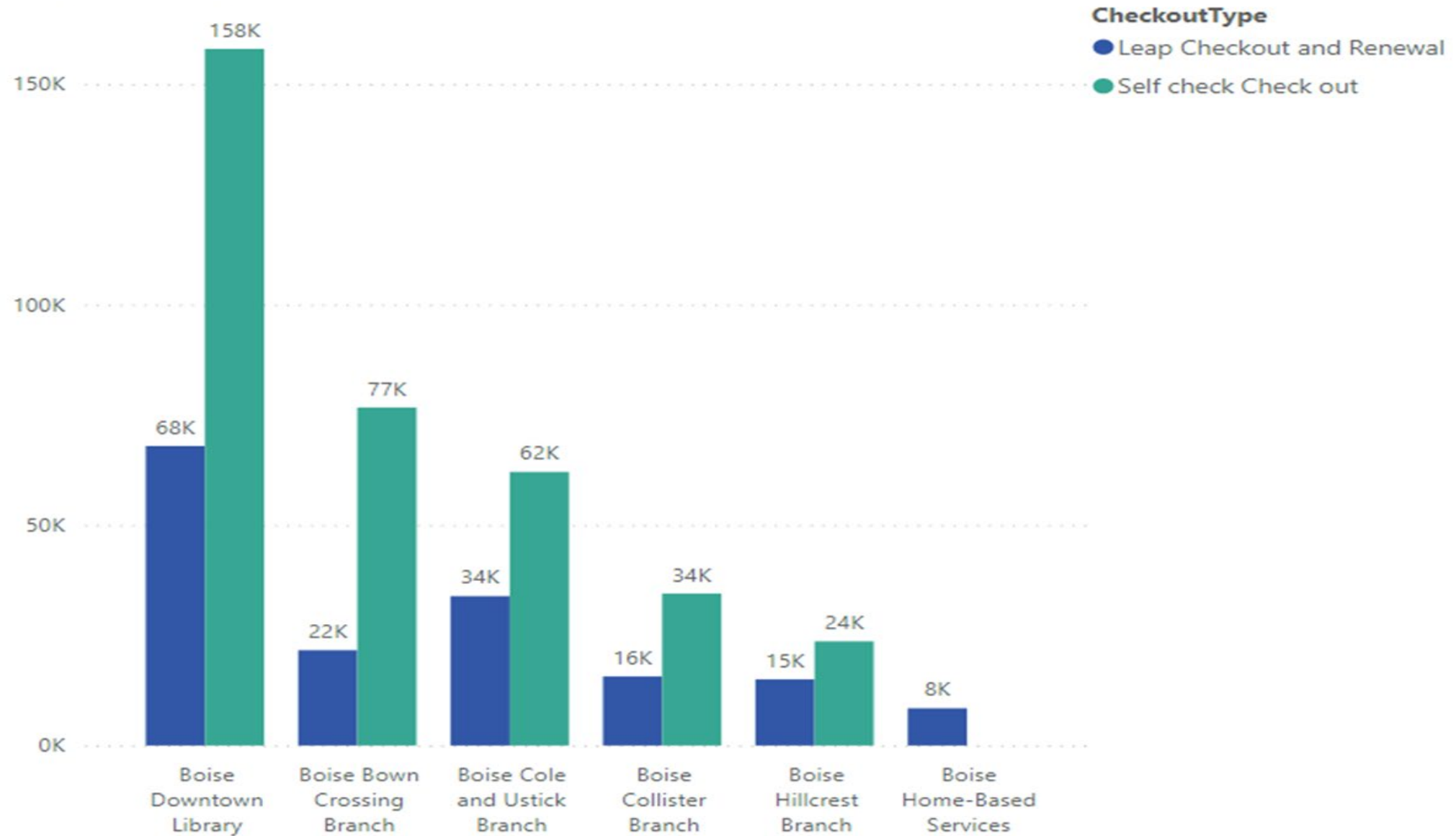
YTD Percent Change

### Total In-Person Visits by Year



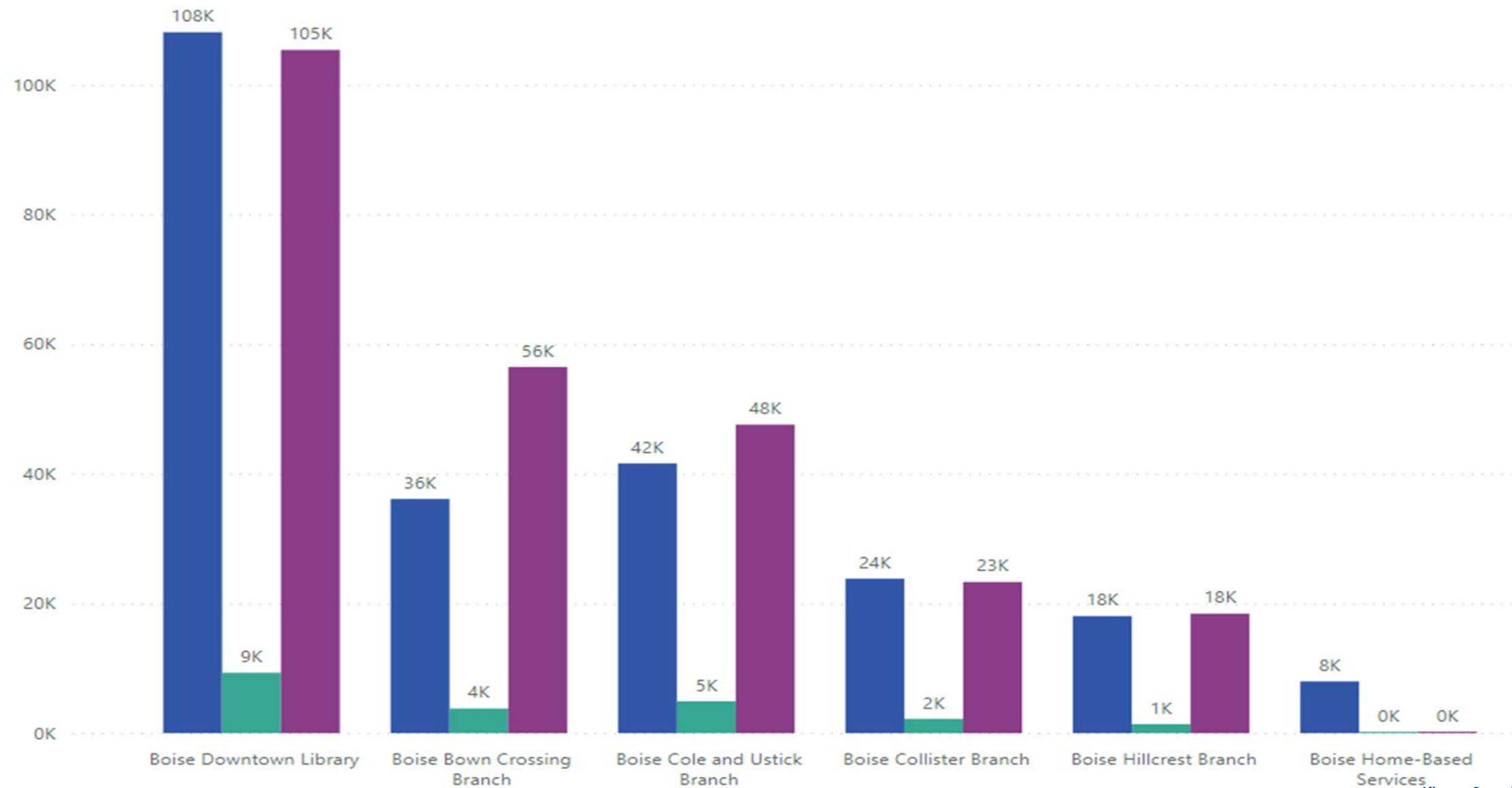
# Physical Circulation

## Physical Circ by Location FYTD25

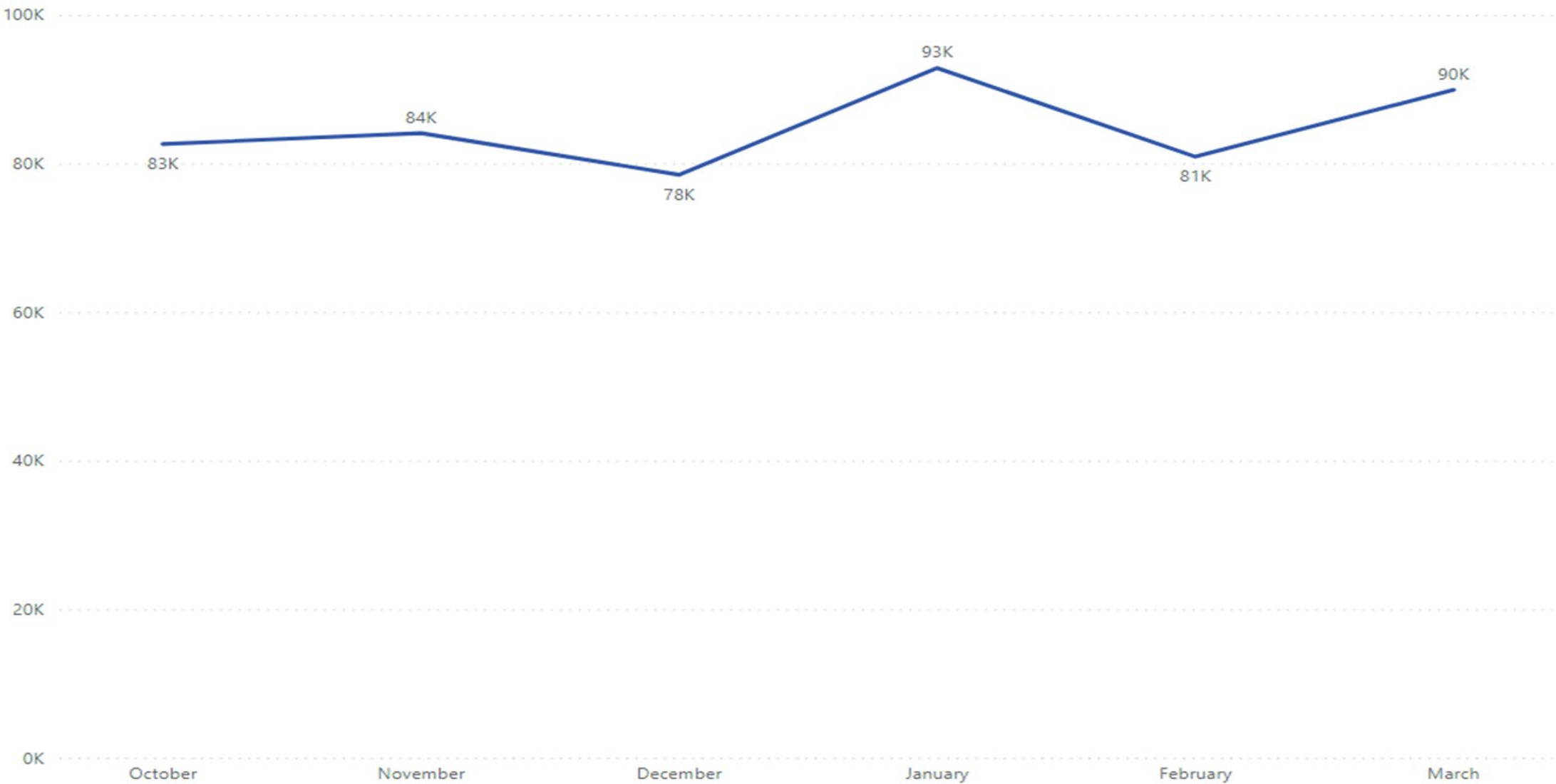


## Physical Circulation by Audience FYTD '25

**Audience** ● Adult ● Teen ● Youth

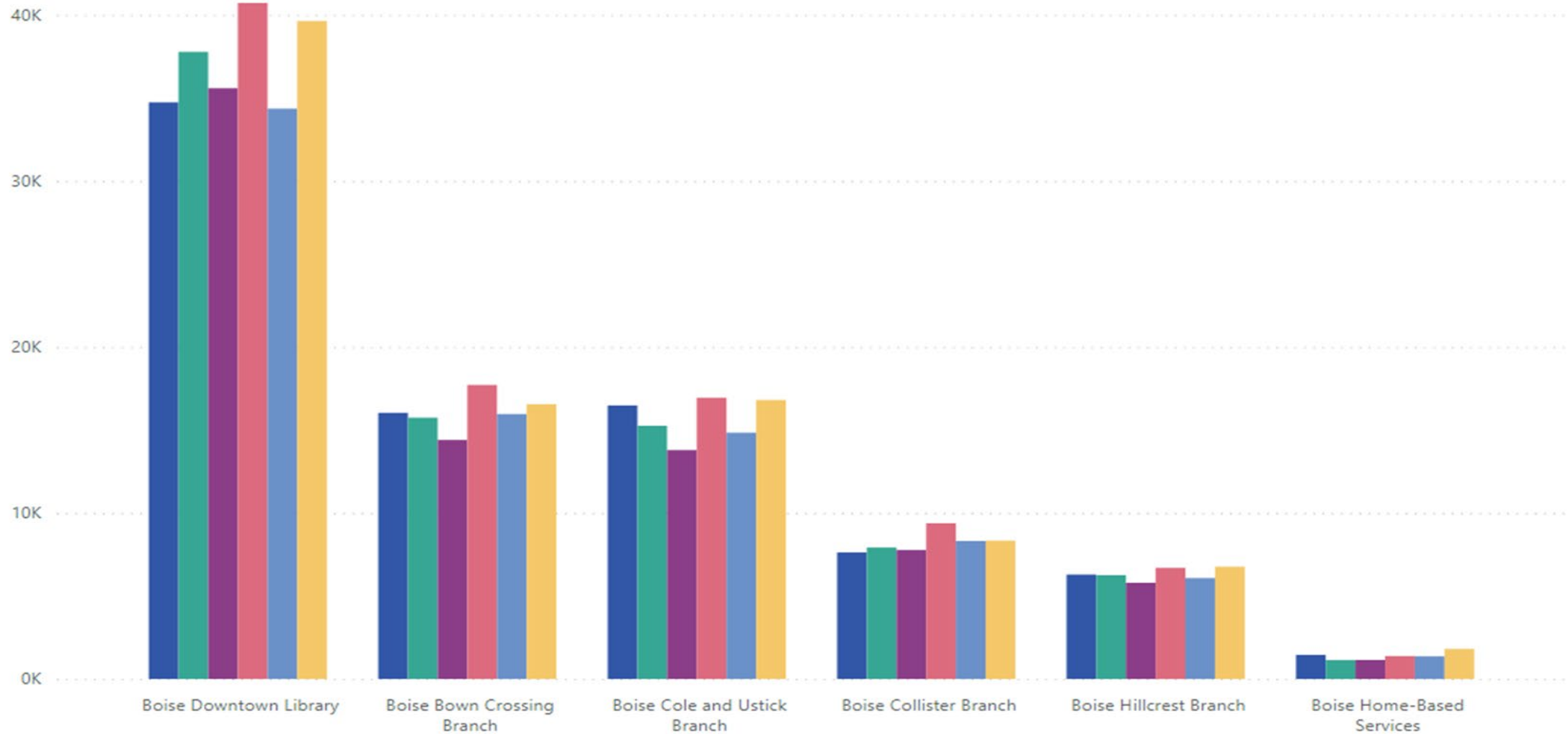


Physical Circulation - Fiscal Year '25



Physical Circulation for Fiscal Year '25

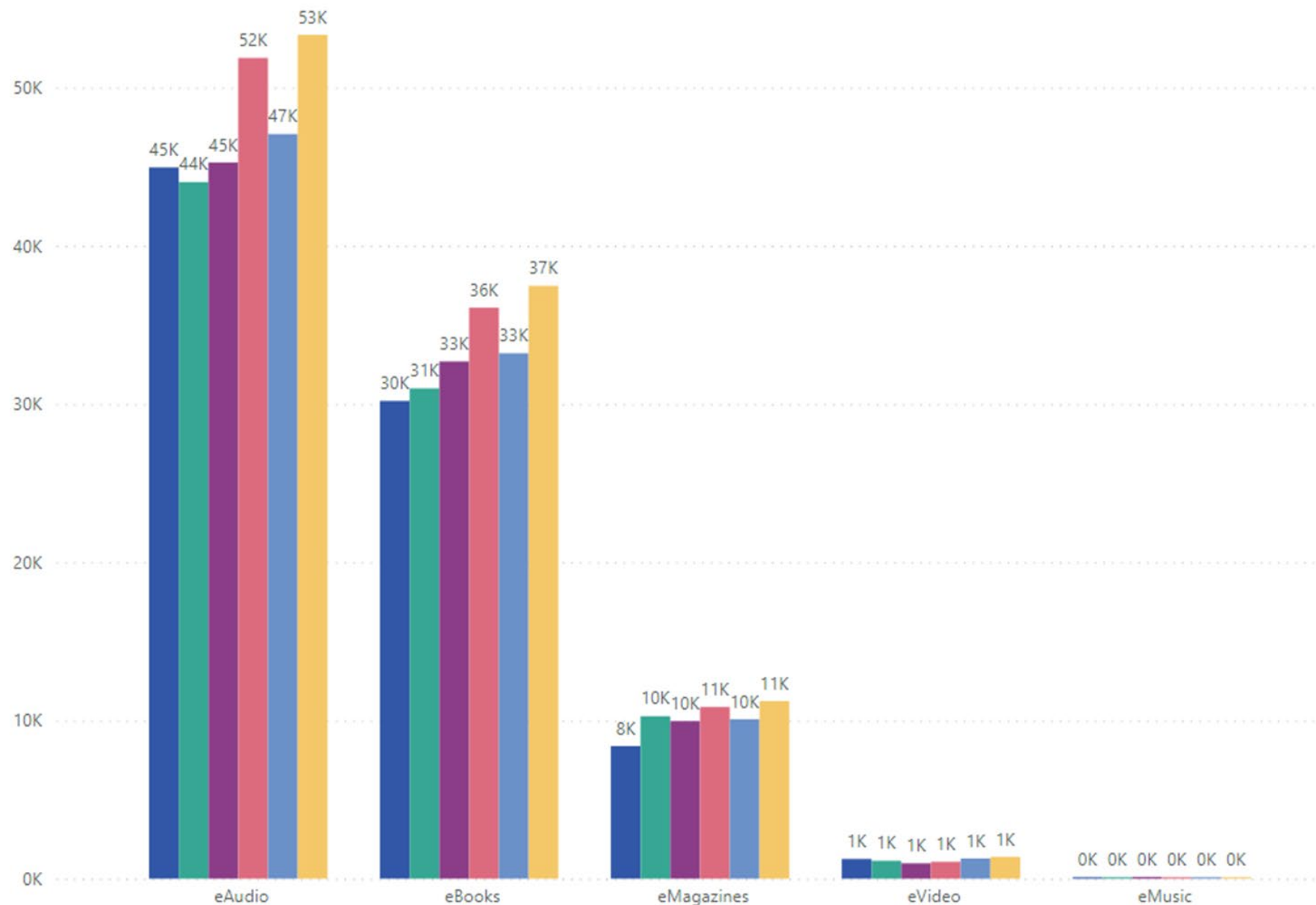
Month ● October ● November ● December ● January ● February ● March



# Digital Circulation

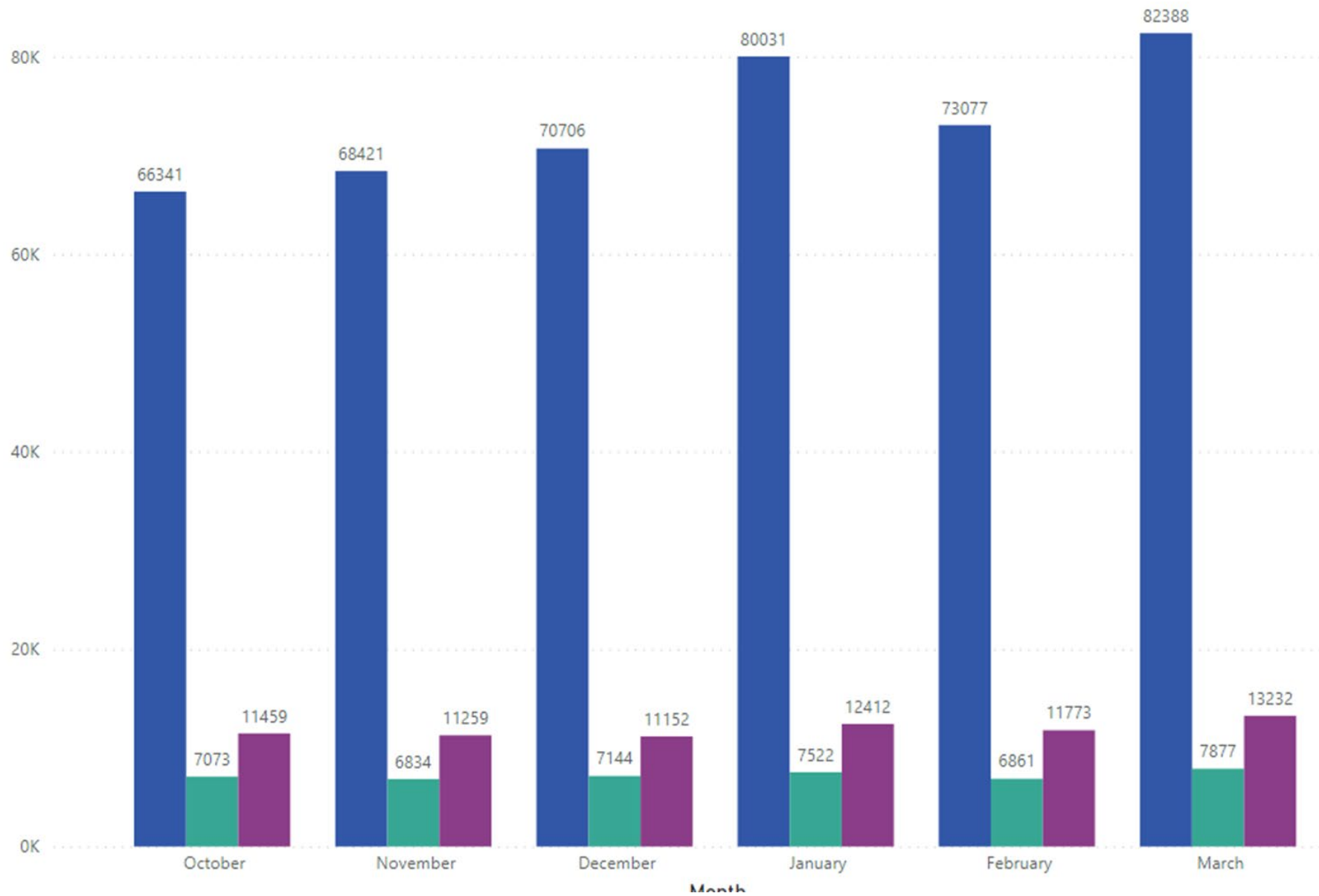
## Digital Circulation by Format FY '25

Month ● October ● November ● December ● January ● February ● March

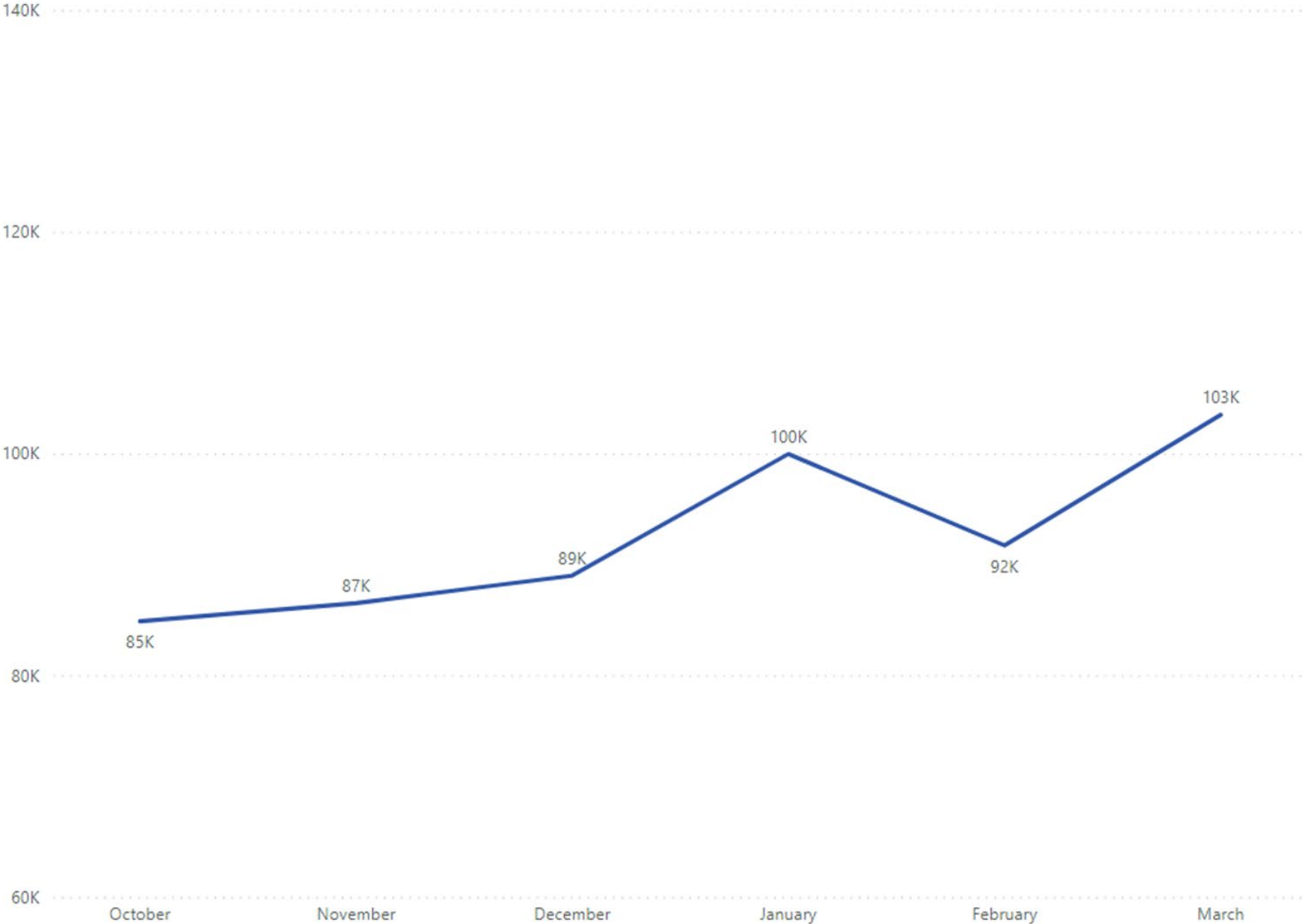


## Digital Audiences by Month - FY25

Audience ● Adult ● Teen ● Youth



Digital Circulation by Month - FY25



Physical and Digital Circulation FY25

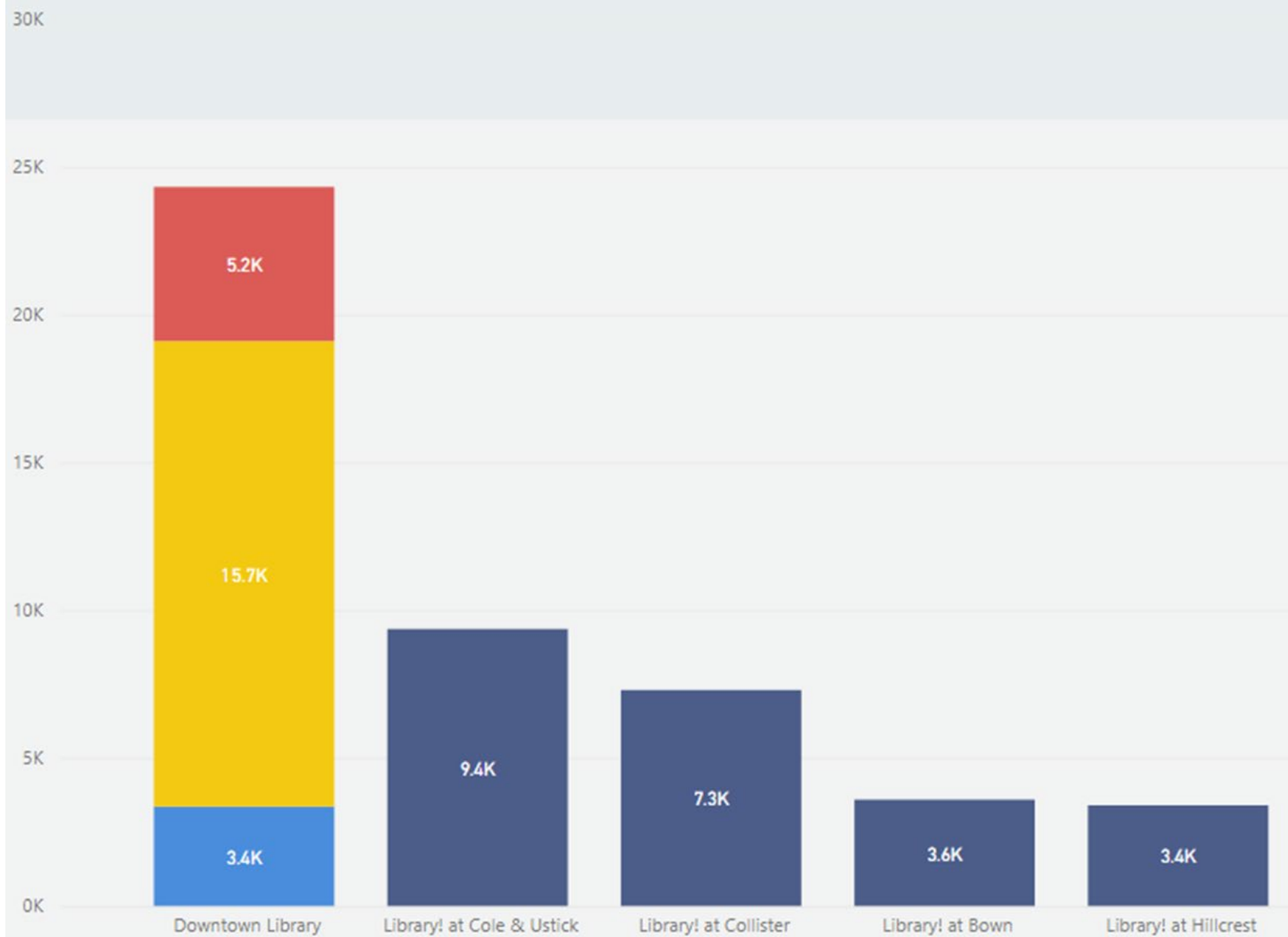
● Digital ● Physical



# Reference

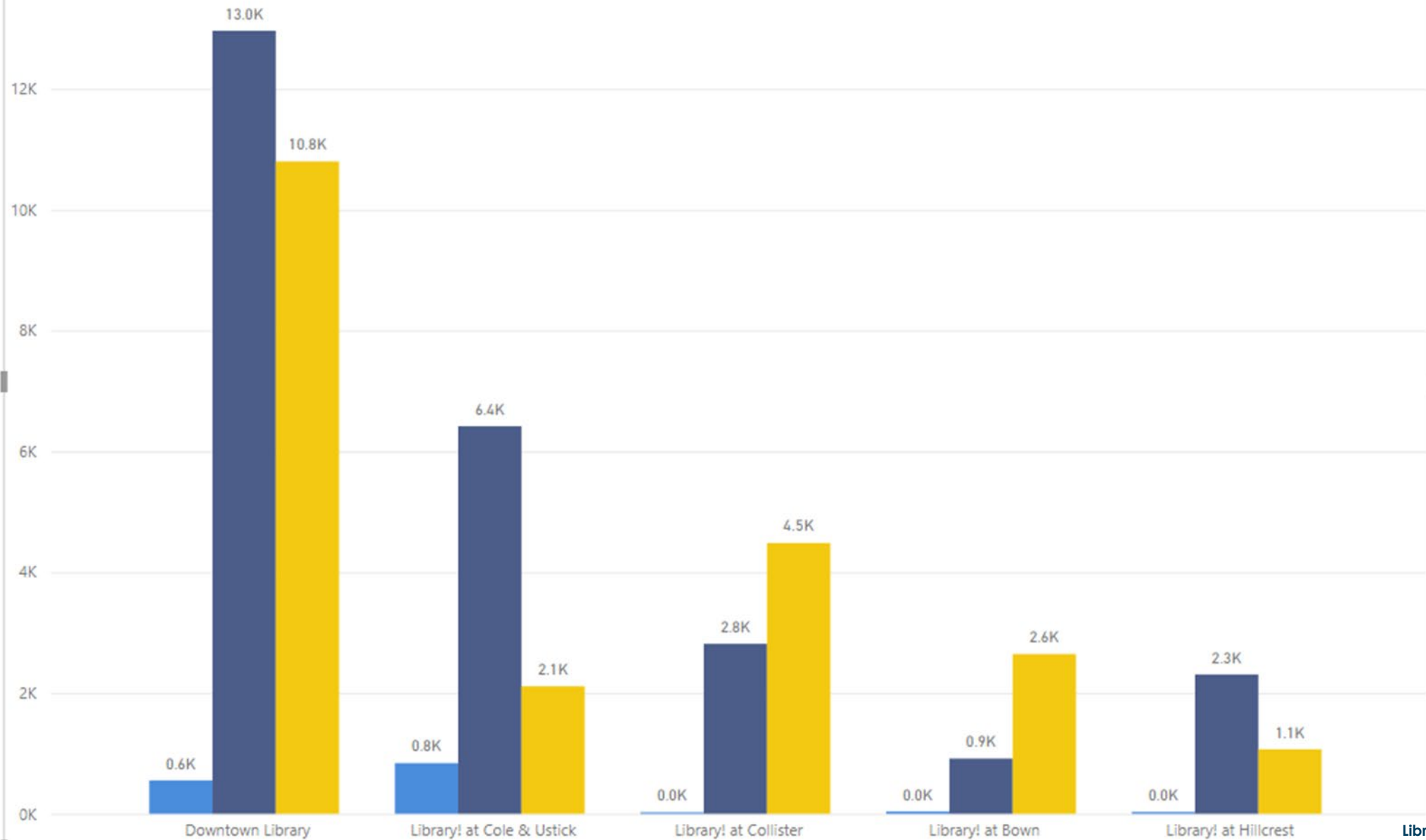
## Question Count by Desk and Location FY25

Location ● Circulation ● Desk ● Info Services ● Youth Services



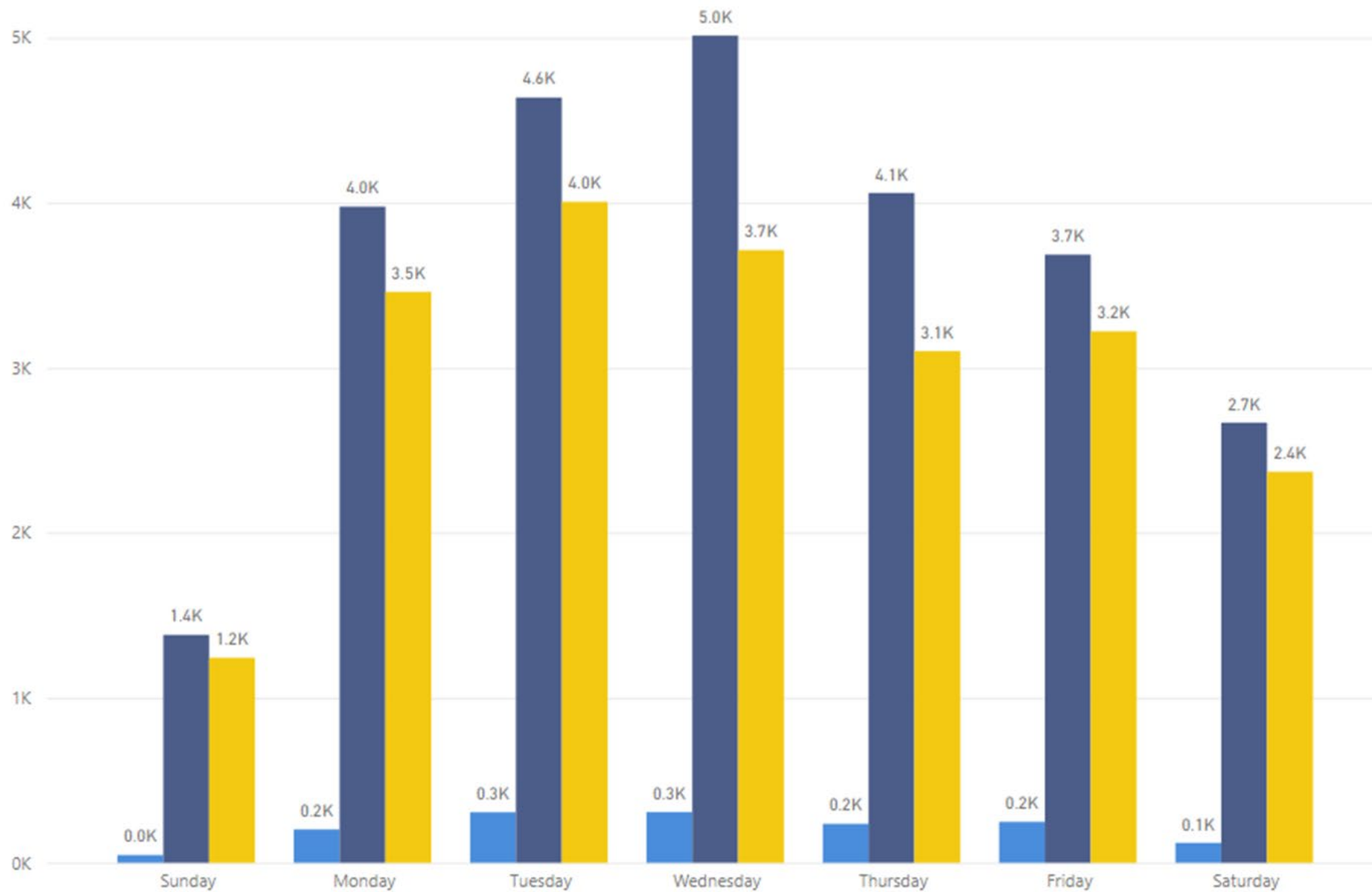
## Question Type by Location FY25

Question Kind ● Curbside Holds Pickup ● Directional ● Reference



## Question Type by Day of Week FY25

Question Kind ● Curbside Holds Pickup ● Directional ● Reference

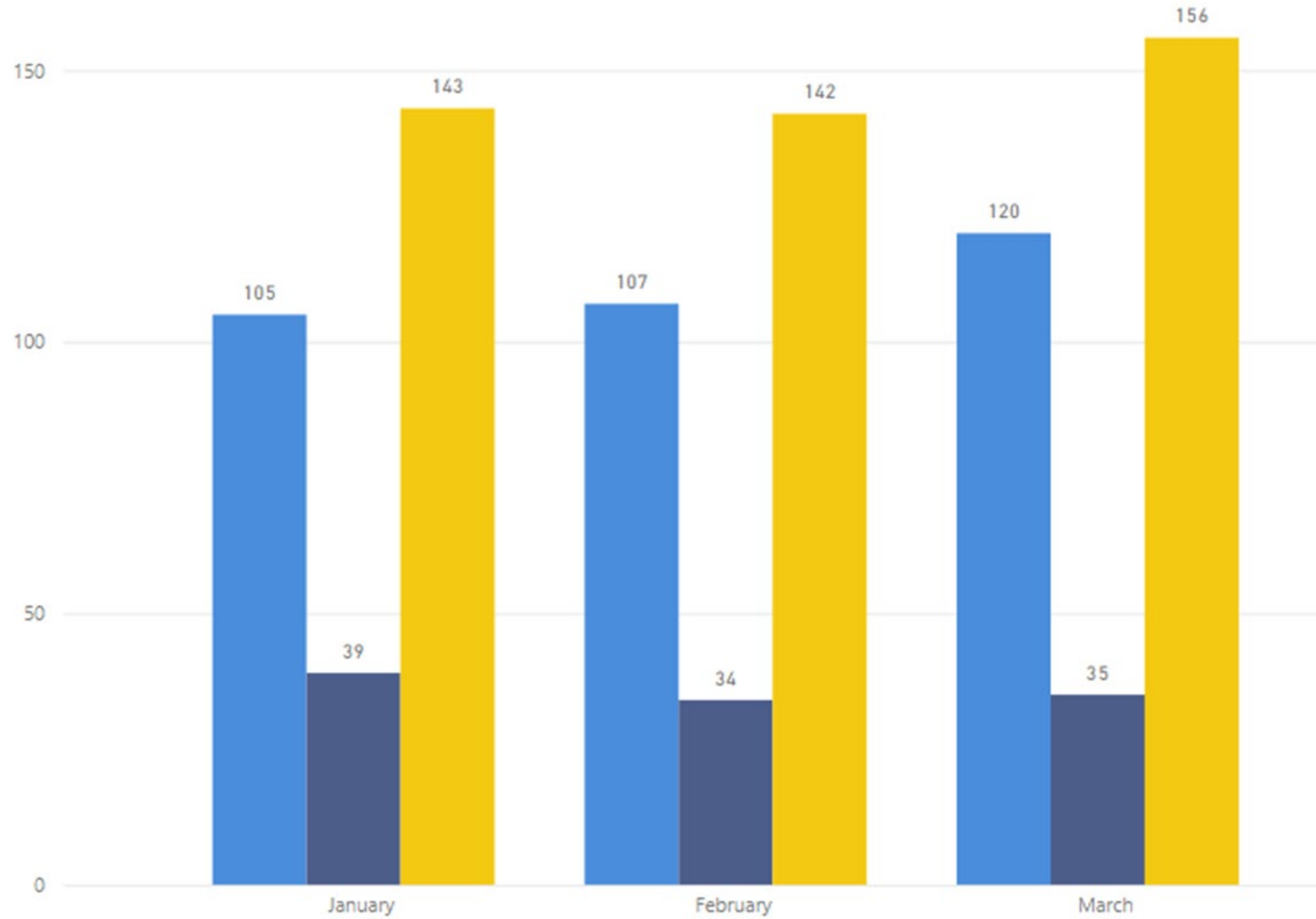


# Programs

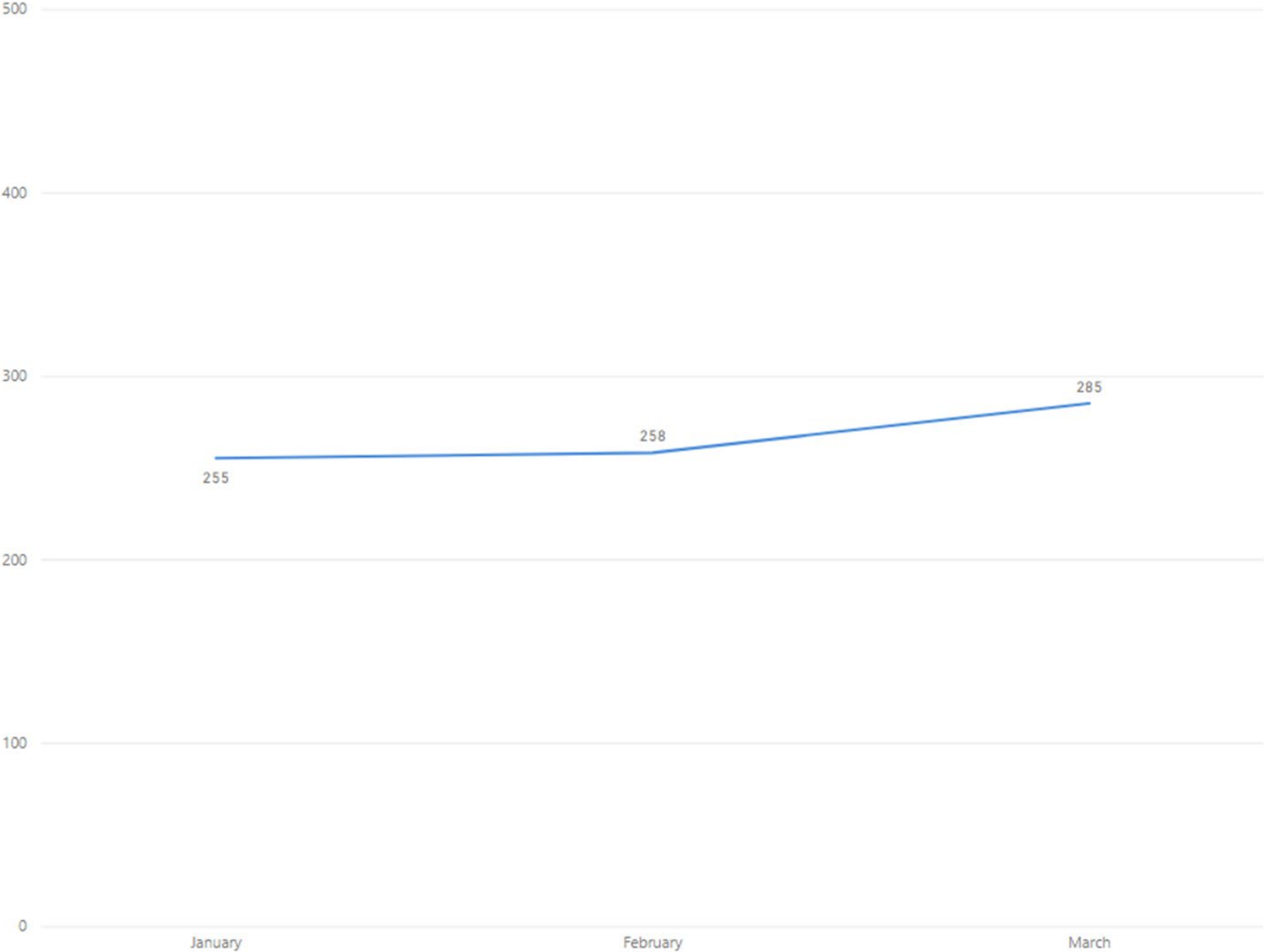
Reported as Calendar Year 2025

## Events by Audience Each Month CY25

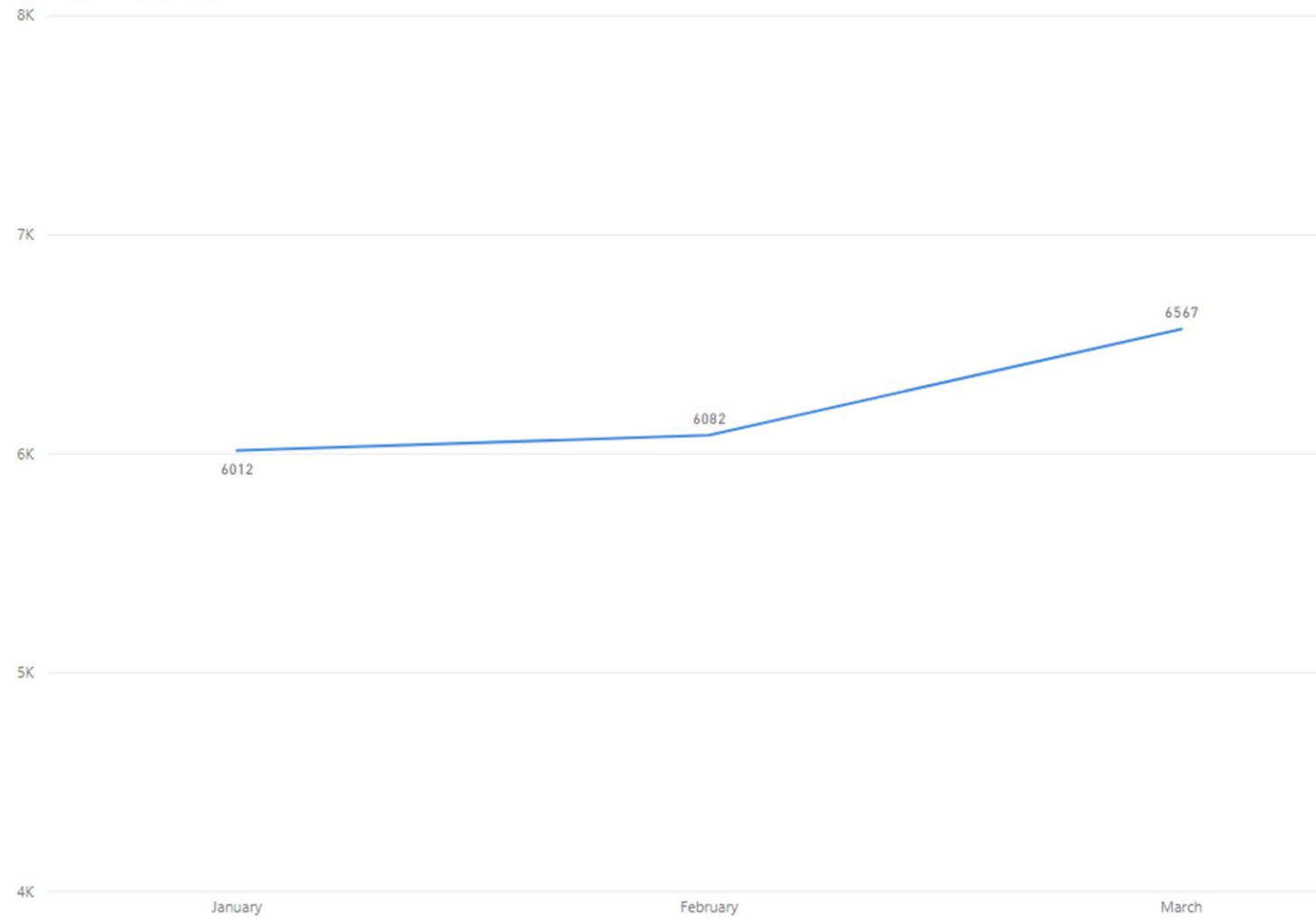
Audience Type ● Adults (18 & Over) ● Teens (12-17) ● Youth



Total Events by Month CY25



Attendance by Month CY25





## BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

March 4, 2025

Mary DeWalt, Director  
Ada Community Library  
10664 W. Victory  
Boise, ID 83709  
E-mail: [mdewalt@adalib.org](mailto:mdewalt@adalib.org)

### DELIVERY VIA E-MAIL

Re: FY 2025 Renewal Letter of Agreement: Lending Service/Annexation Compensation

Dear Ms. DeWalt,

On June 2, 2020, FY20 Lending Service/Annexation Compensation Agreement ("Agreement") was made between the Boise Public Library ("BPL") and the Ada County Free Library District dba Ada Community Library ("ACL"). The Agreement served to facilitate compensation from BPL to ACL for library lending services provided to BPL patrons from October 1, 2019 through September 30, 2020. The Agreement has been renewed annually by Letter Agreement since FY21.

BPL wishes to again renew the Agreement through mutual execution of this FY25 Renewal Letter of Agreement ("FY25 Renewal") for an additional one (1) year term for the purpose of facilitating compensation to ACL for library lending services provided to BPL patrons from the period of October 1, 2024 through September 30, 2025. The FY25 Renewal will be effective on the date for party signature below that is last in time and will cause all of the terms and provisions of the Agreement to remain in full force and effect with the only modification being of the dates therein as necessary to fulfill the purpose of this FY25 Renewal. Subject to approval of this FY25 Renewal by the Board of Trustees for each party and Boise City Council, BPL will make payment in the amount of \$544,000 (five hundred forty-four thousand dollars) to ACL by June 30, 2025.

If ACL wishes to renew according to these terms, please have a duly authorized signatory execute this FY25 Renewal and return to BPL for further execution.

[SIGNATURE PAGE FOLLOWS]

Very truly yours,

Jessica Dorr  
Director, Boise Public Library

MAIN LIBRARY  
715 S. Capitol Blvd., Boise, Idaho 83702  
P: 208-972-8200 | 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: Colin Nash (President), Meredith Stead (President Pro Tem), Kathy Corless, Jimmy Hallyburton, Jordan Morales, Luci Willits

BOISEPUBLICLIBRARY.ORG

Library Board of Trustees  
April 9, 2025  
Page 34

IN WITNESS WHEREOF, BPL and ACL have executed this FY25 Renewal Letter of Agreement as of the date for party signature below that is last in time.

**ADA COMMUNITY LIBRARY**

Approved by action of the Board of Trustees of the Ada County Free Library District dba Ada Community Library on March 18, 2025.



Carol Mills, Chair  
ACL Board of Trustees

3/18/25

Date

**BOISE PUBLIC LIBRARY**

Approved by action of the Boise Public Library Board of Trustees on \_\_\_\_\_, 2025 and sent with a recommendation for approval to the Boise City Council.

\_\_\_\_\_  
Rebecca Lemmons, President  
BPL Board of Trustees

Date

ADOPTED by the Council of the City of Boise City, Idaho this \_\_\_\_ day of \_\_\_\_\_, 2025

APPROVED by:

\_\_\_\_\_  
Lauren McLean, Mayor

Date

ATTEST:

\_\_\_\_\_  
Jamie Heinzerling, City Clerk

Date



# Boise Public Library

## Policy Review April 09, 2025

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Policy items reviewed and presented are as follows:

### SECTION 3.00, *Services*

- Policy 3.04, Interlibrary Loan
  - Regulation 3.04a, Scope of Interlibrary Loan Service

### SECTION 4.00, *Use of the Library*

- Policy 4.05, Use of Technology
  - Regulation 4.05a, Hardware and Software
  - Regulation 4.05b, Prohibited Uses
- Policy 4.06, Public Internet Access and Safety
  - Regulation 4.06a, Internet Access via Personal Device
  - Regulation 4.06b, Internet Access via Library Device

### *Staff Recommendations:*

Section 3.04, *Services*, subsection 3.04 of the Boise Public Library Policy Manual is presented to the Library Board for review. Recommended changes to Policy 3.04, Interlibrary Loan, are included. A motion to approve the recommended changes is requested.

Section 4.00, *Use of the Library*, subsections 4.05-4.06 of the Boise Public Library Policy Manual is presented to the Library Board for review. Recommended changes to Policy 4.05, Use of Technology, are included. A motion to approve the recommended changes is requested.

# Boise Public Library: Interlibrary Loan

April 4, 2025

## Overview

The Boise Public Library continually reviews the materials, programs, and services we provide to ensure we are meeting the highest priorities and needs of our community in as cost-effective a way as possible. We have limited resources, in both staff time and funds, so as usage, community needs, and available tools and resources change, we adapt in response.

The purpose of this document is to support a discussion of the Boise Public Library Board of Trustees as it reviews recommended changes to [Policy 3.04 Interlibrary Loan](#) and [Regulation 3.04a Scope of Interlibrary Loan Service](#). The changes we recommend are necessary due to the loss of a resource that allowed the Library to provide interlibrary loan to our users to access items not in our collection or the collection of a Lynx Library Consortium member.

## Background

Interlibrary loan (ILL) is a process by which a library requests materials from – or supplies materials to – another library. The purpose of interlibrary loan is to obtain, upon request of a library user, material not available in the user's local library, but which a library may not be able to or want to purchase for its collection. Libraries who provide ILL services for their users usually do so by participating in a large network either at a state or national level. ILL is a service many, but not all, public libraries, provide for their community as it is an expensive and staff-intensive service.

For years, Boise Public Library (BPL) has offered ILL services for its users, free of charge, to access materials not in our collection or in the collection of another library participating in the Lynx Library Consortium. To support this work, we have used OCLC as the service that allows us to access a network for identifying and sharing materials. BPL was able to use OCLC for ILL because all libraries in the Lynx Library Consortium accessed OCLC through a contract managed by the Idaho Commission for Libraries (ICfL). The contract with OCLC provided access for ILL and for cataloging support.

The costs to participate in ICfL's contract with OCLC have increased significantly over the last two years and in January the Lynx Library Consortium made the decision to opt out of ICfL's contract with OCLC. This means that no Lynx libraries will be able to use OCLC tools or resources starting July 1, 2025. This change was primarily driven by costs. BPL's cost to utilize OCLC increased from \$19,036 to \$31,257 (65%) from 2023 to 2024, and ICfL has indicated to libraries the increase for OCLC participation could increase up to 7% each year for FY26 and FY27.

Of the two functions utilized through OCLC, cataloging support is integral to how the Library acquires and circulates materials so Lynx explored different vendors for this service and identified BTCat as a more affordable option for cataloging support. The decision was made to move as a consortium to BTCat, with the understanding that BTCat only provides cataloging support.

Knowing that BPL will not have access to OCLC services, which includes the ILL module, staff from the Acquisitions and Technical Services team (ATS) have been preparing to move to BTCat with the consortium and to consider how BPL can handle ILL requests going forward. As part of this, ATS staff did a thorough review of costs associated with providing ILL to our users from April 1, 2024 – March 5, 2025 – roughly 50 weeks, which is the most detailed data set available since the Library’s website upgrade on April 1, 2024.

## Requests and Costs for ILL from April 1<sup>st</sup>, 2024 – March 5<sup>th</sup>, 2025

During the timeframe we analyzed, ILL was a service used by less than 1% of Boise residents and 2% of Boise cardholders; 1,753 unique requesters made 3,583 requests for items not available through BPL or the Lynx Library Consortium. All requests were reviewed by ATS and the majority of requests (57%) resulted in the purchasing of the item for the Library’s collection. We were able to fulfill 27% of these requests through ILL.

Response to request for items not available through BPL/Lynx	Number	Percentage
Purchased for Library’s collection	2,054	57%
Obtained through ILL	970	27%
Not able to provide through purchase or ILL	559	16%
<b>Total</b>	<b>3,583</b>	<b>100%</b>

There are a variety of factors that explain the 16% of requests we were not able to purchase an item and/or obtain through ILL. A significant portion of unfilled requests are because the request is for an item in a format that we are unable to acquire, such as a large print edition which has never been published, Amazon audible-only editions not available to libraries, video games and movies only released digitally, or requests for DVD when a title only released on Blu-ray. In some cases, we were also unable to find a library willing to lend us a specific item in their collection.

We estimate the annual cost to fulfill ILL services during these 50 weeks was \$112,136 with staff time being the largest driver. Costs associated with borrowing items from other libraries include tracking and evaluating requests, locating and processing loans/returns, OCLC network access, and packaging/shipping, and resulted in an average cost per borrowed ILL item of \$94.56.

We also lent 1,162 items to non-Lynx libraries. Costs associated with lending materials include pulling & reshelving materials, packaging/shipping and OCLC network costs, and an average cost per lent item of \$17.57. (A detailed explanation of costs associated with borrowing and lending items is in the appendix.)

## Revised approach for ILL starting July 1, 2025

Starting July 1, 2025, the Library will adjust its approach to ILL to prioritize collection acquisition. Since we will not be able to use OCLC, our options for borrowing from other libraries will be significantly limited. Going forward:

- ATS staff will continue to accept and try to fill requests for microfilm via ILL
- All other requests will be evaluated as possible additions to Boise Public Library’s collection.
  - Acquisitions staff will give primary consideration to materials that might have a broader community appeal or may fill a gap within the collection.

- In fiscal year 2024, Boise Public Library added 43,776 items to the physical collection, including many of the titles requested by the community. While not every request can be added to the collection for a variety of reasons, we take the requests seriously and give them due diligence.
- If a request is not microfilm and the Collection Development team determines the item should not (or cannot) be added to the collection, the request will be unfilled.

## Result of this change

Library leadership recognizes this will change what materials the Library can provide to our users and how they are made available. We expect the number of materials we purchase will increase and we will allocate more funding to the purchase of materials.

As a tradeoff this will also allow us to reallocate staff time from work identifying and supporting ILL to work identifying series and collection gaps more proactively along with increased record maintenance to ensure the best browsing and discovery experience possible in the catalog. Additionally, we will be able to devote more staff time to processing physical materials, which will shorten the community's wait time once new items arrive at the Library.

At this time, we plan to continue providing ILL for microfilm as we recognize the Library provides access to specialized equipment that makes access to the information only available on microfilm inaccessible any other way.

While only one percent of Boise's community requested an item through ILL in the last year, this change will directly impact these individuals. We are striving to make the best fiscal decision for the whole community and hope to be able to offer alternative options within that subject area.

Access to materials and information is foundational to library work and we remain committed to providing access to materials and information to the spectrum of our community in as cost effective a way as possible. We acknowledge that we might be unable to provide a specific title to an individual, and we will continue to work to provide materials on all topics that members of our community are seeking.

We will also continue to consider potential replacements for OCLC ILL support that might be available now or in the future.

## Timeline of next steps

- April 9<sup>th</sup> – Policy change will be presented to the Library Board of Trustees.
- May 1<sup>st</sup> – The [Request an Item](#) page and [FAQ](#) on the Library's website will be updated on May 1<sup>st</sup> with information about the coming changes.
- May 1<sup>st</sup> – An email will go out to regular users of the ILL service explaining the change and what they can expect
- May 16<sup>th</sup> – Final day that we submit or accept any new ILL requests other than microfilm. Website will be updated to remove references to the coming changes.

## Boise Cost of Requests & Interlibrary Loan (ILL) Service

April 1st, 2024 – March 5th, 2025

### Overview of usage numbers

Lent to non-courier libraries	1,162
Borrowed by BPL cardholders	970
Total ILLs processed	2,132
Requests for items not in the catalog	3,583
Requests filled using ILL	970
Unique requestors	1,753
Purchased for collection	2,054
Obtained using ILL	970
Not able to provide using ILL or purchase	559
Total requests received	3,583

### Staff costs associated with service

Evaluating requests for purchase or ILL	\$26,003
Tracking requests to limit to 1 per cardholder per week to keep ILL costs down	\$4,334
Locating items, processing loans, communication with service users, and processing returns	\$45,480
Preparing items to ship – packaging, labeling, tracking delivery specifications	\$21,700
Lending items – pulling hold, check-in, reshelving	\$1,358

### Additional costs associated with service

Postage & and packaging materials	\$1,298
OCLC Worldshare ILL subscription	\$11,963

### Conclusions

Total cost to review requests and provide ILL	\$112,136
Approximate cost per unique user to review requests	\$17.31
Approximate cost per borrowed ILL	\$94.56
Approximate cost per lent ILL	\$17.57

Document Type:	Policy
Number:	3.04
Effective:	03-01-11
Revised:	01-10-19
Last reviewed	01-08-25

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### INTERLIBRARY LOAN

When possible within the constraints of the Library's budget ~~and capacity~~, staff will provide an Interlibrary Loan service to provide access to ~~books; articles from magazines and newspapers; and limited audiovisual~~ items that are not otherwise available through the Library. The Library will not charge ~~patrons~~ cardholders a fee for this service, though charges from other libraries lending requested materials may be passed along to ~~patrons~~ cardholders. This service shall be available only to holders of Borrower's, Non-Resident, or Corporate cards.

Document Type:	Regulation
Number:	3.04a
Effective:	12-12-11
Revised:	02-08-2023

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### SCOPE OF INTERLIBRARY LOAN SERVICE

Interlibrary Loan service is available only to holders of Borrower's, Non-Resident, or Corporate cards issued by Boise Public Library. An Interlibrary Loan request will be initiated in the limited circumstance that a cardholder needs access to information that is only available on microfilm. The microfilm must be from a lending library within the United States. A cardholder may have up to five Interlibrary Loan Service requests at a time.

~~Boise Public Library will process Interlibrary Loan service requests for materials owned by a lending library within the United States with a publishing date at least twelve (12) months old. A title may be requested once per rolling year.~~

~~Textbooks and audiovisual items such as videogames and computer software are not available through the Interlibrary Loan service.~~

~~Items Microfilm~~ requested via Interlibrary Loan Service will be held for use at the Downtown Library pickup for ten days or for the duration of the loan period. ~~, whichever is shorter.~~ Loan periods are set by the lending libraries. One renewal may be requested and should be submitted within one week of the due date to allow time to request the extension from the lending library. ~~and may be shorter than those set by Boise Public Library for similar items.~~

Cardholders will be charged the replacement cost, billed by the lending library, of any lost or damaged microfilm. ~~items lost. Items are considered lost 30 days after the due date.~~ ~~Cardholders who return items late or fail to return items may have their Interlibrary Loan service privileges suspended or revoked.~~

~~Items may be renewed at the discretion of the lending library. One renewal may be requested per item and should be submitted within one week of the due date for best service.~~

Document Type:	Policy
Number:	4.05
Effective:	03-01-2011
Revised:	03-01-2011
Last Reviewed:	<del>04-10-2024</del>
	04-09-2025

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### USE OF TECHNOLOGY

The Library provides access to technological resources that create increased information access opportunities for all citizens. The Library attempts to maintain ~~patron~~ **user** confidentiality at all times, but cannot guarantee the confidentiality of information sent, received, or printed by a ~~patron~~ **user**.

The Library assumes no responsibility and no liability for any loss or damage incurred by anyone using the Library's computing resources. This includes any loss or harm incurred by a ~~patron~~ **user** from giving personal or financial information across the Library's network and the Internet.

Document Type:	Regulation
Number:	4.05a
Effective:	03-01-11
Revised:	05-11-22

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### HARDWARE AND SOFTWARE

Users may not install software on Library equipment. Users are not permitted to store data on the hard drives of Library computers. The Library is not responsible for equipment malfunction, loss or damage to user devices.

Document Type:	Regulation
Number:	4.05b
Effective:	03-01-11
Revised:	10-01-12

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### PROHIBITED USES

Use of the Library's technological resources is for lawful purposes only. Examples of prohibited and potentially illegal uses include but are not limited to the following:

- 1) Attempting to bypass the security of the computers or local area network at the Library.
- 2) Attempting to bypass the security of any other computer or network including the Internet.
- 3) Attempting to harm or destroy the data of another user, the network, any technology resource or any of the agencies or other computer network services that are connected to the Internet. This includes, but is not limited to, the uploading or creation of computer viruses.
- 4) Attempting to alter or damage any hardware, software, operating systems, or configuration files on Library equipment.
- 5) Attempting to use unauthorized computer accounts, access codes, or network numbers.
- 6) The transmission of speech that is not protected by the First Amendment.
- 7) Violations of another user's privacy.
- 8) Violations of copyright or other laws.
- 9) Display of offensive sexual material as defined in Section 18-4105 of the Idaho Code.

Loss of Library privileges and criminal and/or civil prosecution are possible for illegal uses of computing resources. Any staff member observing a violation of this regulation shall report such to Library Security or the senior staff member on duty. Security or supervisory personnel shall confirm the violation when feasible and may, in their discretion, either ask the patron to conform his or her conduct to the requirements of this regulation or may suspend the privilege to use the Library. Staff will involve law enforcement as appropriate.

Document Type:	Policy
Number:	4.06
Effective:	10-02-2012
Revised:	03-11-2020
Last Reviewed:	04-10-2024

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### PUBLIC INTERNET ACCESS AND SAFETY

The Library offers public internet access upon its premises through both computers/tablets that are made available for public use at the Library and wirelessly upon privately owned personal computing devices.

Internet access provided by the Library to any member of the public is subject to a technology protection measure in the form of a web filtering solution that protects against access to visual depictions that are obscene, child pornography, or harmful to minors. As used in this Policy, the terms "minor," "obscene," "child pornography," and "harmful to minors" share the definitions provided at Idaho Code § 33-2741(7). Any attempt to disable or otherwise interfere with the proper operation of the filter is prohibited.

Library staff must enforce operation of the filter in connection with the public's use of Library-provided internet access. If a staff member observes a violation of this Policy, the staff member shall promptly report it to security or a senior staff member who shall, in turn, advise the violator to conform his/her/their conduct to the requirements of this Policy, suspend the violator's privilege to use the Library, and/or report the matter to law enforcement. Security or senior staff will determine the appropriateness of the enforcement measure(s) to take on a case-by-case basis taking into consideration the severity of the violation, the disruption caused to other patrons, the violator's willingness to conform to the requirements of this Policy, and the violator's history of similar violations.

While the Library has measures in place to protect against access to the above-described material, the Library cannot and does not accept responsibility for any failure of the filtering software to block specific sites. Further, regardless of the operation of the technology protection measure, display of offensive sexual material as defined in Section 18-4105 of the Idaho Code is prohibited at all times.

The Library neither endorses the viewpoints presented nor vouches for the accuracy of information available on the internet.

Document Type:	Regulation
Number:	4.06a
Effective:	03-01-11
Revised:	10-01-12; 03-11-2020

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### INTERNET ACCESS VIA PERSONAL DEVICE

The Library offers wireless access points to enable the public to connect to the internet through their personal computing devices such as laptops, tablets, and smart phones. Per Policy 4.06, this access is subject to operation of a filter to protect against access to visual depictions that are obscene, child pornography, or harmful to minors. Further, users of the Library's wireless network must abide by the Library's policies and regulations covering technology use and public internet access.

Users are responsible for configuring their own equipment. The Library does not provide technical support for establishing or maintaining a connection nor for equipment configurations. The Library is not responsible for any changes made to an individual computer's settings and does not guarantee that a user's hardware will work with the Library's wireless connection.

The Library is not responsible for any personal information (e.g., credit card data) that is compromised, or for any damage caused to hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users are personally responsible for maintaining up-to-date virus protection on personal laptop computers and other devices with wireless connectivity capabilities.

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### INTERNET ACCESS VIA LIBRARY DEVICE

Access to the internet on Library devices such as computers and tablets is offered to the public subject to the following:

1. Access may be limited to a certain amount of time each day;
2. Access is available only during the hours of public operation at the main or branch library location where the device is offered;
3. Available resources;
4. Usage for lawful purposes only; and
5. User compliance with other Library policies and regulations pertaining to technology use and public internet access.

Further, as stated in Policy 4.06, internet access provided by the Library is subject to operation of a filter to protect against access to visual depictions that are obscene, child pornography, or harmful to minors.

The Library is not responsible for any personal information (e.g., credit card data) that is compromised or for any personal data lost due to electric surges, security issues, or consequences caused by viruses or hacking in connection with use of a Library device or public internet access provided by the Library.