

**BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**  
March 9, 2022, Meeting Packet Cover Page

**AGENDA**

**DIRECTOR'S REPORT**

**SUPPORTING DOCUMENTS**

- Facilities Services and Operations Service Agreement Draft
- Boise Public Library Policy Review:
  - Policy Review Cover Sheet
  - Policy Summary
  - Section 5.00, Collection Development and Maintenance
    - Policy 5.01, Collection Development and Maintenance
    - Regulation 5.01a, Library Bill of Rights
    - Regulation 5.01b, Freedom to Read Statement
    - Regulation 5.01c, The Nature and Quality of Materials
    - Policy 5.02, Exclusion of Materials
    - Regulation 5.02a, Request for Reconsideration of Library Materials

**MISCELLANEOUS**

- Boise Public Library: Financial and Budget Information

**BOISE PUBLIC LIBRARY STATISTICS**

- System Statistics Reports, January 2022

# Agenda



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

## Boise Public Library Board of Trustees Regular Meeting Agenda

Wednesday, March 9, 2022, 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>

Seating is limited, so the public is encouraged to view the meeting online if possible.

<p><b>BOARD OF TRUSTEES</b>          Tonya Westenskow, President          Phil Magnuson, Vice-President          Sonia Galaviz          Brian Klene          Nicole Trammel Pantera</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**  
None
3. **Minutes-Action Item**  
February 9, 2022, 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 January 31, 2022  
Gift Fund activity for January 2022
5. **Reports**
  - a. Friends of the Boise Public Library
  - b. Boise Public Library Foundation
  - c. Library Director including administration and management
6. **Old Business**
  - a. **Facilities Management**  
Staff will provide an overview of the management of City facilities. The overview will include opportunities for better efficiencies based on an independent analysis conducted by the City of Boise in 2021.

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: Elaine Clegg (President), Hollie Woodings (President Pro Tem), Patrick Bageant, Jimmy Hallyburton, Lisa Sánchez, Luci Willits

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

**b. Strategic Planning**

Main Library Manager Heidi Lewis will provide an update on the Strategic Planning process the Library is currently engaged in.

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

**Section 5.00, Collection Development and Maintenance-Action Item**

Sarah Kelley-Chase, Library Public Services Manager, will review section 5.00, Collection Development and Maintenance, of the Boise Public Library Policy Manual with the Trustees. Recommended changes to policy 5.01, Collection Development and Maintenance and policy 5.02, Exclusion of Materials are included in the supporting documentation section of the meeting packet. A motion to approve, revise, or reject the recommended changes will be requested.

Recommended changes to regulations 5.01a, Library Bill of Rights; 5.01b, Freedom to Read Statement; and 5.02a Request for Reconsideration of Library Materials, are included in the supporting documentation section of the meeting packet. Regulation changes do not require the Board's approval and are included for information purposes only.

This continues the Library Board of Trustees annual policy review for Fiscal Year 2022 as stipulated by the Board's bylaws.

**7. New Business**

None

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

Trustee review for March vouchers by Pantera.

**9. Selection of Meeting Date**

Next regular meeting on Wednesday, April 13, 2022.

**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

March 2022

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### Operations

#### *COVID-19 Services Status*

The Library continues to operate with the hours introduced in August; COVID-19 protocols also remain in place. On February 25<sup>th</sup>, the Centers for Disease Control (CDC) updated its recommendations on prevention measures such as masking based on the COVID-19 level in the community. We anticipate these updated guidelines will result in the Library being able to adjust COVID protocols in March.

#### *Board of Trustee member recruitment*

We have started work with the Mayor's Office to shape the announcement requesting applications for a new Board of Trustee member. We are starting the process now with the intent to have a new Trustee selected in June.

#### *Budget*

The Budget Office has published the [FY 2022 Qtr 1 Financial Report](#) which provides City leadership and the public with a high-level overview of the City's financial status through the prior quarter. It also gives an overview of key economic indicators that may affect the City's revenue and forecasts. (Library information can be found on pages 6 and 13.)

Additionally, we've included the document "Boise Public Library: Financial and Budget Information" in the Miscellaneous section of your packet, providing an overview of the City and Library budgeting process and timeline. The intent of this document is to provide Trustees with a reference guide for the Library's financial information and reports.

## Administration and Management Reports:

### Programming and Grab & Go Kits

- To celebrate the Lunar New Year, the Library! at Bown Crossing held an interactive Chinese calligraphy [display](#) with staff created decorations. This was one of their most popular interactive displays to date with 70 patrons participating.
- The Library! at Collister opened a [seed library](#). The seed library aims to localize food production, promote biodiversity, and provide access to fresh produce in areas where it may not be as readily available. Library visitors will be able to "checkout" seeds to grow at home with the option of saving seeds from their harvest and returning extra at the end of the season.
- The Library! at Collister had a building-wide fantasy theme for the month which included dragons, castles, and other mythical creatures. Library visitors participated by adding their own enchanted creatures to displays.

## Staff Development

- In February, the Training Team organized, hosted, and recorded a virtual presentation on employment resources with staff from the Idaho Department of Labor. Guests and library staff discussed tools and services available for helping would-be workers, workers looking to change jobs or careers, or workers hoping to further develop their skills and professional prospects.
- Five staff members attended the first in a series of Leader Development Classes through Boise State University's Professional and Continuing Education [Program](#).

## Community Partners

- [Jesse Tree](#) Pop-Up, 10am – noon, 4<sup>th</sup> Thursday of each month at Main
- [Our Path Home](#) Pop-Up, 10am – noon, 1<sup>st</sup> Wednesday of each month at Main
- [CATCH](#) Pop-up, 10:30am – noon, 3<sup>rd</sup> Wednesday of each month at the Library! at Hillcrest
- Our team staffed a table at the [Idaho Conference on Refugees](#) to share information about the Library and to issue library cards.
- Boise Public Library was given 3000 masks (in packs of 10) by the State of Idaho for library users at each location to take home. We were running low at the end of the month.

## Communications

### *Monthly Email Newsletter*

- [February](#) -- Sent February 1 to 4938 contacts – open rate 48%
- March – To be sent March 1 to 5376 contacts – open rate TBD

### *Ultimate Book Nerd Newsletter*

- [February](#) - Sent February 15 to 424 contacts – open rate 65%

### *Social Media*

- In February, we highlighted grab & go kits, Black History Month, Treasure Valley Reads, and the seed library at Library! at Collister.
- In March, we are planning to feature Women's History Month, the start of more in-person programming, and kindergarten readiness.

# Supporting Documentation



# Facilities Services and Operations Service Agreement

Facilities Services and Operations (FSO) is part of the Public Works Facilities Program Management Division and is responsible for the operation and maintenance of municipal facilities that include City Hall, City Hall West, public safety buildings and others. FSO provides comprehensive facilities management services to support business functions, maintain safe, functional spaces, and operate buildings sustainably and efficiently.

This Service Agreement outlines the types of services provided by FSO and the level at which they are delivered.

## **BUDGET**

*[Insert brief description of cost allocation plan – this is currently under revision with DFA]*

## **SERVICES**

The services outlined below are provided using a combination of in-house resources and outside vendors.

### Planning

- Major repair and maintenance (MRM) planning/budget forecasting
- Strategic space planning
- Condition assessments

### Sustainability

- Identify, plan, and implement energy efficiency projects.
- Leverage energy efficiency rebates and incentives to complete projects.
- Develop strategies that support the City's climate initiatives.

### Project Management

Projects are defined as follows:

- Any construction or renovation activity that changes the function, use or occupancy of a physical space, or eliminates/relocates services, utilities, or architectural components.
- Originate from the need to create, expand, or alter a space due to program growth, changes in a department's methods or program delivery, advances in technology, or the need to replace a space, structure, or system that has reached the end of its useful life.
- Two key distinctions to help differentiate a project from maintenance are:
  1. Projects typically require planning, professional engineering, permitting, and inspection.
  2. Projects are individually funded via the CIP process, whereas maintenance is typically funded by an annual budget.

## Building Services

### *Standard*

- Maintenance activities that include keeping spaces, structures, and infrastructure in proper operating condition in a routine, scheduled, or anticipated fashion to prevent failure and/or degradation.
- Includes like for like replacement of components and systems.
- Maintenance activities that do not involve a change in space classification or space use.
- Support activities aimed at assisting departments with basic logistical needs.
- Funded through FSO annual budget via the cost allocation plan or budgeted by FSO in the major repair and maintenance plan.

### *Supplemental*

- Work outside of routine maintenance that does not involve a change in space use or space classification, require professional engineering, or permitting.
- Typically not funded through FSO budget and may be performed on a direct-bill basis for actual charges incurred. FSO will assist departments in estimating budget needs.
- Extent at which this work is performed in-house is dependent on the requestor's timeline and FSO's ability to handle the request(s) in terms of scheduling and expertise at the time it is submitted.

Table 1 offers a general description of standard and supplemental services along with some examples. It is not a complete list of services and is intended to serve as a general guide.

**Table 1 – Standard vs. Supplemental Services**

Standard Services	Supplemental Services
<i>Maintenance and Repair (M&amp;R)</i>	
<ul style="list-style-type: none"> <li>• General maintenance and repair (M&amp;R) work</li> <li>• Preventive (scheduled) and reactive maintenance of building systems, including plumbing, HVAC, mechanical, fire and life safety, electrical, roofing, etc.</li> <li>• Limited installation of additional electrical outlets or lights</li> </ul>	<ul style="list-style-type: none"> <li>• Provision and servicing of equipment specific to a department's operations and does not function as a part of a building system – e.g., lab equipment, breathing air systems, shop air compressors, workout equipment, etc.</li> </ul>
<i>Janitorial</i>	
<ul style="list-style-type: none"> <li>• General cleaning services as defined in the scope of janitorial vendor contract, such as               <ul style="list-style-type: none"> <li>◦ After-hours cleaning</li> <li>◦ Day porter services</li> </ul> </li> <li>• Window washing</li> <li>• Floor maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Services not included in scope of normal cleaning services – this applies to tasks and frequency at which they are performed.</li> <li>• Specialized cleaning for department-specific operations</li> </ul>

	<ul style="list-style-type: none"> <li>• Cleaning services for some special events – e.g., those that take place outside normal business hours and catered events that generate large amounts of waste</li> </ul>
<i>Furniture</i>	
<ul style="list-style-type: none"> <li>• Offices – basic furniture repairs</li> <li>• Conference Rooms – update furniture on replacement cycle</li> <li>• Common Areas – update furniture on a replacement cycle</li> <li>• Storage and management of unused furniture</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase and installation of new furniture systems</li> <li>• Furniture specific to a department's operations</li> </ul>
<i>Appliances</i>	
<ul style="list-style-type: none"> <li>• Service and replacement of appliances in shared break rooms limited to refrigerators, microwaves, and dishwashers</li> <li>• Service and replacement of ice machines</li> </ul>	<ul style="list-style-type: none"> <li>• New appliances other than in replacement situations.</li> <li>• Appliances not included under Standard Services</li> <li>• Appliances for unique department operations</li> </ul>
<i>Services not performed: service of personal appliances such as mini-refrigerators, cooktops, etc.</i>	
<i>General Support</i>	
<ul style="list-style-type: none"> <li>• Room setups – for meetings and events taking place in conference rooms or building grounds (select rooms/locations only)</li> <li>• Moves, adds and changes (MAC) – small-scale space reconfigurations, staff moves, etc.</li> <li>• Installs</li> </ul>	<ul style="list-style-type: none"> <li>• Setups requiring special accommodations not normally provided under Standard Services and that must be procured</li> <li>• Large moves or furniture reconfigurations requiring vendor services</li> </ul>
<i>Grounds</i>	
<ul style="list-style-type: none"> <li>• Hardscape maintenance – walking paths, parking surfaces, exterior furniture, water features, etc.</li> <li>• Landscape maintenance – Care of trees, shrubbery, lawns, and planters</li> <li>• Weed control of landscaped areas</li> <li>• Irrigation system repairs</li> <li>• Gate or fence repair and maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance of vacant lots</li> <li>• Weed control for non-landscaped areas</li> </ul>
<i>Pest Control</i>	
<ul style="list-style-type: none"> <li>• Building interiors and outer perimeter</li> </ul>	<ul style="list-style-type: none"> <li>• Open structures</li> </ul>

<ul style="list-style-type: none"> <li>• Basic insect and rodent treatment</li> </ul>	
<i>Snow and Ice Mitigation</i>	
<ul style="list-style-type: none"> <li>• Snow and ice removal on parking lots, sidewalks, walkways, and building approaches.</li> </ul>	
<i>Waste Management</i>	
<ul style="list-style-type: none"> <li>• Regular trash and recycling collection and disposal</li> </ul>	<ul style="list-style-type: none"> <li>• Waste management for some special events</li> <li>• Hazardous waste disposal</li> </ul>

## BUILDING SERVICE LEVEL

**Administrative Buildings** – *Building consisting mainly of offices or spaces that support administrative functions. (e.g.: City Hall, City Hall West)*

Service level provided at a base standard equal to a:

- 2.5 APPA maintenance standard
- 2.5 APPA custodial standard
- 2.5 APPA grounds standard

Additional information on APPA ratings is included in the appendix.

**Shop Buildings** – *Spaces where specialized work takes place, such as vehicle maintenance, woodworking, etc. May be attached or separate from administrative buildings.*

Service level same as for Administrative Buildings as applicable and with the following variations:

- Janitorial services provided as Special Requests only.

**Public Safety Buildings** - *(e.g.: fire stations, police sub-stations)*

Service level same as for Administrative Buildings with the following variations:

- Janitorial services at fire stations provided as Special Requests only.
- Snow and Ice Mitigation services at fire stations provided as Special Requests only.
- Kitchen and laundry appliances are replaced on a schedule except for washer extractors that are considered department-specific equipment and are handled as a supplemental service.

**Specialized Sites and Structures** – *Facilities designed to serve a department's unique operations and that cannot be classified as another facility type. (e.g.: training facilities)*

Services performed vary depending on unique nature of each facility, including location, site, and construction. Service levels should be negotiated prior to acquisition to ensure proper operating budgets are established.

**Leased Facilities** – Facilities for which the City is either the lessor or lessee.

Services performed dependent on negotiated terms of the lease. Involve Facilities during the lease negotiation phase. If the lease adds to the square footage a department currently occupies, or adds a facility to their operations, adequate funding must be identified and allocated to the Facilities budget for operation and maintenance (O&M) of the leased space.

## INITIATING FACILITIES SERVICES

### Standard Services

Requests can be submitted via the portal on the BoiseHome site:

<https://boisehome.cityofboise.org/apps/FSOWorkRequest/>. Requestors who use the portal will be sent a confirmation email with a service request number that can be used as a reference when checking on the status of the request.

For building-related emergencies call our main line directly by dialing **(208) 608-7137**. Calls received outside of our normal working hours will be provided with an option to contact our on-call staff.

### Supplemental Services

For single-occurrence requests requiring minimal resources to complete, follow the steps outlined for Standard Services. For multiple-occurrence, and/or for unusual or resource intensive requests, it is recommended you consult with FSO prior to submitting a request for services.

### Projects

Projects are typically initiated through the CIP planning and approval process.

## WORK PRIORITIZATION AND RESPONSE TIMES

FSO checks for new service requests throughout the workday. Work orders are created and assigned based on location and nature of the work. *Table 2* below defines the priority levels assigned to work orders and the associated response times. Please note that actual response times can vary depending on urgency of in-progress work and availability of staff at time of request.

**Table 2 – Service Request Response Times**

Priority	Response Time	Definition
1 – Emergency	Immediate response (same day)	Life safety or likewise urgent need; examples include a power outage, a person trapped in an elevator, a water line break, exposed electrical wiring, an HVAC outage in server rooms.
2 – Urgent	Response within 2 days, action plan defined within 3 days	Time sensitive, but not critical; examples include a leaky faucet, light bulbs out, a janitorial issue.

3 – Routine	Response within 2 weeks	These items are routine in nature or minor events that should be planned in advance.
4 – Planned	Started and completed as scheduled	Room/event setups and projects identified as part of the annual work plan. These are often larger projects that require design, permitting, and other planning efforts.
5 – Not Planned	Schedule negotiated with requestor and completed as agreed	Projects not included in the annual work plan. FSO will work with the requestor to define suitable time expectations that are mutually acceptable.

DRAFT

APPENDIX

# APPA\* Maintenance Levels of Service

\*The Association of Higher Education Facilities Officers

Level	1	2	3	4	5
Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management	Crisis Response
<b>Customer Service &amp; Response Time</b>	Able to respond to virtually any type of service, immediate response.	Response to most service needs, including non-maintenance activities, is typically in a week or less.	Services available only by reducing maintenance, with response times of one month or less.	Services available only by reducing maintenance, with response times of one year or less.	Services not available unless directed from top administration, none provided except emergencies
<b>Customer Satisfaction</b>	Proud of facilities, have a high level of trust for the facilities organization.	Satisfied with facilities related services, usually complimentary of facilities staff.	Accustomed to basic level of facilities care. Generally able to perform mission duties. Lack of pride in physical environment.	Generally critical of cost, responsiveness, and quality of facilities services.	Consistent customer ridicule, mistrust of facilities services.
<b>Preventive Maintenance vs. Corrective Maintenance</b>	100%	75-100%	50-75%	25-50%	<25%
<b>Maintenance Mix</b>	All recommend preventive maintenance (PM) is scheduled and performed on time. Emergencies (e.g. storms or power outages) are very infrequent and are handled efficiently.	A well-developed PM program: most required PM is done at a frequency slightly less than per defined schedule. Occasional emergencies caused by pump failures, cooling system failures etc.	Reactive maintenance predominates due to systems failing to perform, especially during harsh seasonal peaks. The high number of emergencies causes reports to upper administration.	Worn-out systems require staff to be scheduled to react to systems that are performing poorly or not at all. PM work possible consists of simple tasks and is done inconsistently.	No PM performed due to more pressing problems. Reactive maintenance is a necessity due to worn-out systems. Good emergency response because of skills gained in reacting to frequent system failures.
<b>Aesthetics, Interior</b>	Like-new finishes.	Clean/ crisp finishes.	Average finishes.	Dingy finishes.	Neglected finishes.
<b>Aesthetics, Exterior</b>	Windows, doors, trim, exterior walls are like new.	Watertight, good appearance of exterior cleaners.	Minor leaks and blemishes, average exterior appearance.	Somewhat drafty and leaky, rough-looking exterior, extra painting necessary.	Inoperable windows, leaky windows, unpainted, cracked panes, significant air and water penetration, poor appearance over all.
<b>Aesthetics, Lighting</b>	Bright and clean, attractive lighting.	Bright and clean, attractive lighting.	Small percentage of lights out, generally well lit and clean.	Numerous lights out, some missing diffusers, secondary areas dark.	Dark, lots of shadows, bulbs and diffusers missing, cave-like, damaged, hardware missing.
<b>Service Efficiency</b>	Maintenance activities appear highly organized and focused. Service and maintenance calls are responded to immediately.	Maintenance activities appear organized with direction. Service and maintenance calls are responded to in a timely manner.	Maintenance activities appear to be somewhat organized, but remain people-dependant. Service and maintenance calls are variable and sporadic, without apparent cause.	Maintenance activities appear somewhat chaotic and are people-dependant. Service and maintenance call are typically not responded to in a timely manner.	Maintenance activities appear chaotic and without direction. Equipment and building components are routinely broken and inoperable. Service and maintenance calls are never responded to in a timely manner.
<b>Building Systems' Reliability</b>	Breakdown maintenance is rare and limited to vandalism and abuse repairs.	Breakdown maintenance is limited to system components short of mean time between failures (MTBF).	Building and systems components periodically or often fail.	Many systems are unreliable. Constant need for repair. Backlog of repair needs exceeds resources.	Many systems are non-functional. Repair instituted only for life safety issues.
<b>Facility Maintenance Operating Budget as % of CRV</b>	>4.0	3.5-4.0	3.0-3.5	2.5-3.0	<2.5
<b>Campus Average FCI</b>	<0.05	0.05-0.15	0.15-0.29	0.30-0.49	>0.50



# APPA\* Custodial Levels of Service

\*The Association of Higher Education Facilities Officers

Level	1	2	3	4	5
Description	Orderly Spotlessness	Ordinary Tidiness	Casual Inattention	Moderate Dinginess	Unkempt Neglect
Floors & Base Moldings	Shine and/or are bright and clean; colors are fresh	Shine and/or are bright and clean; no build-up in corners or along walls; up to two days worth of dust, dirt, stains, or streaks	Floors are swept or vacuumed clean, but upon close observation there can be stains. A build-up of dirt and/or floor finish in corners and along walls can be seen. There are dull/spots and/or matted carpet in walking lanes. There are streaks or splashes on base moldings.	Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable build-up of dirt and/or floor finish in corners and along walls. There is a dull path and/or floor obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.	Floors and carpets are dull, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in the corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
Vertical & Horizontal Surfaces	Freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.	Surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights work and fixtures are clean.	All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean	All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, and fingerprints. Lamp fixtures are dirty and some lamps (up to 5%) are burned out.	Major accumulation of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention obvious.
Washroom & Shower Fixtures	Fixtures and tile gleam and are odor-free. Supplies are adequate.	Fixtures and tile gleam and are odor-free. Supplies are adequate.	Fixtures and tile have some dull spots and upon further observation have buildup of dirt. Slight odor is apparent. Supplies are adequate.	Fixtures and tile are dull, dingy and stained. Odor is obvious. Some supplies are inadequate (less than 5% missing).	Fixtures and tile are dull, dingy and stained. Odor is overwhelming. Supplies are inadequate (more than 5% missing).
Trash Containers & Pencil Sharpeners	Hold only daily waste, and are clean and odor-free.	Hold only daily waste, and are clean and odor-free.	Hold only daily waste, and are clean and odor-free.	Have old trash and shavings. They are stained and marked. Trash containers smell sour.	Light fixtures are dirty with dust balls and flies. Many lamps (more than 5%) are burned out.



# APPA\* Grounds Levels of Service

\*The Association of Higher Education Facilities Officers

Level	1	2	3	4	5
Description	State-of-the-Art Maintenance	High-Level Maintenance	Moderate Level Maintenance	Moderately Low-Level Maintenance	Minimum-Level Maintenance
<b>Turf Care</b>	Grass height maintained. Mowed at least once every five days and as often as once every three days.	Grass cut once every five days.	Grass cut once every ten working days.	Low-frequency mowing scheduled based on species.	Low-frequency mowing scheduled based on species.
<b>Fertilizer</b>	Adequate fertilization applied to plant species according to their optimum requirements.	Adequate fertilizer level to ensure that all plant materials are healthy and growing vigorously.	Applied only when turf vigor seems to be low.	Not fertilized	Not fertilized
<b>Irrigation</b>	automatic commonly used. Frequency of use follows rainfall.	automatic commonly used. Frequency of use follows rainfall.	Dependent on climate.	No irrigation.	No irrigation.
<b>Litter Control</b>	Minimum of once per day, seven days per week.	Minimum of once per day, five days per week.	Minimum service of two to three times per week.	Once per week or less.	On demand or complaint basis.
<b>Pruning</b>	Frequency dictated primarily by species and variety of trees and shrubs.	Usually done at least once per season unless species planted dictate more frequent attention.	When required for health or reasonable appearance.	No regular trimming.	No pruning unless safety is involved.
<b>Disease and Insect Control</b>	Controlling objective to is avoid public awareness of any problems.	Usually done when disease or insects are inflicting noticeable damage, are reducing vigor or plant material, or could be considered a both to the public.	Done only to address epidemics or serious complaints.	None except where the problem is epidemic and the epidemic condition threatens resources or the public.	No control except in epidemic or safety situations.
<b>Snow Removal</b>	Snow removal starts the same day that accumulations of .5 inch are present.	Snow removed by noon the day following snowfall.	Done based on local law requirements but generally accomplished by the day following snowfall.	Done based on local law requirements but generally accomplished by the day following snowfall.	Done based on local law requirements but generally accomplished by the day following snowfall.
<b>Surfaces</b>	Sweeping, cleaning, and washing of surfaces should be done so that at no time does an accumulation of sand, dirt, or leaves distract from the looks or safety of the area.	Should be cleaned, repaired, repainted, or replaced when their appearances have noticeably deteriorated.	Cleaned on complaint basis. Repaired or replaced as budget allows.	Replaced or repaired when safety is a concern and when budget is available.	Serviced only when safety is a consideration.
<b>Repairs</b>	Repairs to all elements of the design should be done immediately.	Should be done whenever safety, function, or appearance is in question.	Should be done whenever safety or function is in question.	Should be done whenever safety or function is in question.	Should be done whenever safety or function is in question.
<b>Inspections</b>	A staff member should conduct inspection daily.	A staff member should conduct inspection daily.	Inspections are conducted once per week.	Inspections are conducted once per month.	Inspections are conducted once per month.
<b>Floral Plantings</b>	Maximum care, including watering, fertilizing, disease control, disbudding, and weeding, is necessary. Weeding is done a minimum once per week.	Care cycle is usually at least once per week, but watering may be more frequent. Bed essentially kept weed free.	Only perennials or flowering trees or shrubs.	None.	None.

# Boise Public Library

## Policy Review March 9, 2022

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Policy items reviewed and presented are as follows:

### SECTION 5.00, COLLECTION DEVELOPMENT AND MAINTENANCE

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

#### *Staff Recommendations:*

Recommended changes to Policy 5.01 and Policy 5.02 of the Boise Public Library policy manual are included in the supporting documentation section of the meeting packet. Policy changes require the Board's approval.

Recommended changes to Regulations 5.01a, 5.01b, and 5.02a of the Boise Public Library policy manual are included in the supporting documentation section of the meeting packet. Regulation changes do not require the Board's approval and are included for information purposes only.

Regulation 5.01c of the Boise Public Library Policy manual is presented to the Library Board. Staff have no recommended changes to this regulation and is included in the meeting packet for information purposes only.

## Policy Summary

The Board of Trustees last reviewed Policy 5.0 *Collection Development & Maintenance* in September 2021. We recently had a Request for Reconsideration submitted by a library user who was not a Boise resident. While the Library's policy on Exclusion of Materials (Policy 5.02) states requests will be considered from Boise residents, the submission form (Requests for Reconsideration 5.02a) did not clearly state this requirement. To mitigate confusion in filing requests, we are bringing this section back sooner to clarify the guidelines on the form.

We also found we needed to update the language on an American Library Association Exhibit which was recently updated on their website. Finally, we clarified language in policy to better reflect the relationship between our collections and those of consortium libraries.

All changes we recommend are summarized below.

Policy 5.01 (*requires vote*)

### **Collection Development & Maintenance**

Changes recommended:

- Sentence changed to simplify and reflect current workflow.
- Also added a missing line break.

Exhibit 5.01a

### **Library Bill of Rights**

This is a document created by the American Library Association (ALA). It was recently updated on their website, including the changes in adoption and amendment dates at the bottom.

Changes recommended:

- Updated version
- We added the italicized note at the bottom to refer people to the ALA website for more information.

Exhibit 5.01b

### **Freedom to Read Statement**

No updates from the American Library Association (ALA) so the content remains the same.

Changes recommended:

- We added the italicized note at the bottom to refer people to the ALA website for more information.

Regulation 5.01c

### **The Nature and Quality of Materials**

No changes.

Policy 5.02 (*requires vote*)

### **Exclusion of Materials**

Changes recommended:

- We added a reference to the exhibit number for the Request for Reconsideration form at the top.
- The second full paragraph was updated to refer back to Regulation 5.01c.

- We removed the third paragraph because it is also covered by Regulation 5.01c.
- We replaced the paragraph with information about how our collections relate to the consortium.

#### Exhibit 5.02a

#### **Request for Reconsideration of Library Materials**

Changes recommended:

- To clarify the request for reconsideration process for library users, we put the steps and requirements outlined in Policy 5.02 (Exclusion of Materials) at the top.
- We also removed the grid as it is not needed by staff to evaluate the material.
- We updated question 1 to give more context and removed question 2 as it did not add to library decision making processes.
- We added a note at the bottom of the document under the signature to be sure it is clear the document becomes public record upon filing.

Document Type:	Policy
Number:	5.01
Effective:	03-01-11
Revised:	<del>05-01-13</del> 03-09-2022

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## COLLECTION DEVELOPMENT AND MAINTENANCE

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

~~In order to implement the collection development and maintenance policy,~~ **The Collection Development** staff will **continually assess the collection using the associated board approved policies and regulations** ~~design, and periodically revise, a list of criteria that will~~ **which** provide a framework for planning the content and nature of the Library's collection, for identifying the scope of the existing collection, and for developing plans for shaping a stronger collection.

**(added line break)**

Specifically, staff will acquire, make available, and encourage the use of materials in all media that:

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

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

The Board encourages public input on Library collections and invites Boise residents to make recommendations for purchases. Such recommendations will be given serious

consideration by Library staff in accordance with the general and specific criteria used in making selection decisions.

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

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

Document Type: Exhibit  
Number: 5.01a  
Effective: 03-01-11  
Revised: ~~03-01-11~~03-09-2022

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## LIBRARY BILL OF RIGHTS

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

~~Adopted June 18, 1948~~ Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; amended February 2, 1961; amended June 28 27, 1967; amended January 23, 1980; January 29, 2019. inclusion of "age" reaffirmed January 24, 1996.

Inclusion of "age" reaffirmed January 23, 1996.

*For more information about the **Library Bill of Rights** please visit the American Library Association (ALA) website at [ala.org](http://ala.org).*

Document Type: Exhibit  
Number: 5.01b  
Effective: 03-01-11  
Revised: ~~03-01-11~~ 03-09-2022

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## FREEDOM TO READ STATEMENT

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

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

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

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

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



thought requires, and to the accumulation of knowledge and ideas into organized collections.

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

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

We therefore affirm these propositions:

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

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

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

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

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

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

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

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

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

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

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

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

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

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

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

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*For more information about the **Freedom to Read Statement** please visit the American Library Association (ALA) website at [ala.org](http://ala.org).*

Document Type:	Regulation
Number:	5.01c
Effective:	03-01-11
Revised:	05-01-13

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## THE NATURE AND QUALITY OF MATERIALS

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

### General Criteria

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

### Specific Criteria for Works of Non-Fiction, Regardless of Format

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

### Specific Criteria for Works of Fiction, Regardless of Format

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

Staff will also consider the adequacy and availability of materials in other community agencies when making selection decisions. To avoid unnecessary duplication of materials, established special collections that are available for public and/or professional

use (e.g., State Law Library, corporate libraries) will be considered the primary sources for specialized materials.

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

Document Type:	Policy
Number:	5.02
Effective:	03-01-11
Revised:	<del>05-01-13</del> 03-09-2022

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### EXCLUSION OF MATERIALS

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

When a completed Request for Reconsideration form (**Exhibit 5.02a**) is filed, the Library will begin its reconsideration process. This process consists of the following steps:

1. Staff will review the materials under consideration. The staff will communicate its decision to the patron in writing within 20 business days.
2. Should the patron not be satisfied with the staff's decision, **patron can submit a written request for Director review.** The Director will review the material in question in consultation with appropriate staff. The Director will communicate his or her decision to the patron in writing within 20 business days **of receiving the request for Director review.**
3. The patron may appeal the Director's decision to the **Library Board of Trustees.** The decision of the Board will be communicated to the patron and ~~shall~~ **will** be final.

In considering Requests for Reconsideration, staff, the Director and the Board will consider each work as a whole, and individual passages will not be treated out of context. ~~They will also consider the literary merit of works recognized as classics, even though classic works may contain words or sentiments which, today, are unacceptable.~~ **Works will be assessed according to criteria specified in The Nature and Quality of Materials (Regulation 5.01c).**

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

**Boise Public Library is a member of the LYNX! Library Consortium, sharing and receiving materials from other member libraries. Boise Public Library only accepts Requests for Reconsideration from Boise City residents for materials owned by the Boise Public Library.**

Document Type: Exhibit  
Number: 5.02a  
Effective: 03-01-11  
Revised: ~~05-01-13~~ 03-09-2022

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**REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

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

**~~TYPE OF MATERIALS: (Check one)~~**

	<b>Adult</b>	<b>Young Adult</b>	<b>Children</b>
<b>Fiction</b>			
<b>Non-Fiction</b>			
<b>Audiobook</b>			
<b>Movie/Documentary/ Television series</b>			
<b>Music</b>			
<b>Magazine/Newspaper</b>			
<b>Other (please specify)</b>			

Boise Public Library is committed to providing materials in multiple formats for information, education, and entertainment. Specific titles in the Boise Public Library Collection will be reviewed upon written request from residents of Boise via a completed Request for Reconsideration form (Exhibit 5.02a) When a completed form is filed, the Library will begin its reconsideration process.

The reconsideration process consists of the following steps:

1. Staff will review the materials under consideration. The staff will communicate its decision to the patron in writing within 20 business days.
2. Should the patron not be satisfied with the staff's decision, the patron can submit a written request for Director review. The Director will review the material in question in consultation with appropriate staff. The Director will communicate his or her decision to the patron in writing within 20 business days of the request for Director review.
3. The patron may appeal the Director's decision to the Library Board of Trustees. The decision of the Board will be communicated to the patron and will be final.

TITLE \_\_\_\_\_

AUTHOR/PERFORMER \_\_\_\_\_

PUBLISHER/COPYRIGHT DATE \_\_\_\_\_

(continued on reverse)

ITEM BARCODE \_\_\_\_\_

Request initiated by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Telephone \_\_\_\_\_

Email address \_\_\_\_\_

~~Library location where request was submitted~~ \_\_\_\_\_

Library Card number (optional) \_\_\_\_\_

Do you represent:

\_\_\_\_\_ Yourself

\_\_\_\_\_ An Organization (name) \_\_\_\_\_

\_\_\_\_\_ Other group (name) \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_



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

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

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

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

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

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

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

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

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

Signature

Date

By signing this form I understand that I am making a formal complaint to the Boise Public Library about an item available for checkout. I acknowledge that this document will become a public record as soon as it is received by Library staff. I understand that to complete the process I must follow the above-mentioned steps in the timeline stated.

(continued on reverse)

Miscellaneous

# Boise Public Library: Financial and Budget Information

Overview prepared for the Board of Trustees  
March 2022

The Boise Public Library is a department of the City of Boise government. The Library is primarily funded from the General Fund by property taxes. The Library's budget consists of four funds:

- General Fund
- Capital
- Gift Fund
- ILS System Growth

The Library follows the city's fiscal calendar, which runs from October 1 to September 30.

The City of Boise is committed to providing access to information about city government and provides the following information to the public.

## Financial information

[OpenBook](#) is the City of Boise's budget transparency tool. Updated monthly, views are available by department in the following areas:

- Budgeted and actual expenditures from 2015 to present by department and spending type
- Number of staff budgeted by department from 2016 to 2021
- City and department revenue

## [Budget Library](#)

The City of Boise publishes its budget annually. The annual budget overview includes:

- Overview of the budget, financial indicators, and projections
- General fund revenue and expenditures
- Status of capital projects

## Budget process

The budget preparation is a collaborative effort between the Library, Budget Office and Finance Team, Library Board, and City Council. To prepare an annual budget, the prior year Adopted Budget is used as a starting point; the historical spend is reviewed and base budget adjusted to align with needs and as funding allows. As part of this process, budgets are identified for Personnel, Maintenance & Operations, and Capital (including Major Repair & Maintenance, Major Equipment, and Vehicles).

## Budget Tracking

The City's Budget Office works with all departments to produce [monthly](#) and [quarterly](#) reports for the city council and residents of Boise. Quarterly reports include budgets to actuals for all departments, an overview of the status of significant capital projects, and an economic brief of key external information. Information for all departments, including the Library, includes a report of revenue and expenditures for that quarter and a prediction for the remaining fiscal year.

As part of the monthly Board packet, the Library provides Trustees with the following reports:

- Expenditure Summary Reports: This report provides a summary of all expenditures that were reviewed and approved that month.

- Revenue/Expense Summary Report: This report provides budget to actuals for revenue, personnel, maintenance and operations, capital projects, and heritage fund.

### **Budget Timeline**

While the Board and the Director discuss strategic priorities throughout the year, spring discussions center on the upcoming fiscal year. Major milestones include:

- In February/March information is provided to departments about city defined targets or trends for the budget.
- In April the Director shares with the Board priorities for the upcoming fiscal year budget for discussion including requests to the General Fund and Capital.
- In June the Board of Trustees is presented with the Library's budget for review and approval. The budget is then submitted to the City Council for review and approval.
- In August the budget is approved by City Council.
- In October a new fiscal year begins.

# Statistics

**BOISE PUBLIC LIBRARY  
SYSTEM STATISTICS REPORT  
January 2022**

	<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	47,957	29,303	63.66	176,055	120,880	45.64
Young Adult	6,256	3,736	67.45	23,583	15,668	50.52
Juvenile	57,734	28,706	101.12	229,362	130,001	76.43
<b>Sub Total</b>	<b>111,947</b>	<b>61,745</b>	<b>81.31</b>	<b>429,000</b>	<b>266,549</b>	<b>60.95</b>

<b><u>CIRCULATION /Audio Visual</u></b>						
Adult	21,767	12,058	80.52	81,613	58,247	40.12
Young Adult	890	539	65.12	3,892	2,471	57.51
Juvenile	5,729	2,951	94.14	23,383	15,562	50.26
<b>Sub Total</b>	<b>28,386</b>	<b>15,548</b>	<b>82.57</b>	<b>108,888</b>	<b>76,280</b>	<b>42.75</b>

<b><u>CIRCULATION/Digital</u></b>						
eAudio	25,635	24,163	6.09	96,863	90,872	6.59
eBooks	24,506	26,022	-5.83	90,633	98,054	-7.57
eVideo	263	476	-44.75	1,206	1,558	-22.59
eMusic	36	21	71.43	162	21	671.43
eMagazine	3,257	3,148	3.46	12,032	13,084	-8.04
<b>Sub Total</b>	<b>53,697</b>	<b>53,830</b>	<b>-0.25</b>	<b>200,896</b>	<b>203,589</b>	<b>-1.32</b>
<b>TOTAL CIRCULATION</b>	<b>194,030</b>	<b>131,123</b>	<b>47.98</b>	<b>738,784</b>	<b>546,418</b>	<b>35.20</b>

<b><u>CIRCULATION SUMMARY</u></b>						
Main Library	63,132	28,754	119.56	240,931	137,362	75.40
Collister	13,454	8,770	53.41	50,974	37,209	36.99
Hillcrest	9,245	5,805	59.26	36,296	26,279	38.12
Cole & Ustick (C&U)	24,151	14,828	62.87	93,472	61,042	53.13
Bown	27,627	17,252	60.14	106,715	73,910	44.39
Home Service	2,724	1,884	44.59	9,500	7,027	35.19
Digital Collection	53,697	53,830	-0.25	200,896	203,589	-1.32
<b>TOTAL CIRCULATION</b>	<b>194,030</b>	<b>131,123</b>	<b>47.98</b>	<b>738,784</b>	<b>546,418</b>	<b>35.20</b>

<b><u>PATRON COUNT</u></b>						
Main Library	18,921	7,585	149.45	73,548	31,482	133.62
Collister	4,351	1,572	176.78	17,111	7,436	130.11
Hillcrest	3,766	2,445	54.03	14,316	10,164	40.85
Cole & Ustick	6,405	318	1914.15	24,731	3,035	714.86
Bown	6,212	3,320	87.11	25,384	14,905	70.31
<b>TOTAL PATRON COUNT</b>	<b>39,655</b>	<b>15,240</b>	<b>160.20</b>	<b>155,090</b>	<b>67,022</b>	<b>131.40</b>

<b><u>POLARIS CATALOG</u></b>						
System External Use Counts	324,158	414,378	-21.77	1,145,411	1,535,652	-25.41
Main Internal Use Counts	32,337	24,015	34.65	119,495	93,482	27.83
Collister Internal Use Counts	1,593	521	205.76	6,034	2,041	195.64
Hillcrest Internal Use Counts	1,989	444	347.97	6,598	1,679	292.97
C&U Internal Use Counts	4,645	1,224	279.49	18,552	4,452	316.71
Bown Internal Use Counts	3,924	6,473	-39.38	14,729	27,206	-45.86

	<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	858	436	96.79	2,782	1,617	72.05
Non-Resident	3	5	-40.00	29	16	81.25
Internet Only	1	0	100.00	4	0	100.00
<b>TOTAL CARDS ISSUED</b>	<b>862</b>	<b>441</b>	<b>95.46</b>	<b>2,815</b>	<b>1,633</b>	<b>72.38</b>

**INTERLIBRARY LOANS**

Out-of-State	39	7	457.14	233	84	177.38
In-State	25	0	100.00	130	38	242.11

**INTERLIBRARY BORROWING**

Out-of-State	266	170	56.47	946	496	90.73
In-State	77	57	35.09	256	150	70.67

**REFERENCE SUMMARY**

Main Adult Desk	1,126	232	385.34	4,479	2,152	108.13
Main Adult Telephone	722	704	2.56	2,657	4,020	-33.91
Main Adult Electronic	140	211	-33.65	442	936	-52.78
<b>Sub Total Adult Reference</b>	<b>1,988</b>	<b>1,147</b>	<b>73.32</b>	<b>7,578</b>	<b>7,108</b>	<b>6.61</b>

Main Youth Desk	456	5	9020.00	1,939	371	422.64
Main Youth Telephone	19	464	-95.91	80	1,084	-92.62
Main Youth Electronic	2	49	-95.92	7	119	-94.12
<b>Sub Total Youth Reference</b>	<b>477</b>	<b>518</b>	<b>-7.92</b>	<b>2,026</b>	<b>1,574</b>	<b>28.72</b>

Information Desk

Readers Advisory	8	7	14.29	20	48	-58.33
Directional/Informational	2,041	4,728	-56.83	7,518	17,332	-56.62
<b>Sub Total Information Desk</b>	<b>2,049</b>	<b>4,735</b>	<b>-56.73</b>	<b>7,538</b>	<b>17,380</b>	<b>-56.63</b>

Collister Desk	1,026	1,340	-23.43	3,379	5,173	-34.68
Collister Phone	146	140	4.29	569	509	11.79
<b>Sub Total Collister Reference</b>	<b>1,172</b>	<b>1,480</b>	<b>-20.81</b>	<b>3,948</b>	<b>5,682</b>	<b>-30.52</b>

Hillcrest Desk	397	1,007	-60.58	1,601	3,984	-59.81
Hillcrest Phone	135	184	-26.63	383	853	-55.10
<b>Sub Total Hillcrest Reference</b>	<b>532</b>	<b>1,191</b>	<b>-55.33</b>	<b>1,984</b>	<b>4,837</b>	<b>-58.98</b>

Cole & Ustick Desk	748	2,040	-63.33	2,825	7,555	-62.61
Cole & Ustick Phone	125	346	-63.87	455	1,182	-61.51
<b>Sub Total C&amp;U Reference</b>	<b>873</b>	<b>2,386</b>	<b>-63.41</b>	<b>3,280</b>	<b>8,737</b>	<b>-62.46</b>

Bown Desk	589	1,914	-69.23	1,894	8,386	-77.41
Bown Phone	161	121	33.06	431	543	-20.63
<b>Sub Total Bown Reference</b>	<b>750</b>	<b>2,035</b>	<b>-63.14</b>	<b>2,325</b>	<b>8,929</b>	<b>-73.96</b>
<b>TOTAL REFERENCE</b>	<b>7,841</b>	<b>13,492</b>	<b>-41.88</b>	<b>28,679</b>	<b>54,247</b>	<b>-47.13</b>

	<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>MEETING ROOM USE SUMMARY</b>						
<b>Programs</b>						
Main Adult Programs	2	0	100.00	11	0	100.00
Main Youth Programs	11	16	-31.25	111	68	63.24
Main Community Programs	96	0	100.00	247	0	100.00
<b>Sub Total Main</b>	<b>109</b>	<b>16</b>	<b>581.25</b>	<b>369</b>	<b>68</b>	<b>442.65</b>
Collister Adult Programs	3	0	100.00	7	0	100.00
Collister Youth Programs	10	26	-61.54	57	96	-40.63
Collister Community Programs	57	0	100.00	147	0	100.00
<b>Sub Total Collister</b>	<b>70</b>	<b>26</b>	<b>169.23</b>	<b>211</b>	<b>96</b>	<b>119.79</b>
Hillcrest Adult Programs	0	0	0.00	8	0	100.00
Hillcrest Youth Programs	8	22	-63.64	38	87	-56.32
Hillcrest Community Programs	73	0	100.00	177	0	100.00
<b>Sub Total Hillcrest</b>	<b>81</b>	<b>22</b>	<b>268.18</b>	<b>223</b>	<b>87</b>	<b>156.32</b>
C&U Adult Programs	0	5	-100.00	12	8	50.00
C&U Youth Programs	18	15	20.00	83	25	232.00
C&U Community Programs	40	0	100.00	104	0	100.00
<b>Sub Total Cole &amp; Ustick</b>	<b>58</b>	<b>20</b>	<b>190.00</b>	<b>199</b>	<b>33</b>	<b>503.03</b>
Bown Adult Programs	1	1	0.00	4	2	100.00
Bown Youth Programs	11	2	450.00	37	6	516.67
Bown Community Programs	0	0	0.00	0	0	0.00
<b>Sub Total Bown</b>	<b>12</b>	<b>3</b>	<b>300.00</b>	<b>41</b>	<b>8</b>	<b>412.50</b>
<b>TOTAL PROGRAMS</b>	<b>330</b>	<b>87</b>	<b>279.31</b>	<b>1,043</b>	<b>292</b>	<b>257.19</b>

<b>Program Attendance</b>						
Main Adult Attendance	119	0	100.00	242	0	100.00
Main Youth Attendance	315	140	125.00	1,875	705	165.96
Main Comm Attendance	856	0	100.00	1,949	0	100.00
<b>Sub Total Main</b>	<b>1,290</b>	<b>140</b>	<b>821.43</b>	<b>4,066</b>	<b>705</b>	<b>476.74</b>
Collister Adult Attendance	96	0	100.00	307	0	100.00
Collister Youth Attendance	1,290	658	96.05	4,827	3,058	57.85
Collister Comm Attendance	95	0	100.00	334	0	100.00
<b>Sub Total Collister</b>	<b>1,481</b>	<b>658</b>	<b>125.08</b>	<b>5,468</b>	<b>3,058</b>	<b>78.81</b>
Hillcrest Adult Attendance	0	0	0.00	19	0	100.00
Hillcrest Youth Attendance	296	280	5.71	1,756	1,479	18.73
Hillcrest Comm Attendance	201	0	100.00	651	0	100.00
<b>Sub Total Hillcrest</b>	<b>497</b>	<b>280</b>	<b>77.50</b>	<b>2,426</b>	<b>1,479</b>	<b>64.03</b>
C&U Adult Attendance	0	137	-100.00	31	256	-87.89
C&U Youth Attendance	1,069	455	134.95	3,348	843	297.15
C&U Comm Attendance	491	0	100.00	1,041	0	100.00
<b>Sub Total Cole &amp; Ustick</b>	<b>1,560</b>	<b>592</b>	<b>163.51</b>	<b>4,420</b>	<b>1,099</b>	<b>302.18</b>
Bown Adult Attendance	50	136	-63.24	51	140	-63.57
Bown Youth Attendance	544	125	335.20	2,298	283	712.01
Bown Comm Attendance	0	0	0.00	0	0	0.00
<b>Sub Total Bown</b>	<b>594</b>	<b>261</b>	<b>127.59</b>	<b>2,349</b>	<b>423</b>	<b>455.32</b>
<b>TOTAL PROGRAM ATTENDANCE</b>	<b>5,422</b>	<b>1,931</b>	<b>180.79</b>	<b>18,729</b>	<b>6,764</b>	<b>176.89</b>



# BOISE PUBLIC LIBRARY

## RECIPROCAL BORROWING STATISTICS

### January 2022

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>
<u>CHECKOUTS</u>	<u>This Month</u>	<u>Circulation</u>	<u>This Month</u>	<u>Change</u>	<u>To Date</u>	<u>Circulation</u>	<u>To Date</u>	<u>Change</u>
Ada Community	2,474	1.28	939	163.47	9,605	1.30	4,535	111.80
Caldwell	156	0.08	30	420.00	795	0.11	215	269.77
Eagle	1,101	0.57	184	498.37	3,418	0.46	962	255.30
Emmett	31	0.02	8	287.50	132	0.02	211	-37.44
Garden City	1,039	0.54	396	162.37	4,649	0.63	1,873	148.21
Hailey	0	0.00	2	-100.00	198	0.03	29	582.76
Kuna	202	0.10	10	1920.00	679	0.09	10	6690.00
Meridian	1,983	1.02	775	155.87	8,223	1.11	3,695	122.54
Mountain Home	168	0.09	152	10.53	639	0.09	622	2.73
Nampa	491	0.25	308	59.42	2,404	0.33	1,690	42.25
Twin Falls	34	0.02	0	100.00	146	0.02	23	534.78
<b>Total</b>	<b>7,679</b>	<b>3.96</b>	<b>2,804</b>	<b>173.86</b>	<b>30,888</b>	<b>4.18</b>	<b>13,865</b>	<b>122.78</b>

Total BPL Circulation	194,030	131,123	738,784	546,418
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Items checked out at consortium member locations by BPL patrons.

<u>CHECKOUTS</u>	<u>This Month</u>	<u>Last Year</u>	<u>This Year</u>	<u>Last Year</u>
		<u>This Month</u>	<u>To Date</u>	<u>To Date</u>
Ada Community	9,984	6,288	36,238	24,340
Caldwell	140	122	615	510
Eagle	6,073	1,915	22,582	8,286
Emmett	84	20	306	132
Garden City	7,647	3,324	29,696	17,084
Hailey	3	34	3	72
Kuna	241	170	860	170
Meridian	7,307	6,405	27,188	23,738
Mountain Home	2	14	42	183
Nampa	579	250	2,535	1,054
Twin Falls	2	3	12	27
<b>Total</b>	<b>32,062</b>	<b>18,545</b>	<b>120,077</b>	<b>75,596</b>