

BOISE PUBLIC LIBRARY BOARD OF TRUSTEES
January 12, 2022, Meeting Packet Cover Page

AGENDA

DIRECTOR'S REPORT

SUPPORTING DOCUMENTS

- Boise Public Library Policy Review:
Policy Review Cover Sheet
Section 3.00, Services, Subsections
 - Policy 3.02, Service Hours
 - Policy 3.05, Homebound Services
 - Regulation 3.05a, Limits on Homebound Services
 - Policy 3.06, Unscheduled Closures and Cancellations
- Certification of the Idaho Commission for Libraries Annual Report
 - Boise Public Library 2021 Idaho Public Library Survey

BOISE PUBLIC LIBRARY STATISTICS

- System Statistics Reports, November 2021

Agenda



BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

Boise Public Library Board of Trustees Regular Meeting Agenda Wednesday, January 12, 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.

BOARD OF TRUSTEES Tonya Westenskow, President Phil Magnuson, Vice-President Sonia Galaviz Brian Klene Nicole Trammel Pantera	MISSION The Boise Public Library improves community members' quality of life by supporting their efforts to enhance knowledge, realize creative potential, and share ideas and stories.
----------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

AGENDA

1. **Call to Order and Introductions**
2. **Communications**
None
3. **Minutes-Action Item**
December 8, 2021, 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 November 30, 2021
Gift Fund activity for November 2021
5. **Reports**
 - a. Friends of the Boise Public Library
 - b. Boise Public Library Foundation
 - c. Library Director including administration and management
6. **Educational Item**
 - a. **Homebound Services**
Library Services Specialists Sam Council and Tiffany Bryner will present to the Trustees an overview of the Library's Homebound services program.

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

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

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

LIBRARY! AT
COLLISTER
P: 208-972-8320

LIBRARY! AT
HILLCREST
P: 208-972-8340

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

BOISEPUBLICLIBRARY.ORG

7. Old Business

a. Boise Public Library Policy Review:

Section 3.00, Services, Subsections 3.02, 3.05, and 3.06-Action Item

Library Public Services Manager Sarah Kelley-Chase will review section 3.00, Services (subsections 3.02, Service Hours; 3.05, Homebound Services; and 3.06, Unscheduled Closures/Cancellations) of the Boise Public Library Policy Manual with the Trustees. Recommended changes to policy 3.02 and 3.05 are included in the supporting documentation section of the meeting packet. A motion to approve, revise, or reject the recommended changes will be requested.

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

8. New Business

a. Certification of the Idaho Commission for Libraries Annual Report- Action Item

The Library Board of Trustees is required under state code to certify the annual data report to the Idaho Commission for Libraries. Library staff will review the report, which is included in the supporting document section of the meeting packet. The Trustees will be asked to certify the 2021 Idaho Public Library Survey as prepared and forward it to the Idaho Commission for Libraries.

Action: motion to certify the 2021 Idaho Public Library Survey as prepared and forward to the Idaho Commission for Libraries.

b. Library Director Performance Evaluation

The Library Board of Trustees has responsibility for hiring, supervising, and evaluating the Library Director. Trustees will discuss the process and timing of the Director's performance review.

9. Selection of Trustee to Review Payment Vouchers

Trustee review for January vouchers by Klene.

10. Selection of Meeting Date

Next regular meeting Wednesday, February 9, 2022.

11. Adjourn

Any person needing special accommodations to participate in the above notice meeting should contact the library administration office at 208-972-8258 no later than three working days before the scheduled meeting.



Director's Report

BOISE PUBLIC LIBRARY

Library Director's Report

January 2022

Operations

COVID-19 Services Status

The Library continues to operate with the hours introduced in August; COVID-19 protocols also remain in place. Use of study and meeting rooms remained limited in capacity and programming remains extremely limited. The 2021 [Noon Year's Eve event](#) was virtual again.

Mental Health Coordinator position

On December 14, 2021, the Boise City Council approved the Library's request to add a new FTE position for a Mental Health Coordinator. Council members were supportive of the position recognizing both the need in the community as well as the Library's ability to provide support across the City. They also asked questions about how the position would work with other City departments and social services organizations and have asked for a longer discussion about the role. This discussion is currently scheduled for the January 25th council session. The December Strategic Planning [session](#) can be found on the City's YouTube channel and the discussion about the position begins at about the 22:35 mark.

Facilities

In the December 14, 2021 meeting, the Boise City Council also approved a new Project Manager position for Public Works to help with key improvements to City facilities. This position will work with the Library to oversee complex projects including ADA improvements. Additionally, the council approved an additional \$1,000,000 in funding for deferred repairs at the downtown library, including plumbing and roofing issues.

Strategic Planning

We expect to finalize the process to select our strategic planning consultant in January when the City Council approves the contract. We will be able to introduce the consulting firm to the Board during the February Board of Trustees meeting.

Building Equity: Amplify Summer Learning

Boise Public Library was selected by the Urban Libraries Council to participate in its "Building Equity: Amplify Summer Learning" initiative. This project is designed to help libraries provide access to quality STEM learning opportunities during the summer months for historically excluded middle school youth. A team from BPL will participate in a peer learning cohort over the next 18 months working collaboratively to design and implement a summer learning opportunity.

Administration and Management Reports:

Ultimate Book Nerd

Ultimate Book Nerd, a system-wide program started by two Information Services staff members, wrapped up its first full year with more than 100 participants of various ages completing the challenge.

Training Team

In December, the system-wide Training Team focused on Wellness, Burnout, and Resilience. Two in-house trainings were offered for staff: one on Burnout Recovery and Prevention During the Pandemic, and one on chair-based yoga practices that can keep office-bound people healthy and happy. Altogether 17 staff attended live, but more will have the opportunity to view these trainings later via the Intranet. Staff who attended seemed to strongly enjoy and value the sessions.

Communications

Monthly Email Newsletter

- [December](#) – Sent December 2 to 4,474 contacts – open rate 43.4%
- January – To be sent January 3 to 4,582 contacts – open rate TBD

Special Edition Newsletter

- [Ultimate Book Nerd Special Edition](#) – Sent December 20 to 349 contacts – open rate 60.5%

Ultimate Book Nerd Newsletter

- [December](#) – Sent December 14 to 349 contacts – open rate 65.0%

Social Media

- In December, our focus was on the new library card designs' introduction into the collection, staff picks of 2021, the Ida app, and various outdoor story times and programs held at the Library.
- In January, we will continue promoting the Ida app, roll out the new library card designs, and start up the Ultimate Book Nerd Challenge for 2022.

Supporting Documentation

Boise Public Library

Policy Review January 12, 2022

Policy items reviewed and presented are as follows:

SECTION 3.00, SERVICES

- Policy 3.02, Service Hours
- Policy 3.05, Homebound Services
 - Regulation 3.05a, Limits on Homebound Services
- Policy 3.06, Unscheduled Closures and Cancellations

Staff Recommendations:

Recommended changes to Policy 3.02 and Policy 3.05 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 Regulation 3.05a 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.

Policy 3.06 of the Boise Public Library policy manual is presented to the Library Board for review. Staff has no recommended changes to these policies and are included in the meeting packet for information purposes only unless the Trustees direct changes.

Document Type:	Policy
Number:	3.02
Effective:	03-01-11
Revised:	03-01-11 01-12-2022

SERVICE HOURS

The Library shall be open as many ~~non-duplicated hours in 24 and as many days in the week as practical within the restriction of the Library's budget.~~ hours in a day and as many days in a week as reasonably practical within the Library's budget. Service hours per day and days per week may vary by location, and the Library may utilize physical and digital tools to make the public aware of regular scheduled hours and planned holiday closures. Each of the service elements listed in 3.01 (Service Priorities) shall be offered whenever the Library is open.

The hours of opening shall be determined by:

1. the convenience of all parts of the population, including working people; and
2. the ability of the staff to cover the hours of opening within the limits of the established work week.

Holidays shall conform to those of other City offices, unless the Board determines otherwise. If and when the Board chooses to open the Library on a holiday when other City offices are closed, Library personnel will be compensated in accordance with City policy.

Document Type:	Policy
Number:	3.05
Effective:	03-01-11
Revised:	03-01-11 01-12-2022

HOMEBOUND HOME-BASED SERVICES

When possible within the constraints of the Library's budget, staff will deliver materials to ~~homebound~~ Boise residents who are not able to visit the Library ~~for health reasons and who have no other means of receiving library service~~. This service will be provided without charge, though ~~finer and~~ fees for lost, and damages, ~~and/or overdue~~ items may apply.

Document Type: Regulation
Number: 3.05a
Effective: 02-01-12
Revised: ~~02-05-19~~ 01-12-2022

~~LIMITS SCOPE ON- OF HOMEBOUND HOME-BASED~~
SERVICES

~~Home-based Homebound~~ services may be available to individuals and their caregivers residing in Boise City who are cardholders in good standing and who are unable to regularly visit a library facility due to ~~obstacles to access such as~~ age, long-term illness, or permanent or temporary disability.

Library staff and volunteers may make regular and periodic visits to deliver library materials to the homes of cardholders receiving ~~Homebound service~~ Home-based services. In addition, staff provide services to residents of care ~~facilities or~~ assisted living facilities, ~~and underserved communities, and fifty-five and up housing~~ within Boise City limits. ~~Homebound Services~~ Home-based services also provide materials to designated staff members at facilities for programming use.

~~Though no overdue fines will be charged when materials are not returned on time due to the scheduling of visits set by library staff, all other applicable charges to cardholders, including fees for lost and damaged items, will apply.~~ All applicable charges to cardholders, including fees for lost and damaged items, will apply.

Library staff reserves the right to discontinue ~~Homebound~~ or suspend service when individuals experience changes that ~~permanently improve their mobility such that they are no longer confined to their residence.~~ allow them to regularly visit a library facility. Service may ~~also~~ be ~~discontinued~~ suspended as a result of staff concerns about the safety of staff or volunteers.

Document Type: Policy
Number: 3.06
Effective: 3-16-2020
Revised:

UNSCHEDULED CLOSURES/CANCELATIONS

While every practical effort will be made to adhere to scheduled hours of operation and programming, circumstances occasionally arise that require unscheduled closures and/or reduced or canceled service offerings in order to preserve the safety and well-being of Library patrons and staff.

The Library may cancel scheduled programming, reduce regular hours of operation (open late/close early), cancel meeting room reservations and/or completely close one or more of its physical locations in the event of:

- Severe weather conditions or natural disasters that make travel exceptionally hazardous, result in an insufficient number of available staff, prevent safe maintenance of Library walkways and parking lots, or that otherwise similarly impair safe and responsible operations;
- Building safety issues such as prolonged power outages, failure of a building heating or cooling system, gas leaks, water problems or other conditions at a Library location that impairs safe use and operation of the facility;
- Request for closure by local, county or state law enforcement agencies; or
- Other seriously unsafe or unhealthy condition that impairs safe and responsible use and operation of a library facility.

The Board of Trustees delegates the decision to cancel programming and/or close facilities for any of the above reasons to the Library Director. The Library Director, or designee in the event of the Director's unavailability, will make such decision in his/her discretion and after consultation with the Board President. If the Board President cannot be reached, then consultation shall be had with the Board's Vice President. If neither can be reached within 1 hour, then the Library Director or Director's designee shall proceed with a decision and thereafter notify the Board of Trustees as promptly as reasonably possible.

When a decision is made to cancel programming and/or close a facility for any of the reasons stated above, notification of the cancelation and/or closure should be made by posting physical notice at the affected facility's main entrance and posting electronic notice on social media. Notice may also be provided through a Library telephone recording and by advising local media outlets.

Library loan periods will be extended in the event of an unscheduled closure such that materials due on a day of unexpected closure will be considered due the next day that the Library is open for operation.

Statistics

**BOISE PUBLIC LIBRARY
SYSTEM STATISTICS REPORT
November 2021**

	<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>
<u>CIRCULATION/Books</u>						
Adult	42,761	30,845	38.63	85,825	61,605	39.31
Young Adult	5,681	4,106	38.36	11,582	8,191	41.40
Juvenile	59,666	36,808	62.10	118,769	70,927	67.45
Sub Total	108,108	71,759	50.65	216,176	140,723	53.62

<u>CIRCULATION /Audio Visual</u>						
Adult	19,474	16,120	20.81	39,362	31,909	23.36
Young Adult	843	702	20.09	2,089	1,310	59.47
Juvenile	5,723	4,418	29.54	11,956	8,583	39.30
Sub Total	26,040	21,240	22.60	53,407	41,802	27.76

<u>CIRCULATION/Digital</u>						
eAudio	23,572	22,004	7.13	47,861	44,300	8.04
eBooks	21,717	24,200	-10.26	43,745	47,827	-8.53
eVideo	516	516	0.00	735	762	-3.54
eMusic	55	0	100.00	78	0	100.00
eMagazine	2,985	3,322	-10.14	6,022	6,919	-12.96
Sub Total	48,845	50,042	-2.39	98,441	99,808	-1.37
TOTAL CIRCULATION	182,993	143,041	27.93	368,024	282,333	30.35

<u>CIRCULATION SUMMARY</u>						
Main Library	60,258	39,802	51.39	120,115	76,039	57.96
Collister	12,202	9,670	26.18	25,567	19,441	31.51
Hillcrest	9,221	6,965	32.39	18,356	14,343	27.98
Cole & Ustick (C&U)	23,021	15,501	48.51	46,426	31,041	49.56
Bown	27,173	19,327	40.60	54,450	38,290	42.20
Home Service	2,273	1,734	31.08	4,669	3,371	38.50
Digital Collection	48,845	50,042	-2.39	98,441	99,808	-1.37
TOTAL CIRCULATION	182,993	143,041	27.93	368,024	282,333	30.35

<u>PATRON COUNT</u>						
Main Library	18,940	10,661	77.66	37,462	16,158	131.85
Collister	4,291	2,567	67.16	8,336	5,600	48.86
Hillcrest	3,577	2,442	46.48	7,077	5,149	37.44
Cole & Ustick	6,119	878	596.92	12,261	2,376	416.04
Bown	7,447	4,017	85.39	13,749	8,295	65.75
TOTAL PATRON COUNT	40,374	20,565	96.32	78,885	37,578	109.92

<u>POLARIS CATALOG</u>						
System External Use Counts	289,567	384,357	-24.66	587,340	732,825	-19.85
Main Internal Use Counts	30,794	23,873	28.99	60,101	46,872	28.22
Collister Internal Use Counts	1,496	568	163.38	3,046	1,125	170.76
Hillcrest Internal Use Counts	1,457	418	248.56	3,048	941	223.91
C&U Internal Use Counts	4,671	1,156	304.07	9,513	2,420	293.10
Bown Internal Use Counts	3,947	6,750	-41.53	7,911	13,627	-41.95

	<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>
<u>NEW CARDS ISSUED</u>						
Resident	683	396	72.47	1,361	830	63.98
Non-Resident	8	4	100.00	19	9	111.11
Internet Only	1	0	100.00	2	0	100.00
TOTAL CARDS ISSUED	692	400	73.00	1,382	839	64.72

INTERLIBRARY LOANS

Out-of-State	41	39	5.13	115	77	49.35
In-State	33	18	83.33	68	38	78.95

INTERLIBRARY BORROWING

Out-of-State	221	121	82.64	482	239	101.67
In-State	55	41	34.15	128	81	58.02

REFERENCE SUMMARY

Main Adult Desk	1,393	756	84.26	2,385	1,750	36.29
Main Adult Telephone	636	955	-33.40	1,311	2,563	-48.85
Main Adult Electronic	88	248	-64.52	216	529	-59.17
Sub Total Adult Reference	2,117	1,959	8.07	3,912	4,842	-19.21

Main Youth Desk	539	174	209.77	1,103	365	202.19
Main Youth Telephone	31	60	-48.33	53	131	-59.54
Main Youth Electronic	5	29	0.00	5	33	-84.85
Sub Total Youth Reference	575	263	118.63	1,161	529	119.47

Information Desk

Readers Advisory	0	9	-100.00	3	29	-89.66
Directional/Informational	1,563	3,654	-57.22	3,714	7,453	-50.17
Sub Total Information Desk	1,563	3,663	-57.33	3,717	7,482	-50.32

Collister Desk	730	1,147	-36.36	1,551	2,442	-36.49
Collister Phone	185	137	35.04	319	264	20.83
Sub Total Collister Reference	915	1,284	-28.74	1,870	2,706	-30.89

Hillcrest Desk	422	884	-52.26	832	1,940	-57.11
Hillcrest Phone	97	228	-57.46	175	475	-63.16
Sub Total Hillcrest Reference	519	1,112	-53.33	1,007	2,415	-58.30

Cole & Ustick Desk	628	1,553	-59.56	1,432	3,513	-59.24
Cole & Ustick Phone	96	278	-65.47	242	600	-59.67
Sub Total C&U Reference	724	1,831	-60.46	1,674	4,113	-59.30

Bown Desk	433	2,031	-78.68	897	4,423	-79.72
Bown Phone	86	132	-34.85	169	303	-44.22
Sub Total Bown Reference	519	2,163	-76.01	1,066	4,726	-77.44
TOTAL REFERENCE	6,932	12,275	-43.53	14,407	26,813	-46.27

<u>MEETING ROOM USE SUMMARY</u>	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
Programs						
Main Adult Programs	3	0	100.00	6	0	100.00
Main Youth Programs	42	15	180.00	83	29	186.21
Main Community Programs	65	0	100.00	101	0	100.00
Sub Total Main	110	15	633.33	190	29	555.17
Collister Adult Programs	3	0	100.00	4	0	100.00
Collister Youth Programs	15	25	-40.00	37	54	-31.48
Collister Community Programs	31	0	100.00	56	0	100.00
Sub Total Collister	49	25	96.00	97	54	79.63
Hillcrest Adult Programs	1	0	100.00	6	0	100.00
Hillcrest Youth Programs	14	20	-30.00	21	44	-52.27
Hillcrest Community Programs	39	0	100.00	61	0	100.00
Sub Total Hillcrest	54	20	170.00	88	44	100.00
C&U Adult Programs	6	0	100.00	11	0	100.00
C&U Youth Programs	22	0	100.00	49	0	100.00
C&U Community Programs	26	0	100.00	32	0	100.00
Sub Total Cole & Ustick	54	0	100.00	92	0	100.00
Bown Adult Programs	1	1	0.00	2	1	100.00
Bown Youth Programs	10	2	400.00	18	4	350.00
Bown Community Programs	0	0	0.00	0	0	0.00
Sub Total Bown	11	3	266.67	20	5	300.00
TOTAL PROGRAMS	278	63	341.27	487	132	268.94

Program Attendance

Main Adult Attendance	58	0	100.00	92	0	100.00
Main Youth Attendance	505	166	204.22	1,127	284	296.83
Main Comm Attendance	384	0	100.00	639	0	100.00
Sub Total Main	947	166	470.48	1,858	284	554.23
Collister Adult Attendance	207	0	100.00	211	0	100.00
Collister Youth Attendance	1,129	819	37.85	2,390	1,795	33.15
Collister Comm Attendance	96	0	100.00	177	0	100.00
Sub Total Collister	1,432	819	74.85	2,778	1,795	54.76
Hillcrest Adult Attendance	7	0	100.00	10	0	100.00
Hillcrest Youth Attendance	462	356	29.78	603	756	-20.24
Hillcrest Comm Attendance	94	0	100.00	254	0	100.00
Sub Total Hillcrest	563	356	58.15	867	756	14.68
C&U Adult Attendance	31	0	100.00	31	0	100.00
C&U Youth Attendance	670	0	100.00	1,091	0	100.00
C&U Comm Attendance	145	0	100.00	210	0	100.00
Sub Total Cole & Ustick	846	0	100.00	1,332	0	100.00
Bown Adult Attendance	0	4	-100.00	1	4	-75.00
Bown Youth Attendance	913	72	1168.06	1,148	158	626.58
Bown Comm Attendance	0	0	100.00	0	0	100.00
Sub Total Bown	913	76	1101.32	1,149	162	609.26
TOTAL PROGRAM ATTENDANCE	4,701	1,417	231.76	7,984	2,997	166.40

BOISE PUBLIC LIBRARY
RECIPROCAL BORROWING STATISTICS
 November 2021

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>Circulation</u>	<u>This Month</u>	<u>Change</u>	<u>To Date</u>	<u>Circulation</u>	<u>To Date</u>	<u>Change</u>	<u>Change</u>
Ada Community	2,378	1.30	1,473	61.44	4,901	1.33	2,662	84.11
Caldwell	246	0.13	55	347.27	470	0.13	140	235.71
Eagle	742	0.41	281	164.06	1,508	0.41	590	155.59
Emmett	26	0.01	32	-18.75	46	0.01	179	-74.30
Garden City	1,305	0.71	545	139.45	2,416	0.66	1,007	139.92
Hailey	155	0.08	0	100.00	155	0.04	0	100.00
Kuna	165	0.09	26	534.62	320	0.09	26	1130.77
Meridian	2,131	1.16	993	114.60	4,219	1.15	2,132	97.89
Mountain Home	158	0.09	156	1.28	330	0.09	288	14.58
Nampa	591	0.32	454	30.18	1,322	0.36	976	35.45
Twin Falls	38	0.02	17	123.52941	95	0.03	22	331.82
Total	7,935	4.34	4,032	96.80	15,782	4.29	8,022	96.73

Total BPL Circulation	182,993	143,041	368,024	282,333
-----------------------	---------	---------	---------	---------

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	8,166	6,039	17,397	12,058
Caldwell	167	142	295	231
Eagle	5,502	2,078	11,061	4,503
Emmett	117	25	174	89
Garden City	7,482	4,892	14,942	10,773
Hailey	0	2	0	2
Kuna	239	131	440	131
Meridian	7,098	5,959	13,697	11,496
Mountain Home	24	64	29	148
Nampa	641	285	1,428	574
Twin Falls	0	5	2	20
Total	29,436	19,622	59,465	40,025