BOISE PUBLIC LIBRARY BOARD OF TRUSTEES
April 15, 2021, Meeting Packet Cover Page

AGENDA
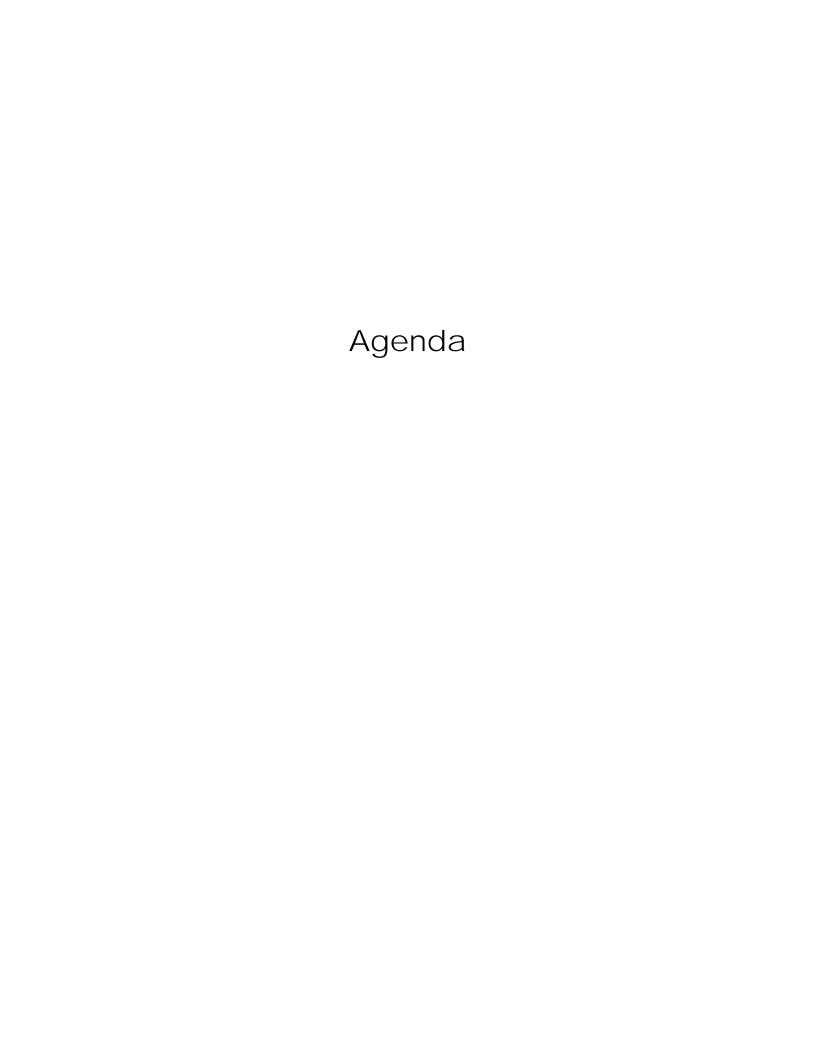
DIRECTOR'S REPORT

SUPPORTING DOCUMENTS

- Boise Public Library Policy Review:
  Section 3.00, Services, Subsection
  - o Policy 3.04, Interlibrary Loan
    - ▪ Regulation 3.04a, Limits on Interlibrary Loan Service

- Fiscal Year 22 Budget Update
  - o Budget Milestones and Timeline
  - o Budget Office General Guidelines
  - o Trends

BOISE PUBLIC LIBRARY STATISTICS

- System Statistics Reports, February 2021

Agenda

Boise Public Library Board of Trustees Regular Meeting Agenda

Thursday, April 15, 2021, 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 Zoom by registering at the following link:
https://cityofboise.zoom.us/webinar/register/WN_dIf6G3khSm-NiyPHywIDhQ
Seating is limited so the public is encouraged to view the meeting online if possible.

BOARD OF TRUSTEES	MISSION
Margo Healy, President Tonya Westenskow, Vice President Sonia Galaviz Rachel Goochey Phil Magnuson	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**
   March 11, 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 February 28, 2021
      Gift Fund activity for February 2021

5. **New Business**
   a. **Future of the Library Discussion**
      City of Boise Mayor Lauren McLean will meet with the Trustees to discuss the future of the Library.

   b. **Five Year Financial Forecast**
      Eric Bilimoria, Boise City Department of Finance and Administration Budget Manager, will update the Trustees on the City's five year financial forecast and budget process.

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

   c. **Fiscal Year 2022 Library Budget**

     Denise McNeley will present current status of the Fiscal Year 2022 budget build process, provide an overview of the approach taken by the Library to create the budget, and preview June's meeting where a more detailed budget will be provided for the Board's review and discussion.

6. **Reports**
   a. Friends of the Boise Public Library
   b. Boise Public Library Foundation
   c. Library Director including administration and management

7. **Old Business**
   a. **Boise Public Library Policy Review:**
      Section 3.00, Services, Subsection 3.04
      Library Public Services Manager Sarah Kelley-Chase will review section 3.00, Services subsection 3.04, Interlibrary Loan, of the Boise Public Library Policy Manual with the Trustees. Recommended changes to regulation 3.04a, Limits on Interlibrary Loan Service, 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 2021 as stipulated by the Board's bylaws. This is a discussion item only and requires no action unless the Trustees direct a change in the presented policies.

8. **Selection of Trustee to Review Payment Vouchers**
   Trustee review for April vouchers by Goochey.

9. **Selection of Meeting Date**
   Next regular meeting Thursday, May 13, 2021.

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
April 2021

Operations

Service expansion
The Boise Public Library (BPL) expanded in-person services on Monday, March 29th by adding hours at our branch locations. These new hours mean that all five locations are open to users Monday through Friday from 2 p.m. to 6 p.m. We hope this will alleviate the wait times experienced during our "Walk in Wednesdays" at branch locations where access was limited because of space constraints.

Curbside hold pickup continues to be available from 10 a.m.-6 p.m. Monday to Friday and 10 a.m.-2 p.m. on Saturday at all locations. Computer access varies by location due to staff capacity, and use remains limited to 45 minutes per day.

Going forward we will carefully look at our usage rates across three main areas – curbside pickup, computer access, and in-person browsing – to see how usage patterns change. We anticipate in-person browsing will increase over time as more people are comfortable entering public spaces and we will watch to see if there is a corresponding decrease in curbside pickup. At this time, it is too early to identify any trends or changes in user patterns.

Summer Reading
The Friends of the Boise Public Library awarded the Boise Public Library $21,155.00 for Summer Reading 2021. We believe this is the largest amount of funding the Friends have provided the Library for Summer Reading and this generous support will enable us to significantly increase the reach and impact of Summer Reading at a critical time. The 2021 program will focus on young readers with a sense of fun and celebration.

Knowing how challenging this school year has been, our Summer Reading team is prioritizing a focus on reading as many days as possible during the summer. We also want to remove as many barriers as possible for youth to participate and for them to feel successful in their participation. In past years participants who completed the program got a book and then were entered into a raffle for a larger prize basket. This year, everyone will walk away with at least one book, and many who move further through the program will get a second book and a finisher prize.

The Summer Reading team made additional adjustments during the planning process:
- **Early Reader focus**: With a goal of providing enjoyable and fun reading experiences for participating readers, the Summer Reading team increased the number of age segments from three to four. We are adding a category for Early Reader participants (0-5 years) to complement the Youth (6-11), Teen (12-17), and Adult (18+) age groups. Helping make sure that all kids who enter kindergarten are ready to read is a key role for libraries, and we want to be able to provide books and programming specifically for readers in this category.
- **Parks Partnership**: We are optimistic we'll be in a position to engage children in some sort of in-person and/or outdoor programming with summer. We are coordinating with Parks and Recreation to use their locations for outdoor programming and coordinate efforts to engage

with kids at their summer camps. At a minimum, we will be able to jointly promote reading and distribute books and we might be able to hold story times and events outside.

- **Online engagement**: Providing library services during the pandemic has shown us the power of new communication tools to engage with our users and we plan to use an online platform called Beanstack to customize and manage the program through a mobile app. We will still have some printed materials for users without mobile devices, but the flexibility of a mobile app will allow us to update opportunities as they arise as well as to provide engagement opportunities by age group. This is especially important for our Adult participants.

Administration and Management Reports:

Programming
More highlights from our teams:

- Staff from all locations visited 23 elementary schools across Boise at the beginning of March to deliver books and early literacy packets courtesy of the Idaho Commission for Libraries (ICFL) for Kindergarten Registration. Staff also included information about Kindergarten Readiness Week (Week of April 26th) which is a brand-new program we are introducing this year. More information next month!
- Hillcrest staff member Alene Hortin collaborated with D&B Supply and B.U.G.S. (Boise Urban Garden School) to create vegetable seed starting kits and an online video tutorial series aimed at children and their families. All five library locations distributed the garden kits which included a large bucket, starter soil, a gift certificate for seeds, and instructions. D&B donated the first 100 kits and the library purchased an additional 100 kits.
- All locations continue to create "Grab and Go" kits for all ages. This month, examples from the Library! at Bown Crossing include: Fizzing Shamrocks STEAM (Science, Technology, Engineering, Art, Math) kit for preschoolers, a Beginner Sewer: Maker Your Own Monster Kit, and a Women's History Matching Game featuring artwork created by staff.

Communication
Monthly Newsletter

- [March](#) – Sent March 1st to 1391 contacts – open rate 54%
- [March special update about service expansion](#) – Sent March 22nd to 1393 contacts – open rate 51%
- [April](#) – Sent April 5th to 1617 contacts – open rate TBD

Ultimate Book Nerd Newsletter

- [March](#) - Sent March 16th to 265 contacts – 62% open rate

Social Media

- Throughout March, we highlighted Women's History Month, the service expansion at the branch locations, and our various grab & go kits. One of our most popular posts was about our homebound services.
- In April, we plan to highlight Earth Month as well as National Library Week (April 4th - 10th).

Facilities

Library Maintenance staff continue working through several projects at our facilities to include upgrades for increased access for customers and staff of all abilities. We are collaborating with staff across City Departments including Human Resources and Public Works to make upgrades to meet ADA (Americans with Disabilities Act) requirements. We estimate that we are close to 60% complete with the identified issues so far. Some of the more challenging issues involve moving plumbing and reinstalling brick pavers. We will continue to work on those over the next 2-3 years as identified in the consultant's report. We are interested in hosting a field trip with the City's ADA Working Group to review some of the more challenging issues and get additional input. The working group includes City staff, community members, and leaders from local agencies such as the Council for the Deaf and Hard of Hearing.

Supporting Documentation

Boise Public Library
Policy Review April 15, 2021

Policy items reviewed and presented are as follows:

SECTION 3.00, SERVICES

- Policy 3.04, Interlibrary Loan
  - Regulation 3.04a, Limits on Interlibrary Loan Service

Staff Recommendations:

Policy section 3.00, subsection 3.04 of the Boise Public Library policy manual is presented to the Library Board for review. Recommended changes to the regulation are included in the packet. Regulation changes do not require the Board's approval and are included for information purposes only.

INTERLIBRARY LOAN

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

LIMITS ON INTERLIBRARY LOAN SERVICE

Interlibrary Loan service is available only to holders of Borrower's, Non-Resident, or Corporate cards issued by Boise Public Library or Ada Community Library. A cardholder may have up to five active requests at a time.

Textbooks, items with current year copyright, and audiovisual items such as video games and computer software are not available through the Interlibrary Loan service.

Items requested via Interlibrary Loan will be held for pickup for ten days or for the duration of the loan period, whichever is shorter. Loan periods are set by the institutions loaning these items and may be shorter than those set by Boise Public Library for similar items.

Fines for overdue Interlibrary Loan items are charged at $.25 per item per day and c Cardholders will be charged the replacement cost of any items lost. Items are considered lost 30 days after the due date. Cardholders who return items late or fail to return items may have their Interlibrary Loan privileges suspended or revoked.

Interlibrary Loan items may be renewed in some cases, depending on the decision of the institution that owns the borrowed item. Requests for renewals should be made prior to the item's due date.

FY22 BUDGET UPDATE

Budget Milestones and Timeline:

Apr 15, 2021   Provide Library Board a status on Budget Trends, Challenges and Opportunities
May 11, 2021   Department Workshop with City Council to discuss Priorities, Challenges
Jun 10, 2021   Submit FY22 Budget to the Library Board for review and approval with motions
Jun 22, 2021   City Council presentation of the FY22 Budget with motions
Aug 31, 2021   FY22 Budget Adoption
Oct   1, 2021   FY22 Budget loaded and available for use

Budget Office General Guidelines

We face a number of challenges with the long-range forecast. Budget Office continues with city-wide cost containment measures and objectives. In FY22 each department was given a 2% reduction target. The Library is accomplishing their $60k reduction by offsetting accounts they historically underspent.

Trends:

General Fund – Trend with Revenue from Fees and Charges

Library Revenue continues to decline when comparing to prior years, impacted by:
- Policy change to go Fine Free
- Increase use of Digital Materials and less damaged materials to collect on
- Due to COVID there are fewer patrons in the building, paying for Print or Copy Machine

Meanwhile, Revenue is increasing with the Consortium related categories like:
- Courier revenue will increase due to the addition of Kuna and Meridian

General Fund Maintenance & Operating (M&O)

Our challenge was to cover:
- $60k Reduction target
- $15k Rent increase for Hillcrest and Collister, this is 3% annually
- $3k increase of Print, Copy and Credit Card costs due to historical use

Optionally, our goal was to increase Materials to impact, reach and improve Citizen Experience:
- $70,647 Materials increase

The items above were accomplished from reductions to various accounts.

Conclusion

In a nutshell, with the FY22 Budget we covered the city-wide Reduction Target, increased Rent, and Materials by cutting accounts that historically were underspent. The M&O Budget will be more lean than prior years. We look forward to bringing the detail budget for review and motions in June.

Statistics

BOISE PUBLIC LIBRARY
SYSTEM STATISTICS REPORT
February 2021

	This Month	Last Year This Month	Percent Change	This Year To Date	Last Year To Date	Percent Change
CIRCULATION/Books						
Adult	30,054	58,449	-48.58	150,934	291,579	-48.24
Young Adult	4,042	7,346	-44.98	19,710	38,207	-48.41
Juvenile	31,970	67,817	-52.86	161,971	338,005	-52.08
Sub Total	66,066	133,612	-50.55	332,615	667,791	-50.19
CIRCULATION /Audio Visual						
Adult	13,277	42,137	-68.49	71,524	216,765	-67.00
Young Adult	499	1,583	-68.48	2,970	8,574	-65.36
Juvenile	3,124	11,317	-72.40	18,686	62,653	-70.18
Sub Total	16,900	55,037	-69.29	93,180	287,992	-67.64
CIRCULATION/Digital						
eAudio	22,175	18,531	19.66	113,047	95,021	18.97
eBooks	23,550	17,565	34.07	121,604	89,147	36.41
eVideo	379	42	802.38	1,937	257	653.70
eMusic	33	9,311	-99.65	54	46,513	-99.88
eMagazine	3,900	2,120	83.96	13,084	10,599	23.45
Sub Total	50,037	47,569	5.19	249,726	241,537	3.39
TOTAL CIRCULATION	133,003	236,218	-43.69	675,521	1,197,320	-43.58
CIRCULATION SUMMARY						
Main Library	34,355	94,137	-63.51	171,717	475,003	-63.85
Collister	9,332	16,476	-43.36	46,541	82,220	-43.39
Hillcrest	5,765	14,531	-60.33	32,044	71,583	-55.24
Cole & Ustick (C&U)	14,597	31,258	-53.30	75,639	158,001	-52.13
Bown	17,181	30,223	-43.15	91,091	159,096	-42.74
Home Service	1,736	2,024	-14.23	8,763	9,880	-11.31
Digital Collection	50,037	47,569	5.19	253,626	241,537	5.01
TOTAL CIRCULATION	133,003	236,218	-43.69	679,421	1,197,320	-43.25
PATRON COUNT						
Main Library	9,811	39,752	-75.32	41,293	308,975	-86.64
Collister	2,876	8,340	-65.52	10,312	40,260	-74.39
Hillcrest	2,605	9,143	-71.51	12,769	42,052	-69.64
Cole & Ustick	641	14,677	-95.63	3,676	68,549	-94.64
Bown	3,606	13,441	-73.17	18,511	65,391	-71.69
TOTAL PATRON COUNT	19,539	85,353	-77.11	86,561	525,227	-83.52
POLARIS CATALOG						
System External Use Counts	361,993	392,637	-7.80	1,897,645	1,635,803	16.01
Main Internal Use Counts	25,260	8,027	214.69	118,742	332,749	-64.31
Collister Internal Use Counts	645	2,982	-78.37	2,686	15,717	-82.91
Hillcrest Internal Use Counts	717	3,486	-79.43	2,396	15,411	-84.45
C&U Internal Use Counts	1,244	8,076	-84.60	5,696	39,307	-85.51
Bown Internal Use Counts	2,058	11,702	-82.41	29,264	44,842	-34.74

	This Month	Last Year This Month	Percent Change	This Year To Date	Last Year To Date	Percent Change
NEW CARDS ISSUED						
Resident	415	871	-52.35	2,032	4,171	-51.28
Non-Resident	4	7	-42.86	20	35	-42.86
Internet Only	0	0	0.00	0	4	-100.00
TOTAL CARDS ISSUED	419	878	-52.28	2,052	4,210	-51.26
INTERLIBRARY LOANS						
Out-of-State	0	64	-100.00	84	382	-78.01
In-State	0	33	-100.00	38	220	-82.73
INTERLIBRARY BORROWING						
Out-of-State	181	294	-38.44	677	1,118	-39.45
In-State	51	78	-34.62	201	363	-44.63
REFERENCE SUMMARY						
Main Adult Desk	341	2,601	-86.89	2,493	12,866	-80.62
Main Adult Telephone	874	605	44.46	4,894	2,989	63.73
Main Adult Electronic	262	138	89.86	1,198	732	63.66
Sub Total Adult Reference	1,477	3,344	-55.83	8,585	16,587	-48.24
Main Youth Desk	143	1,095	-86.94	514	5,443	-90.56
Main Youth Telephone	145	40	262.50	1,229	268	358.58
Main Youth Electronic	32	0	100.00	151	3	4933.33
Sub Total Youth Reference	320	1,135	-71.81	1,894	5,714	-66.85
Information Desk						
Readers Advisory	12	11	9.09	60	59	1.69
Directional/Informational	4,572	1,855	146.47	21,904	8,890	146.39
Sub Total Information Desk	4,584	1,866	145.66	21,964	8,949	145.44
Collister Desk	1,208	1,797	-32.78	6,381	8,746	-27.04
Collister Phone	125	139	-10.07	634	697	-9.04
Sub Total Collister Reference	1,333	1,936	-31.15	7,015	9,443	-25.71
Hillcrest Desk	927	1,717	-46.01	4,911	8,242	-40.41
Hillcrest Phone	153	193	-20.73	1,006	689	46.01
Sub Total Hillcrest Reference	1,080	1,910	-43.46	5,917	8,931	-33.75
Cole & Ustick Desk	1,862	4,180	-55.45	9,417	13,703	-31.28
Cole & Ustick Phone	339	241	40.66	1,521	819	85.71
Sub Total C&U Reference	2,201	4,421	-50.21	10,938	14,522	-24.68
Bown Desk	1,849	971	90.42	10,235	5,755	77.85
Bown Phone	133	56	137.50	676	392	72.45
Sub Total Bown Reference	1,982	1,027	92.99	10,911	6,147	77.50
TOTAL REFERENCE	12,977	15,639	-17.02	67,224	70,293	-4.37

	This Month	Last Year This Month	Percent Change	This Year To Date	Last Year To Date	Percent Change
MEETING ROOM USE SUMMARY						
Programs						
Main Adult Programs	0	27	-100.00	0	405	-100.00
Main Youth Programs	31	44	-29.55	99	267	-62.92
Main Community Programs	0	79	-100.00	0	2,284	-100.00
Sub Total Main	**31**	**150**	**-79.33**	**99**	**2,956**	**-96.65**
Collister Adult Programs	0	0	0.00	0	147	-100.00
Collister Youth Programs	21	42	-50.00	117	202	-42.08
Collister Community Programs	0	47	-100.00	0	447	-100.00
Sub Total Collister	**21**	**87**	**-75.86**	**117**	**796**	**-85.30**
Hillcrest Adult Programs	1	176	-99.43	1	139	-99.28
Hillcrest Youth Programs	22	0	100.00	109	193	-43.52
Hillcrest Community Programs	0	16	-100.00	0	531	-100.00
Sub Total Hillcrest	**23**	**48**	**-52.08**	**110**	**863**	**-87.25**
C&U Adult Programs	2	145	-98.62	10	74	-86.49
C&U Youth Programs	10	209	-95.22	35	174	-79.89
C&U Community Programs	0	0	0.00	0	430	-100.00
Sub Total Cole & Ustick	**12**	**36**	**-66.67**	**45**	**678**	**-93.36**
Bown Adult Programs	1	59	-98.31	3	143	-97.90
Bown Youth Programs	12	84	-85.71	18	332	-94.58
Bown Community Programs	0	179	-100.00	0	507	-100.00
Sub Total Bown	**13**	**1,180**	**-98.90**	**21**	**982**	**-97.86**
TOTAL PROGRAMS	**100**	**0**	**100.00**	**392**	**6,275**	**-93.75**
Program Attendance						
Main Adult Attendance	0	1,725	-100.00	0	2,909	-100.00
Main Youth Attendance	530	1,497	-64.60	1,235	10,342	-88.06
Main Comm Attendance	0	4,213	-100.00	0	9,469	-100.00
Sub Total Main	**530**	**0**	**100.00**	**1,235**	**22,720**	**-94.56**
Collister Adult Attendance	0	253	-100.00	0	1,265	-100.00
Collister Youth Attendance	525	988	-46.86	3,583	5,119	-30.01
Collister Comm Attendance	0	594	-100.00	0	2,803	-100.00
Sub Total Collister	**525**	**1,835**	**-71.39**	**3,583**	**9,187**	**-61.00**
Hillcrest Adult Attendance	25	0	100.00	25	1,110	-97.75
Hillcrest Youth Attendance	238	463	-48.60	1,717	2,927	-41.34
Hillcrest Comm Attendance	0	658	-100.00	0	5,079	-100.00
Sub Total Hillcrest	**263**	**763**	**-65.53**	**1,742**	**9,116**	**-80.89**
C&U Adult Attendance	41	1,884	-97.82	297	846	-64.89
C&U Youth Attendance	278	0	100.00	1,121	3,512	-68.08
C&U Comm Attendance	0	166	-100.00	0	6,551	-100.00
Sub Total Cole & Ustick	**319**	**871**	**-63.38**	**1,418**	**10,909**	**-87.00**
Bown Adult Attendance	75	2,369	-96.83	215	1,456	-85.23
Bown Youth Attendance	586	3,406	-82.80	869	8,015	-89.16
Bown Comm Attendance	0	0	0.00	0	6,138	-100.00
Sub Total Bown	**661**	**345**	**91.59**	**1,084**	**15,609**	**-93.06**
TOTAL PROGRAM ATTENDANCE	**2,298**	**1,884**	**21.97**	**9,062**	**67,541**	**-86.58**

BOISE PUBLIC LIBRARY
RECIPROCAL BORROWING STATISTICS
February 2021

Items checked out at BPL by consortium members' patrons.

CHECKOUTS	This Month	Percent of This Month Circulation	Last Year This Month	Percent Change	This Year To Date	Percent of To Date Circulation	Last Year To Date	Percent Change
Ada Community	1,050	0.79	4,428.00	-76.29	5,585.00	0.82	22,343.00	-75.00
Caldwell	115	0.09	594	-80.64	330	0.05	2,814	-88.27
Eagle	198	0.15	1,040	-80.96	1,160	0.17	4,631	-74.95
Emmett	24	0.02	172	-86.05	235	0.03	799	-70.59
Garden City	418	0.31	2,028	-79.39	2,291	0.34	10,138	-77.40
Hailey	0	0.00	0	0.00	29	0.00	2	1350.00
Meridian	944	0.71	4,384	-78.47	4,639	0.68	19,750	-76.51
Mountain Home	175	0.13	472	-62.92	797	0.12	2,133	-62.63
Nampa	419	0.32	1,449	-71.08	2,109	0.31	6,489	-67.50
Twin Falls	74	0.06	6	1133.33	97	0.01	163	-40.49
Total	**3,421**	**2.57**	**14,775**	**-76.85**	**17,369**	**2.56**	**69,464**	**-75.00**

| Total BPL Circulation | 133,003 | | 236,218 | | 679,421 | | 1,197,320 | |

Items checked out at consortium member locations by BPL patrons.

CHECKOUTS	This Month	Last Year This Month	This Year To Date	Last Year To Date
Ada Community	6,516	12,640	30,856	64,273
Caldwell	103	171	613	831
Eagle	2,380	7,371	10,666	37,636
Emmett	8	125	140	970
Garden City	3,276	8,367	20,360	43,177
Hailey	39	0	111	19
Meridian	6,310	10,135	30,048	51,334
Mountain Home	24	47	207	206
Nampa	239	837	1,293	4,109
Twin Falls	3	1	30	56
Total	**19,098**	**39,852**	**95,036**	**202,769**