

# **BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**

May 13, 2021, Meeting Packet Cover Page

## **AGENDA**

### **DIRECTOR'S REPORT**

### **SUPPORTING DOCUMENTS**

- Ultimate Book Nerd (UBN) Challenge
  - Customer Letter
- Boise Public Library Policy Review:  
Section 4.00, Use of the Library, Subsections
  - Policy Review Coversheet
  - Policy 4.05, Use of Technology
    - Regulation 4.05a, Hardware and Software
    - Regulation 4.05b, Prohibited Uses
  - Policy 4.06, Internet Use & Safety
    - Regulation 4.06a, Internet Access via Personal Device
    - Regulation 4.06b, Internet Access via Library Device
- FY21 Ada Community Library Annexation Compensation Agreement

### **MISCELLANEOUS**

- Purchase Suggestions Responses, FY21, Quarter 2

### **BOISE PUBLIC LIBRARY STATISTICS**

- System Statistics Reports, February 2021

# Agenda



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

## Boise Public Library Board of Trustees Regular Meeting Agenda

Thursday, May 13, 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\\_dlf6G3khSm-NiyPHYwIDhQ](https://cityofboise.zoom.us/webinar/register/WN_dlf6G3khSm-NiyPHYwIDhQ)

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

<p><b>BOARD OF TRUSTEES</b>  Margo Healy, President  Tonya Westenskow, Vice President  Sonia Galaviz  Rachel Goochey  Phil Magnuson</p>	<p><b>MISSION</b>  The Boise Public Library improves community members' quality of life by supporting their efforts to enhance knowledge, realize creative potential, and share ideas and stories.</p>
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## AGENDA

1. **Call to Order and Introductions**
2. **Communications- Action Item**  
Communication about the Ultimate Book Nerd (UBN) Challenge from library customer Jennifer Froerer will be discussed. Trustees may take an action based on the discussion.
3. **Minutes-Action Item**  
April 15, 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 March 31, 2021  
Gift Fund activity for March, 2021
5. **Reports**
  - a. Friends of the Boise Public Library
  - b. Boise Public Library Foundation
  - c. Library Director including administration and management
6. **New Business**
  - a. **FY21 Ada Community Library Annexation Compensation Agreement - Action Item**  
Legal Representative Kelley Fleming will review and submit to the Trustees for approval the FY21 Annexation Compensation Agreement between Ada Community

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

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Library and Boise City, which is included in the supporting documentation section of the meeting packet. This year, Boise Public Library owes Ada Community Library \$544,000.

Action: a motion to approve the FY21 Ada Community Library Annexation Compensation Agreement as presented and submit to City Council for final approval will be requested.

**b. FY 22 Fee Schedule- Action Item**

Library Director Jessica Dorr will present to the Trustees suggested changes to the Library's fee schedule.

Action: a motion to approve the FY22 Fee Schedule changes and submit to City Council for final approval will be requested.

**c. 2021 Summer Reading Program**

Trisha Mick, Cole & Ustick Library Branch Supervisor, will present to the Trustees an overview of the Boise Public Library 2021 Summer Reading Program.

**d. Strategic Planning**

Library Director Jessica Dorr will share recommendations for next steps of the strategic planning process for the Library with the Trustees.

**7. Old Business**

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

**Section 4.00, Services, Subsections 4.05-4.06**

Library Public Services Manager Sarah Kelley-Chase will review section 4.00, Services subsections 4.05, Interlibrary Loan, and 4.06, of the Boise Public Library Policy Manual with the Trustees. The staff recommends no changes to these sections of policy.

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 May vouchers by Healy.

**9. Selection of Meeting Date**

Next regular meeting Thursday, June 10, 2021.

**10. Executive Session: 74-206 (1)(f) Current or Pending Litigation.**

To communicate with legal counsel for the public agency to discuss the legal ramifications of and legal options for pending litigation, or controversies not yet being litigated but imminently likely to be litigated.

**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

### May 2021

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#### Operations

##### *COVID-19 Services Status*

The Boise Public Library (BPL) operated in April with the hours we moved to starting Monday, March 29<sup>th</sup>. We currently have all five locations open to users Monday through Friday from 2 p.m. to 6 p.m. for in-person browsing. Curbside hold pickup is 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 is available at Bown Crossing and Collister during in-person hours, at Cole & Ustick during in-person hours and on Saturday, and at Hillcrest and Main during curbside pickup. With a month of expanded in-person hours we are starting to see a drop in curbside pickups as more people return to our buildings.

We have again worked with the City of Boise to identify open positions to be exempted from the hiring pause in order to position us to be able to expand in-person service hours. We have an ongoing opening posted for Library Pages and will shortly open advertisements for Library Assistants and Circulation Specialists.

Following new Center for Disease Control guidance issued in April, we agreed with our LYNX Open Access Consortium members to stop quarantining materials and are working to check-in and move materials. We expect the backlog will be cleared throughout the system by June 1<sup>st</sup>.

##### *Board of Trustee member recruitment*

We worked with the Mayor's Office to shape the announcement requesting applications for the Board of Trustees. We anticipate the Mayor's office will open the application process around the time of our Board Meeting and expect to have a new Trustee selected in June.

##### *LYNX Consortium*

BPL is part of the LYNX Consortium which was established in 1973 to share resources and support to library users in southern Idaho. Originally founded by three members (Boise, Caldwell, and Twin Falls) today the consortium has twelve members mainly located within or near the Treasure Valley. BPL has served as the host of the consortium since its founding.

When originally founded the consortium was designed exclusively as a way of sharing an online library catalog. As the consortium grew and added members, it also added a courier service to share materials, created a tiered membership model, and adjusted its cost share model to cover ongoing services and to plan for future investments in technology.

The consortium is administered under an agreement which was last approved in 2016 for five years. In 2020, while there wide-spread consensus the agreement needed to be revised, the ongoing pandemic prevented discussion from going further and the agreement automatically renewed for five years. Areas identified for review and consideration included technology and business planning, governance, and administration.

In the April meeting of the LYNX consortium, the directors voted to use some of the funding reserved for system upgrades to contract an independent consultant to produce a “LYNX Assessment” to better understand the current consortium and inform future discussions about a new agreement. The assessment is expected to inform FY23 planning by providing an independent analysis of the value of the consortium to library users and member libraries by membership tier, current opportunities and challenges, and recommendations for potential revisions to the structure, financing, technology, and governance of the consortium.

## Administration and Management Reports:

### Programming

#### *New and Wrapping Up:*

- *Kindergarten Readiness Week*, during the week of April 26<sup>th</sup>, all library locations passed out Grab & Go kits for soon-to-be kindergartners that included guided games and activities to gain skills in letter and number recognition. A total of 400 kits were created and passed out via curbside and during browsing hours.
- *Ballet Idaho, the Library!* at Collister hosted a virtual presentation of Ballet Idaho’s latest performance, *For Pixie*, an intimate duet performed by Ballet Idaho and set to the breathtaking music of Nina Simone. It was inspired by the choreographer Danielle Rowe’s grandparents and the complex love they had for one another. To date, it has had 88 views since it was posted on April 30<sup>th</sup>.
- *National Poetry Month, the Library!* at Bown Crossing made a magnetic poetry wall for customers to compose their own works for all to see and the Library! at Collister facilitated a virtual senior poetry group whose poetry was displayed in the front windows.
- *Space Exploration, the Library!* at Bown Crossing hosted local expert Andrew Heidelberg for a discussion about space on the Library Youtube channel. A QR code linking library users to the presentation was included in space-themed Grab & Go kits for that week.
- *STEM from the Start*, neighborhood branch locations wrapped up the final month of this grant from the Idaho STEM Action Center in April. Feedback was overwhelmingly positive as the kits were a life saver for many parents during COVID-19. Between October 2020 and April 2021:
  - We provided over 500 STEM From the Start Kits to children through our four neighborhood branches
  - We provided over 580 STEM From the Start kits to 84 students at the Madison Early Childhood Center
  - Our unboxing videos were viewed on YouTube 631 times, and our storytime videos were viewed on YouTube 257 times

### Communication

#### *Monthly Email Newsletter*

- [April](#) – Sent April 5 to 1617 contacts – open rate 48%
- [May](#) – Sent May 3 to 1868 contacts – open rate 41% (likely to increase since this report is being created on May 5)

#### *Ultimate Book Nerd Newsletter*

- [April](#) - Sent April 19 to 276 contacts – open rate 48%

### *Social Media*

- In April, we highlighted National Library Week (April 4-10), Earth Month, our event with Ballet Idaho, and Kindergarten Readiness Week (April 26-30). Grab & go kits continue to be popular on our social media accounts as well.
- In May, we're planning to highlight Asian Pacific American Heritage Month and our upcoming Summer Reading program.
- On May 11, we plan to post on Facebook to commemorate the 50th anniversary of the election in which the voters of Boise approved a proposal for the city to purchase the Salt Lake Hardware Building and remodel it into a new Boise Public Library (what is now the Main Library).



# Supporting Documentation

Dear Boise Library Board,

I am submitting written comment today and request that it be included in the agenda for the May 13th Board meeting.

I am disturbed that despite having a separate kids and teens/adult list in the UBN challenge, that two categories for LGBTQIA+ appear on **both** lists. I expressed this concern early in the year to the library director, and was told that I could substitute my own categories, since she knows that this is a sensitive subject. Given the fact that this is known to be a sensitive subject, which should be introduced when parents see fit, I believe the list should be more inclusive, so all people feel they can participate. I wonder how many people decided to just not participate in the UBN challenge because they saw these categories, instead of asking for permission to change them?

Even if I choose to substitute categories, my 1st grade daughter would see the original categories and ask questions about what all the letters in the acronym mean. She is not at an age to understand all of the LGBTQIA+ acronym, just as I wouldn't explain human sexuality to her at this age (not to mention my younger daughters!) The library has chosen to change other sensitive/ more adult topics to topics appropriate for children, so I am flummoxed as to why these were not originally changed. I am especially having a hard time understanding why my children should know the sexuality of their favorite authors. Sexuality is not a subject for young children.

Moreover, I was disappointed to see that "I Am Jazz" was listed on the recommended books recently. Personally, my cousin's daughter was just lost (a few days ago) to a drug overdose related to her transgender identity. Suicide is prevalent in the transgender population, and I do not think that on your website, you should recommend books to children which expose them to the idea that it is good and brave to be transgender, when it can cause such pain throughout life. Though some parents may want children who already struggling with gender identity to read books discussing this idea, it should not be pushed on the general population of children.

I was told the categories were included so that the library could have books that reflect all different types of Boise citizens. I am not asking that all LGBTQIA+ books for children be banned from the library (those books can be available to those who would like to read them, or need those resources), but putting these categories in the UBN challenge pushes the content on young children and the community as a whole.

I ask that you keep in mind that Idaho is still a very conservative state with conservative values. Many adults do not want this kind of content taught to young children. Just as educational funding would be difficult to pass if the elementary schools were pushing this content, I believe funding for the library will be difficult to obtain if the library continues to push this content on children.

Please consider the following two requests to make the UBN challenge more inclusive:

1. Note the ability to substitute or skip categories participants do not agree with in all materials explaining the UBN Challenge.
2. Change the 2 categories noting LGBTQIA+ in the UBN list **for children** to be age-appropriate (now and in future years). For example, change "a book with an LGBTQIA+ main character" to "a story about a family that is different from yours" or "a story about a character who feels misunderstood".

Thank you for your time,

Jennifer Froerer

# Boise Public Library

## Policy Review May 13, 2021

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Policy items reviewed and presented are as follows:

### SECTION 4.00, USE OF THE LIBRARY

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

### Staff Recommendations:

Policy section 4.00, subsections 4.05 and 4.06 of the Boise Public Library policy manual are presented to the Library Board for review. Staff has no recommended changes to these policies and the documents are presented for information purposes only unless the Trustees direct changes to the policy.

Document Type:	Policy
Number:	4.05
Effective:	03-01-11
Revised:	03-01-11

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### USE OF TECHNOLOGY

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

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

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

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### HARDWARE AND SOFTWARE

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

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

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### PROHIBITED USES

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

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

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

Document Type:	Policy
Number:	4.06
Effective:	10-02-12
Revised:	03-11-2020

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## PUBLIC INTERNET ACCESS AND SAFETY

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

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

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

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

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

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

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### INTERNET ACCESS VIA PERSONAL DEVICE

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

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

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



Document Type: Regulation  
Number: 4.06b  
Effective: 3-11-2020  
Revised:

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### INTERNET ACCESS VIA LIBRARY DEVICE

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

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

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

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



Library!

# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

March 19, 2021

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

**DELIVERY VIA EMAIL**

Re: FY21 Renewal Letter of Agreement: Lending Service/Annexation Compensation

Dear Ms. DeWalt:

On June 2, 2020, FY20 Lending Service/Annexation Compensation Agreement ("Agreement") was made between the Boise Public Library ("BPL") and the Ada County Free Library District dba Ada Community Library ("ACL"). The Agreement served to facilitate compensation from BPL to ACL for library lending services provided to BPL patrons from October 1, 2019 through September 30, 2020. Section 3.a of the Agreement permits renewal upon subsequent written agreement of the parties.

Through mutual execution of this FY21 Renewal Letter of Agreement ("Renewal"), BPL wishes to renew the Agreement for an additional one (1) year term for the purpose of facilitating compensation to ACL for library lending services provided to BPL patrons for the period October 1, 2020 through September 30, 2021. The Renewal will be effective on the date for party signature below that is last in time and will cause all of the terms and provisions of the Agreement to remain in full force and effect with the only modification being of the dates therein as necessary to fulfill the purpose of this Renewal. Subject to approval of this Renewal by the Board of Trustees for each party and Boise City Council, BPL will make payment in the amount of \$544,000 (five hundred forty-four thousand dollars) to ACL by June 30, 2021.

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

[SIGNATURE PAGE FOLLOWS]

Very truly yours,

Jessica Dorr  
Director, Boise Public Library

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IN WITNESS WHEREOF, BPL and ACL have executed this FY21 Renewal Letter of Agreement as of the date for party signature below that is last in time.

**ADA COMMUNITY LIBRARY**

Approved by action of the Board of Trustees of the Ada County Free Library District dba Ada Community Library on April 20, 2021.

Carol K Mills → April 20, 2021  
Carol Mills, Chair Date  
ACL Board of Trustees

**BOISE PUBLIC LIBRARY**

Approved by action of the Boise Public Library Board of Trustees on \_\_\_\_\_, 2021 and sent with a recommendation for approval to the Boise City Council.

\_\_\_\_\_  
Margo Healy, President Date  
BPL Board of Trustees

ADOPTED by the Council of the City of Boise City, Idaho this \_\_\_\_ day of \_\_\_\_\_, 2021.

APPROVED by:

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

ATTEST:

\_\_\_\_\_  
Lynda Lowry, City Clerk Date



## FY22 FEE SCHEDULE RECOMMENDATION

**May 2021**

### Proposed fee changes

Fee	FY21 amount	Proposed FY22 amount
Library Card replacements	\$1.05	\$2.00
Annual non-resident fee per household	\$69.30	\$75.00
Annual non-resident fee for senior and students	\$17.33	\$20.00

### Proposed new fee

Fee	Amount
Sending a fax from the Library on behalf of a Library user	\$.50 per page
Color printing	\$.25 per page

### Fee recommended to be removed

Fee	Amount
Fax request fee outside of toll-free calling area	\$5.00

### Fees with no recommended changes

Fee	Amount
Black and White Printing	\$.10 per page
Use of collection agency to collect outstanding fees	\$10.00
Receiving a fax from the Library of 16 pages or more	\$5.00 flat rate
General document delivery fee for search service:	<ul style="list-style-type: none"> <li>• \$5.25 for Idaho Statesman obituary and death notices, limited to four obituaries and/or death notices per request.</li> <li>• \$5.25 per article from the Idaho clipping files, limited to four articles per request.</li> <li>• \$1.25 per page from phone books and Boise city directories for a specific name/business during a specific year, with a limit of five pages per request.</li> </ul>

Miscellaneous

# Customer Responses to Purchase Suggestions

## FY21 Q2

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Tally of simple "Thank You" responses: 56

- 1/3/21: I appreciate the many years the libraries have been so great!
- 1/4/21: Thank you! That was a fast response I appreciate it.
- 1/7/21: Wowie Zowie, thank you. I really appreciate your being able to order her books. I'll push them with my book clubs.
- 1/9/21: Thank you, my library has helped me through this Pandemic.
- 1/18/21: Thank you, again, for being so accommodating!
- 1/20/21: Amazing as usual. Thanks so much!
- 1/25/21: Thank you very much for ordering in my three requests!
- 1/26/21: Thank you so much for all of your help and ordering!! You are appreciated.
- 1/29/21: Oh that is super, thank you so much! I am really looking forward to trying this knitting method.
- 2/1/21: Thank you so much. I appreciate this immensely!
- 2/2/21: That's fantastic! My daughter will be thrilled to hear the news! Thanks so much.
- 2/2/21: Thank you! I'm thrilled! I think it will be a valuable resource for area artists.
- 2/3/21: Thank you! I really appreciate the library's openness to patron requests!
- 2/4/21: Thank you so much!!! I appreciate the library always taking suggestions! I can't wait to get listening.
- 2/8/21: Thank you so much for your response. I really appreciate you getting back to me.
- 2/14/21: I continue to be amazed that the Boise Library has almost every book that I want to borrow. And when they don't, it's still possible to get it. Thank you so much for ordering 'Drinking French'!
- The message at the end of library check-out receipts stating how much I've saved is great. It reinforces how much I value and appreciate being able to borrow instead of having to buy books that I want to read.
- I truly appreciate the curbside service offered by our libraries in the Boise/Metro area. I usually get books from the Garden City Library because (prior to Covid) I volunteer with Assistance League of Boise, which is nearby. Everyone at this, and the other libraries, are always helpful and friendly.
- 2/16/21: Thanks Ellen—we appreciate all you do!

- 2/18/21: That is awesome - so excited for our kiddos to read them! Thanks for considering the suggestion. Have a great rest of your day!
- 2/18/21: Thank you and thanks for all your hard work on behalf of Boise Library! patrons!!
- 2/24/21: Hello wonderful librarians... thanks as always for all you do, even in the most trying and changing of circumstances.
- 2/27/21: HURRAY!!! So happy to hear this! Thank you, thank you, Ellen. Boise Library ebooks are my literary life line.
- 3/1/21: Wonderful! Thank you so much.
- 3/1/21: Thanks to you and the staff for obtaining this book. I commend the library staff on the wonderful customer service.
- 3/2/21: Thank you for your quick response.
- 3/8/21: As always, thank you for bringing Light.
- 3/11/21: Unfortunately, my discretionary income for books music and movies has been curtailed a bit due to the pandemic, but the LIBRARY! has been a life saver. I really appreciate the work that you all do...
- 3/16/21: You're the best! Thanks so much.
- 3/17/21: Thank you so very much! You are fabulous to have responded so quickly.
- 3/22/21 Great! Thank you, Ellen. Much appreciated.



- 3/26/21
- 3/26/21 Thank you very much. I am excited!
- 3/26/21 Thank you so much for all you do for readers!

# Statistics



**BOISE PUBLIC LIBRARY  
SYSTEM STATISTICS REPORT  
March 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>
<b><u>CIRCULATION/Books</u></b>						
Adult	34,793	35,760	-2.70	185,727	327,339	-43.26
Young Adult	4,614	5,293	-12.83	24,324	43,500	-44.08
Juvenile	39,461	43,348	-8.97	201,432	381,353	-47.18
<b>Sub Total</b>	<b>78,868</b>	<b>84,401</b>	<b>-6.56</b>	<b>411,483</b>	<b>752,192</b>	<b>-45.30</b>

<b><u>CIRCULATION /Audio Visual</u></b>						
Adult	16,564	24,951	-33.61	88,088	241,716	-63.56
Young Adult	611	999	-38.84	3,581	9,573	-62.59
Juvenile	4,221	7,015	-39.83	22,907	69,668	-67.12
<b>Sub Total</b>	<b>21,396</b>	<b>32,965</b>	<b>-35.09</b>	<b>114,576</b>	<b>320,957</b>	<b>-64.30</b>

<b><u>CIRCULATION/Digital</u></b>						
eAudio	24,861	18,360	35.41	137,908	113,381	21.63
eBooks	24,218	22,001	10.08	145,822	111,148	31.20
eVideo	381	93	309.68	2,318	350	562.29
eMusic	19	10,620	-99.82	73	57,133	-99.87
eMagazine	4,031	2,525	59.64	21,015	13,124	60.13
<b>Sub Total</b>	<b>53,510</b>	<b>53,599</b>	<b>-0.17</b>	<b>307,136</b>	<b>295,136</b>	<b>4.07</b>
<b>TOTAL CIRCULATION</b>	<b>153,774</b>	<b>170,965</b>	<b>-10.06</b>	<b>833,195</b>	<b>1,368,285</b>	<b>-39.11</b>

<b><u>CIRCULATION SUMMARY</u></b>						
Main Library	45,384	60,571	-25.07	217,101	535,574	-59.46
Collister	9,980	9,553	4.47	56,521	91,773	-38.41
Hillcrest	6,453	8,195	-21.26	38,497	79,778	-51.74
Cole & Ustick (C&U)	16,552	18,036	-8.23	92,191	176,037	-47.63
Bown	20,154	19,805	1.76	111,245	178,901	-37.82
Home Service	1,741	1,206	44.36	10,504	11,086	-5.25
Digital Collection	53,510	53,599	-0.17	307,136	295,136	4.07
<b>TOTAL CIRCULATION</b>	<b>153,774</b>	<b>170,965</b>	<b>-10.06</b>	<b>833,195</b>	<b>1,368,285</b>	<b>-39.11</b>

<b><u>PATRON COUNT</u></b>						
Main Library	12,232	20,952	-41.62	53,525	329,927	-83.78
Collister	3,102	4,232	-26.70	13,414	44,492	-69.85
Hillcrest	3,041	4,693	-35.20	15,810	46,745	-66.18
Cole & Ustick	1,096	6,778	-83.83	4,772	75,327	-93.66
Bown	4,241	7,420	-42.84	22,752	72,811	-68.75
<b>TOTAL PATRON COUNT</b>	<b>23,712</b>	<b>44,075</b>	<b>-46.20</b>	<b>110,273</b>	<b>569,302</b>	<b>-80.63</b>

<b><u>POLARIS CATALOG</u></b>						
System External Use Counts	352,206	264,105	33.36	2,249,851	1,899,908	18.42
Main Internal Use Counts	27,766	0	0.00	146,508	332,749	-55.97
Collister Internal Use Counts	818	1,628	-49.75	3,504	17,345	-79.80
Hillcrest Internal Use Counts	639	1,769	-63.88	3,035	17,180	-82.33
C&U Internal Use Counts	1,987	4,613	-56.93	7,683	43,920	-82.51
Bown Internal Use Counts	7,707	6,952	10.86	36,971	51,794	-28.62

	<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	423	439	-3.64	2,455	4,610	-46.75
Non-Resident	6	3	100.00	26	38	-31.58
Internet Only	0	1	-100.00	0	5	-100.00
<b>TOTAL CARDS ISSUED</b>	<b>429</b>	<b>443</b>	<b>-3.16</b>	<b>2,481</b>	<b>4,653</b>	<b>-46.68</b>

**INTERLIBRARY LOANS**

Out-of-State	71	22	222.73	155	404	-61.63
In-State	6	9	-33.33	44	229	-80.79

**INTERLIBRARY BORROWING**

Out-of-State	145	52	178.85	822	1,170	-29.74
In-State	35	29	20.69	236	392	-39.80

**REFERENCE SUMMARY**

Main Adult Desk	522	1,150	-54.61	3,015	14,016	-78.49
Main Adult Telephone	965	1,165	-17.17	5,859	4,154	41.04
Main Adult Electronic	252	223	13.00	1,450	955	51.83
<b>Sub Total Adult Reference</b>	<b>1,739</b>	<b>2,538</b>	<b>-31.48</b>	<b>10,324</b>	<b>19,125</b>	<b>-46.02</b>

Main Youth Desk	206	726	-71.63	720	6,169	-88.33
Main Youth Telephone	33	21	57.14	1,262	289	336.68
Main Youth Electronic	25	0	0.00	176	3	5766.67
<b>Sub Total Youth Reference</b>	<b>264</b>	<b>747</b>	<b>-64.66</b>	<b>2,158</b>	<b>6,461</b>	<b>-66.60</b>

Information Desk

Readers Advisory	6	9	-33.33	66	68	-2.94
Directional/Informational	4,471	1,085	312.07	26,375	9,975	164.41
<b>Sub Total Information Desk</b>	<b>4,477</b>	<b>1,094</b>	<b>309.23</b>	<b>26,441</b>	<b>10,043</b>	<b>163.28</b>

Collister Desk	1,237	494	150.40	7,618	9,240	-17.55
Collister Phone	103	70	47.14	737	767	-3.91
<b>Sub Total Collister Reference</b>	<b>1,340</b>	<b>564</b>	<b>137.59</b>	<b>8,355</b>	<b>10,007</b>	<b>-16.51</b>

Hillcrest Desk	876	686	27.70	5,787	8,928	-35.18
Hillcrest Phone	151	115	31.30	1,157	804	43.91
<b>Sub Total Hillcrest Reference</b>	<b>1,027</b>	<b>801</b>	<b>28.21</b>	<b>6,944</b>	<b>9,732</b>	<b>-28.65</b>

Cole & Ustick Desk	1,904	698	172.78	11,321	14,401	-21.39
Cole & Ustick Phone	268	190	41.05	1,789	1,009	77.30
<b>Sub Total C&amp;U Reference</b>	<b>2,172</b>	<b>888</b>	<b>144.59</b>	<b>13,110</b>	<b>15,410</b>	<b>-14.93</b>

Bown Desk	1,779	346	414.16	12,014	6,101	96.92
Bown Phone	158	56	182.14	834	448	86.16
<b>Sub Total Bown Reference</b>	<b>1,937</b>	<b>402</b>	<b>381.84</b>	<b>12,848</b>	<b>6,549</b>	<b>96.18</b>
<b>TOTAL REFERENCE</b>	<b>12,956</b>	<b>7,034</b>	<b>84.19</b>	<b>80,180</b>	<b>77,327</b>	<b>3.69</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	4	41	-90.24	4	446	-99.10
Main Youth Programs	38	39	-2.56	137	306	-55.23
Main Community Programs	0	162	-100.00	0	2,446	-100.00
<b>Sub Total Main</b>	<b>42</b>	<b>242</b>	<b>-82.64</b>	<b>141</b>	<b>3,198</b>	<b>-95.59</b>
Collister Adult Programs	0	20	-100.00	0	167	-100.00
Collister Youth Programs	30	27	11.11	147	229	-35.81
Collister Community Programs	0	33	-100.00	0	480	-100.00
<b>Sub Total Collister</b>	<b>30</b>	<b>80</b>	<b>-62.50</b>	<b>147</b>	<b>876</b>	<b>-83.22</b>
Hillcrest Adult Programs	0	26	-100.00	1	165	-99.39
Hillcrest Youth Programs	22	22	0.00	131	215	-39.07
Hillcrest Community Programs	0	39	-100.00	0	570	-100.00
<b>Sub Total Hillcrest</b>	<b>22</b>	<b>87</b>	<b>-74.71</b>	<b>132</b>	<b>950</b>	<b>-86.11</b>
C&U Adult Programs	0	8	-100.00	10	82	-87.80
C&U Youth Programs	9	23	-60.87	44	197	-77.66
C&U Community Programs	0	3	-100.00	0	433	-100.00
<b>Sub Total Cole &amp; Ustick</b>	<b>9</b>	<b>34</b>	<b>-73.53</b>	<b>54</b>	<b>712</b>	<b>-92.42</b>
Bown Adult Programs	2	15	-86.67	5	158	-96.84
Bown Youth Programs	10	39	-74.36	28	371	-92.45
Bown Community Programs	0	46	-100.00	0	553	-100.00
<b>Sub Total Bown</b>	<b>12</b>	<b>100</b>	<b>-88.00</b>	<b>33</b>	<b>1,082</b>	<b>-96.95</b>
<b>TOTAL PROGRAMS</b>	<b>115</b>	<b>543</b>	<b>-78.82</b>	<b>507</b>	<b>6,818</b>	<b>-92.56</b>

<b>Program Attendance</b>						
Main Adult Attendance	18	511	-96.48	18	3,420	-99.47
Main Youth Attendance	609	1,222	-50.16	1,844	11,564	-84.05
Main Comm Attendance	0	741	-100.00	0	10,210	-100.00
<b>Sub Total Main</b>	<b>627</b>	<b>2,474</b>	<b>-74.66</b>	<b>1,862</b>	<b>25,194</b>	<b>-92.61</b>
Collister Adult Attendance	0	98	-100.00	0	1,363	-100.00
Collister Youth Attendance	873	1,402	-37.73	4,456	6,521	-31.67
Collister Comm Attendance	0	193	-100.00	0	2,996	-100.00
<b>Sub Total Collister</b>	<b>873</b>	<b>1,693</b>	<b>-48.43</b>	<b>4,456</b>	<b>10,880</b>	<b>-59.04</b>
Hillcrest Adult Attendance	0	346	-100.00	25	1,456	-98.28
Hillcrest Youth Attendance	291	589	-50.59	2,008	3,516	-42.89
Hillcrest Comm Attendance	0	373	-100.00	0	5,452	-100.00
<b>Sub Total Hillcrest</b>	<b>291</b>	<b>1,308</b>	<b>-77.75</b>	<b>2,033</b>	<b>10,424</b>	<b>-80.50</b>
C&U Adult Attendance	0	79	-100.00	297	925	-67.89
C&U Youth Attendance	254	534	-52.43	1,375	4,046	-66.02
C&U Comm Attendance	0	44	-100.00	0	6,595	-100.00
<b>Sub Total Cole &amp; Ustick</b>	<b>254</b>	<b>657</b>	<b>-61.34</b>	<b>1,672</b>	<b>11,566</b>	<b>-85.54</b>
Bown Adult Attendance	100	219	-54.34	315	1,675	-81.19
Bown Youth Attendance	455	1,314	-65.37	1,324	9,329	-85.81
Bown Comm Attendance	0	742	-100.00	0	6,880	-100.00
<b>Sub Total Bown</b>	<b>555</b>	<b>2,275</b>	<b>-75.60</b>	<b>1,639</b>	<b>17,884</b>	<b>-90.84</b>
<b>TOTAL PROGRAM ATTENDANCE</b>	<b>2,600</b>	<b>8,407</b>	<b>-69.07</b>	<b>11,662</b>	<b>75,948</b>	<b>-84.64</b>

On March 16, 2020 the Boise Public Library closed all locations due to the outbreak of COVID-19.

# BOISE PUBLIC LIBRARY

## RECIPROCAL BORROWING STATISTICS

### March 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>To Date</u>	<u>Change</u>
Ada Community	1,401	0.91	2,473	-43.35	12,857	1.54	24,816	-48.19
Caldwell	151	0.10	344	-56.10	481	0.06	3,158	-84.77
Eagle	331	0.22	532	-37.78	1,491	0.18	5,163	-71.12
Emmett	28	0.02	70	-60.00	263	0.03	869	-69.74
Garden City	594	0.39	1,296	-54.17	2,885	0.35	11,434	-74.77
Hailey	0	0.00	0	0.00	29	0.00	2	1350.00
Kuna	46	0.03	130	-64.62	143	0.02	130	10.00
Meridian	1,374	0.89	2,623	-47.62	6,013	0.72	22,373	-73.12
Mountain Home	92	0.06	224	-58.93	889	0.11	2,357	-62.28
Nampa	376	0.24	939	-59.96	2,485	0.30	7,428	-66.55
Twin Falls	42	0.03	14	200.00	139	0.02	177	-21.47
<b>Total</b>	<b>4,435</b>	<b>2.88</b>	<b>8,645</b>	<b>-48.70</b>	<b>27,675</b>	<b>3.32</b>	<b>77,907</b>	<b>-64.48</b>

Total BPL Circulation	<b>153,774</b>	<b>170,965</b>	<b>833,195</b>	<b>1,368,285</b>
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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	7,272	9,923	38,128	74,196
Caldwell	177	92	790	923
Eagle	3,793	3,964	14,459	41,600
Emmett	8	80	148	1,050
Garden City	4,335	4,723	24,695	47,900
Hailey	41	0	152	19
Kuna	91	115	803	115
Meridian	6,992	4,588	37,040	55,922
Mountain Home	66	15	273	221
Nampa	389	517	1,682	4,626
Twin Falls	11	0	41	56
<b>Total</b>	<b>23,175</b>	<b>24,017</b>	<b>118,211</b>	<b>226,628</b>