

BOISE PUBLIC LIBRARY BOARD OF TRUSTEES
April 13, 2022, Meeting Packet Cover Page

AGENDA

DIRECTOR'S REPORT

SUPPORTING DOCUMENTS

- Facilities Services and Operations Service Agreement
- Boise Public Library Policy Review:
 - Policy Review Cover Sheet
 - Policy Summary
 - Section 4.00, Use of the Library
 - Policy 4.01, Service Priorities
 - Policy 4.02, Service Hours
 - Regulation 4.02a, Library Cards
 - Policy 4.03, Fees
- FY 2023 Budget Update
- Boise Public Library FY 2022 Interim Budget Changes (IBC)

BOISE PUBLIC LIBRARY STATISTICS

- System Statistics Reports, February 2022

Agenda



BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

Boise Public Library Board of Trustees Regular Meeting Agenda

Wednesday, April 13, 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>

<p>BOARD OF TRUSTEES Tonya Westenskow, President Phil Magnuson, Vice-President Sonia Galaviz Brian Klene Nicole Trammel Pantera</p>	<p>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.</p>
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AGENDA

1. **Call to Order and Introductions**
2. **Communications**
None
3. **Minutes-Action Item**
March 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 February 28, 2022
Gift Fund activity for February 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-Action Item**
Staff will continue its discussion with Trustees concerning the consolidation of facility management of library locations for better efficiencies. A motion to approve, revise, or reject recommended changes to facility management of all library locations will be requested.

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

b. Strategic Planning

Main Library Manager Heidi Lewis will provide an update on the strategic planning process the Library is currently engaged in. Phil Magnuson will also provide Trustees with an update as the board representative on the steering committee.

c. Boise Public Library Policy Review:

Section 4.00, Use of the Library-Action Item

Sarah Kelley-Chase, Library Public Services Senior Manager, will review section 4.00, Use of the Library (subsections 4.01, Service Priorities, 4.02, Service Hours, and 4.03, Fees) of the Boise Public Library Policy Manual with the Trustees. The staff recommends no changes to this section of the policy manual. This is a discussion item only and requires no action unless the Trustees direct a change in the presented policies.

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

7. New Business

a. Financial Forecast

Eric Bilimoria, Boise City Department of Finance and Administration Budget Manager, will update the Trustees on the City's financial forecast and budget process.

b. Fiscal Year 2023 Library Budget

Acquisitions and Technical Services Senior Manager Kathy Stalder and Administrative Assistant Kari Davis will present current status of the Fiscal Year 2023 budget build process, provide an overview of the approach taken by the Library to create the budget, and preview upcoming meetings where a more detailed budget will be provided for the Board's review and discussion.

c. Interim Fiscal Year 2022 Budget Changes-Action Item

Staff will review with Trustees requests for additional funding for FY22. A motion to approve the recommended items and forward to Council for consideration will be requested.

8. Selection of Trustee to Review Payment Vouchers

Trustee review for April vouchers by Westenskow.

9. Selection of Meeting Date

Next regular meeting on Wednesday, May 11, 2022.

10. Executive Session: IC 74-206 (1)(b) Personnel Matters

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

April 2022

Operations

COVID-19 Services Status

Following the February 25th update by the Centers for Disease Control (CDC) to its COVID-19 guidelines which moved Ada County to medium risk, Mayor McLean lifted face covering and physical distancing for events and city businesses. Starting on Monday, March 7th, masks became optional for staff and the public based on their personal preferences and/or risk factors. The Library continues to provide masks and hand sanitizer at all locations for the public.

Because the new guidelines also lifted physical distancing limitations, the Library has been able to accelerate a return to indoor programming. The [Program Calendar](#) on the Library's website provides the most up-to-date information on programming at all locations. As we are adding indoor programming we are also continuing popular outdoor programming in partnership with Parks & Rec.

Board of Trustee member recruitment

On March 22nd, the Mayor's Office announced it was seeking applicants interested in serving on the Board of Trustees. The deadline to apply is April 22 and information on submitting an application can be found on the [City's website](#).

Board engagement

On March 30th, Board of Trustee member Brian Klene visited all four branch locations. During the day, he was able to speak with staff members and supervisors to learn more about their efforts to engage community members in programming. He watched staff engage with the public, including Storytime in the Park, and was able to hear directly from staff what they learned about providing library services during the pandemic that can be carried forward.

Idaho Legislative Session

The Idaho legislative session ended without any changes to the legislation that oversees libraries. During the session, statements were made that were hurtful to the Idaho library community, and there was a lot of misinformation presented. It's an important time to get the word out about all the amazing services and resources that the Idaho library community offers. Boise Public Library has the support of its community, city leadership, and the board of trustees. We used interest raised during the session as an opportunity to provide information about aspects of librarianship from our collection development policies to the role trustees play in reviewing requests for reconsideration. Here are a few of the news stories that we contributed to:

- Idaho News 6 (KIVI) – [“Lawmakers deemed some books ‘obscene materials’: What that actually looks like”](#)
- KTVB Channel 7 – [“Analyzing library books and their availability to children”](#)
- Idaho Statesman – [“Idaho lawmakers’ ‘secret folder’ in harmful books debate”](#)

Upcoming events in May

- May 18th at 4pm: Celebrate the fifth birthday of the Library! at Bown Crossing
- May 18th: The State of the City address by Mayor McLean. Stay tuned for invitation coming soon.
- May 21st 10am-2pm: Summer Reading and Learning Celebration at JUMP

Administration and Management Reports:

Programming and Grab & Go Kits

- The Library co-hosted a variety of in-person and virtual [Treasure Valley Reads](#) events including an evening with featured local author Anthony Doerr, co-moderated by our own Huda Shaltry (Library! at Hillcrest Supervisor). Themed Grab & Go Kits supplemented the events.
- Staff at the Library! At Collister created a popular [Scavenger Story Walk](#) along the Greenbelt near Willow Lane Park. We were tagged by many happy families on social media!
- Locations celebrated Women's History month through [displays](#) and Grab & Go Kits.

Staff Development

- Staff at the Library! at Bown Crossing presented and hosted a series of intensive programming trainings which featured target audience experts. Participants across multiple locations learned about and practiced creating programming for children, teens, and adults. As a result, our newest public services staff members have increased confidence in providing programs as we move into summer.
- Staff from IT and Acquisitions & Tech Services (ATS) attended the virtual Innovative Users Group (IUG) [conference](#). Attendees learned about the Polaris Integrated Library System (ILS) software and observed other library teams practice with it.
- Staff from the Information Services team virtually attended the Public Library Association (PLA) [conference](#) where they spoke about intellectual freedom, diversity, equity, and inclusion with libraries all over the United States and Canada.

Community Partners

- The [American Red Cross](#) held blood drives at the Library! At Hillcrest and Main.
- The Main Library hosted a [Jesse Tree](#) Pop-Up.
- The Library! at Hillcrest hosted a [CATCH](#) Pop-Up.

Communications

Monthly Email Newsletter

- [March](#) – Sent March 1 to 5303 contacts – open rate 50%
- April – To be sent April 5 to 5767 contacts – open rate TBD

Ultimate Book Nerd Newsletter

- [March](#) - Sent March 23 to 426 contacts – open rate 59%

Social Media

- In March, we featured Women's History Month, Treasure Valley Reads, our spring programming, board recruitment, and kindergarten readiness.
- In April, we are planning to highlight National Library Week, Earth Month, and pollinators programs. We will also start releasing more details about our summer reading program and the Summer Reading & Learning Celebration happening on May 21.

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, libraries, community centers 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

Standard services are budgeted and paid for via the FSO operating budget. Departments are charged a percentage of actual costs each month and paid as an indirect expense (similar to other internal service departments). The percentage is determined via a cost allocation plan, primarily based on the size of the facilities but also factoring in the demand for services. The cost allocation plan is updated at least every three years with the goal of fairly distributing costs according to actual use.

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 Services

- 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 identified above or budgeted by FSO in the major repair and maintenance plan.
- Unless noted elsewhere in this document, service levels are provided at a base standard equal to a:
 - 2.5 APPA maintenance standard
 - 2.5 APPA custodial standard
 - 2.5 APPA grounds standard

A 2.5 service level is defined as routinely at the level 2 while only occasionally dipping to level 3 but not below. Additional information on APPA ratings is included in the appendix.

Supplemental Services

- 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&R)</i>	
<ul style="list-style-type: none"> • General building maintenance and repair (M&R) work • Preventive (scheduled) and reactive maintenance of building 	<ul style="list-style-type: none"> • Electrical, mechanical, or other building system modifications needed as a result of unplanned

<p>systems, including plumbing, HVAC, mechanical, fire and life safety, electrical, roofing, etc.</p> <ul style="list-style-type: none"> Limited installation of additional electrical outlets or lights 	<p>work related to a department's operations with a cost >\$1,000.</p>
<i>Janitorial</i>	
<ul style="list-style-type: none"> General cleaning services as defined in the scope of janitorial vendor contract, such as <ul style="list-style-type: none"> After-hours cleaning Day porter services Window washing Floor maintenance 	<ul style="list-style-type: none"> Services not included in scope of normal cleaning services – this applies to tasks and frequency at which they are performed. Specialized cleaning for department-specific operations – e.g., patrol cars Cleaning services for events not related to City business – e.g., events booked at the Train Depot, third party events on the CH plaza.
<i>Equipment</i>	
<ul style="list-style-type: none"> General servicing and scheduled replacements of building equipment – e.g., fire system compressors, generators, etc. 	<ul style="list-style-type: none"> 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.
<i>Furniture</i>	
<ul style="list-style-type: none"> Offices – basic furniture repairs Conference Rooms – update furniture on replacement cycle Common Areas – update furniture on a replacement cycle Storage and management of unused furniture 	<ul style="list-style-type: none"> Purchase and installation of new furniture systems Furniture specific to a department's operations – e.g., library non-staff furniture, cafeteria seating, etc.
<i>Appliances</i>	
<ul style="list-style-type: none"> Service and replacement of appliances in shared break rooms limited to refrigerators, microwaves, and dishwashers Service and replacement of ice machines 	<ul style="list-style-type: none"> New appliances other than in replacement situations. Appliances not included under Standard Services Appliances for unique department operations
<p><i>Services not performed: service of personal appliances such as compact (dorm style) refrigerators, cooktops, etc.; repair/replacement stemming from abuse.</i></p>	
<i>General Support</i>	
<ul style="list-style-type: none"> Room setups – for meetings and events taking place in conference 	<ul style="list-style-type: none"> Setups requiring special accommodations not normally

<p>rooms or building grounds (select rooms/locations only)</p> <ul style="list-style-type: none"> • Moves, adds and changes (MAC) – small-scale space reconfigurations, staff moves, etc. • Installs 	<p>provided under Standard Services and that must be procured</p> <ul style="list-style-type: none"> • Event setups • Large moves or furniture reconfigurations requiring vendor services – e.g., moving or reconfiguring an entire business unit
<i>Grounds</i>	
<ul style="list-style-type: none"> • Hardscape maintenance – walking paths, parking surfaces, exterior furniture, water features, etc. • Landscape maintenance – Care of trees, shrubbery, lawns, and planters • Weed control of landscaped areas • Irrigation system repairs • Gate or fence repair and maintenance 	<ul style="list-style-type: none"> • Maintenance of vacant lots • Weed control for non-landscaped areas
<i>Pest Control</i>	
<ul style="list-style-type: none"> • Building interiors and outer perimeter • Basic insect and rodent treatment 	<ul style="list-style-type: none"> • Unique pest conditions that exist in open structures
<i>Snow and Ice Mitigation</i>	
<ul style="list-style-type: none"> • Snow and ice removal on parking lots, sidewalks, walkways, and building approaches. 	
<i>Waste Management</i>	
<ul style="list-style-type: none"> • Regular trash and recycling collection and disposal 	<ul style="list-style-type: none"> • Waste management for some special events • Hazardous waste disposal – i.e. fluorescent lamps, medical waste (sharps)

SERVICES BY BUILDING TYPE

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

Standard Services provided with the following variations:

- Room setup services provided for: City Hall Council Chambers, Greenbelt and River conference rooms; City Hall West Sawtooth Conference Room.

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

Standard Services provided with the following variations:

- Janitorial services provided in office spaces only and not in the shop areas unless special arrangements are made.

Public Safety Buildings - Fire and police stations.

Standard Services provided 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.

Libraries

Standard Services provided with the following variations:

- Maintenance and repair activities in public-facing areas to take place during the hours the facilities are closed to the public to the extent possible. When work during open hours cannot be avoided, it will be conducted in a way that ensures the safety of staff and patrons of all ages.
- No event or program setup services provided
- Library! is responsible for the replacement of furniture in areas accessible to the public.
- Janitorial services provided at a level suitable for a facility with high public use.

Community Centers – Facilities providing services that are both essential and non-essential to the welfare of the community (e.g., Fort Boise Community Center, Senior Center).

Standard Services provided with the following variations:

- No event or program setup services provided
- Parks is responsible for program specific equipment maintenance and replacement

Event Centers – Boise Depot

Standard Services provided with the following variations:

- Maintenance and repair activities to be scheduled around events held at the facility.
- Events are not supported by FSO. Department responsible for programming at facility will be responsible for event management, including registration, setup/teardowns, cleaning, security, etc. This is for both internal and external events.

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 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

Building Emergencies

Building-related emergencies can be reported to our office by dialing **(208) 608-7137**. Callers reaching our office outside of our normal working hours will be prompted with the option to contact our on-call staff.

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.

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
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1 – Emergency	Immediate response (same day) following the City’s on-call policy for emergencies occurring outside of the FSO normal work schedule	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.

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
Customer Service & Response Time	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
Customer Satisfaction	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.
Preventive Maintenance vs. Corrective Maintenance	100%	75-100%	50-75%	25-50%	<25%
Maintenance Mix	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.
Aesthetics, Interior	Like-new finishes.	Clean/ crisp finishes.	Average finishes.	Dingy finishes.	Neglected finishes.
Aesthetics, Exterior	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 overall.
Aesthetics, Lighting	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.
Service Efficiency	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.
Building Systems' Reliability	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.
Facility Maintenance Operating Budget as % of CRV	>4.0	3.5-4.0	3.0-3.5	2.5-3.0	<2.5
Campus Average FCI	<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
Turf Care	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.
Fertilizer	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
Irrigation	automatic commonly used. Frequency of use follows rainfall.	automatic commonly used. Frequency of use follows rainfall.	Dependent on climate.	No irrigation.	No irrigation.
Litter Control	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.
Pruning	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.
Disease and Insect Control	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.
Snow Removal	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.
Surfaces	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.
Repairs	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.
Inspections	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.
Floral Plantings	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 April 13, 2022

Policy items reviewed and presented are as follows:

SECTION 4.00, USE OF THE LIBRARY

- Policy 4.01, Use of the Library
- Policy 4.02, Circulation
 - Regulation 4.02a, Library Cards
- Policy 4.03, Fees

Staff Recommendations:

Section 4.00, *Use of the Library*, Policy 4.01, Policy 4.02, and Policy 4.03 of the Boise Public Library Policy Manual is presented to the Library Board for review. Staff have no recommended changes to these policies and are included in the meeting packet for information purposes only unless the Trustees direct changes.

Regulation 4.02a of the Boise Public Library Policy Manual is presented to the Library Board with no recommended changes. Regulations do not require the Board's approval and are included for information purposes only.

Policy Summary

This month the Board of Trustees will begin reviewing Section 4.00, *Use of the Library*. The Board reviewed Regulation 4.02b, *Limits on Borrowing Services* in October 2021 so the library could update information for users in a timely manner. No further review of that section is needed. Additionally in May of 2021, the Library brought proposed FY22 fee increases to the Board for review before they were taken to City Council. Those approved fee increases took place October 1, 2021 at the beginning of the 2022 fiscal year. We are not suggesting any updates to the following sections under review: Policy 4.01, Policy 4.02, Regulation 4.02a, and Policy 4.03.

Document Type:	Policy
Number:	4.01
Effective:	03-01-11
Revised:	03-01-13

USE OF THE LIBRARY

Since the Library is a tax-supported institution, its services and resources are intended for use by those individuals who live or pay property taxes within the city limits of Boise or who pay a non-resident fee for services. In addition, "corporate cards" are available to business entities of any kind whose principal offices are located within the city limits. Reciprocal borrowing agreements or service contracts with other libraries may qualify a non-resident of the Library's legal service area for a borrower's card without payment of a direct fee. The Library's "legal service area" is that area within the corporate boundaries of the City of Boise. Services to patrons will not be denied or abridged because of race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.

The Library allows patrons from any area to use materials while in the Library. Reference assistance and programs may be available to patrons whether or not they are Boise residents or purchase a non-resident card.

Document Type:	Policy
Number:	4.02
Effective:	03-01-11
Revised:	03-05-14

CIRCULATION

Staff shall make one library card available to any individual who resides in Boise or who pays property tax within the city limits of Boise, to any business entity whose principal offices are located within the city limits, or, upon payment of a fee equal to the amount of per household residential support as determined by the Board, to any non-resident.

Members of libraries participating in cooperative borrowing agreements with the Library may borrow materials without charge.

Borrowing may be limited as deemed necessary by staff when excessive demand makes it necessary to do so in order to ensure service to the greatest number of patrons.

Staff shall purge expired cards annually as prescribed in the LYNX Service Agreement.

Document Type:	Regulation
Number:	4.02a
Effective:	03-01-11
Revised:	10-01-21

LIBRARY CARDS

The Library offers the following cards:

1. Borrower's Card

Borrower's Cards are available without direct payment of a fee to Boise residents; individuals paying ad valorem taxes on real and/or personal property situated within the city limits; residents of the Boise Veterans Home; employees of Boise City and their families; and Idaho legislators, their families, and their legislative staff. An applicant for a Borrower's Card must present the following:

- a driver's license, passport, or other official photo identification
- proof of current address within the city limits of Boise; proof of employment by the City of Boise; or proof of status as an Idaho legislator, legislative staff member, or spouse or child of an Idaho legislator.

Borrower's Cards will be updated annually upon verification of continued eligibility. A Post Office box will not be accepted as proof of residency. Unmarried minor children (under 18 years of age) residing in Boise shall be issued an individual card, without identification, so long as a parent or legal guardian provides the requisite identification and proof of current address within the city limits. Unless otherwise noted, staff shall follow this approach to issuing cards with borrowing privileges to minors.

2. Temporary Card

Individuals who have not established a permanent address in Boise, but who are living within the city limits, may receive a Temporary Card valid for a period of three months. To receive a Temporary Card, an individual must present official photo identification and either a letter from an entity designated by the Library as a cooperating service agency agreeing to accept mail for the individual, or a piece of mail (postmarked within the past ten days) to prove receipt of mail at the designated address. Temporary Cards may be renewed upon verification of continued eligibility. A patron to whom a Temporary Card is issued may have checked out on the card no more than two items at any one time.

3. Internet-Only Card

Individuals who wish only to obtain Internet access at the Library may obtain an Internet-Only Card, regardless of the location of their residence. Such card may be issued only upon presentation of photo identification as described above and will be valid for one year from date of issuance and subject to renewal annually

upon presentation of photo identification. This card can only be used for Internet access within the Library.

4. Corporate Card

Business entities, nonprofit organizations and governmental agencies whose principal offices are located within the city limits may obtain a Corporate Card. Any officer of the business entity may apply for the card upon presenting photo identification and a business card, letter on company letterhead, or other documentation showing the applicant's status as an individual authorized to apply for the card on behalf of the business entity. A Corporate Card may be issued only after staff has verified that the applicant has approval to apply for the card on behalf of the business entity. The business entity will be financially responsible for fines and fees incurred through use of the card.

5. Non-Resident Card

An individual who does not meet the requirements for a Borrower's Card may obtain a Non-Resident Card upon the payment of an annual fee of \$75.00 and in-person presentation of official photo identification. The Non-Resident Card has the same privileges as a Borrower's Card and the annual payment of the non-resident fee by one individual in a household allows all other persons in that household to obtain a Non-Resident Card without the payment of an additional fee.

Non-resident senior citizens over the age of sixty-two may purchase a Non-Resident Card for an annual fee of \$20.00. Students who reside outside of Ada County but attend public or private schools (including higher education) within the geographical limits of the Boise School District may purchase a Non-Resident Card at the same rate as non-resident seniors. Cards purchased at the discounted rate shall be for the personal use of the individual cardholder only.

A full refund shall be given at any time during the year if the fee was charged in error. Refunds of fees for Non-Resident Cards shall otherwise be made on a pro-rata basis for the first nine months after the purchase of a non-resident card; no such refunds shall be given during the last three months of the non-resident year. Refunds of fees for Non-Resident Cards may be made as follows:

- when a business transfer takes the non-resident from the area;
- when Boise City annexes the non-resident's property into the city;
- when the non-resident moves into Boise City; or
- when new contractual arrangements with another library entitle the family to service without payment of non-resident fees.

FEES

Boise Public Library's core values include a commitment to intellectual freedom, universal access, innovation, and providing a world class experience for all members of the community.

The Director or designee shall charge fees to help fund the replacement of materials that are lost or damaged and offset costs for document delivery.

The Board has established the following fees:

1. Lost or Damaged Items

If an item is lost or damaged, the patron shall pay the acquisition cost plus an additional fee for processing of the item. The Library will refund payment, less processing fees, for a lost item subsequently returned within ninety days after payment. Replacement copies will not be accepted in lieu of payment for lost or damaged materials.

2. Card Replacement

The Library will assess a \$2.00 fee to replace a lost card.

3. Document Delivery Fee – Special Collections

The Main Library provides a limited fee-based search service for selected Idaho Information deliverable through facsimile transmission, scanning, email or U.S. mail. Patrons will be invoiced for the charges or may pay the fees by credit card. The charges are as follows:

- \$5.25 for Idaho Statesman obituary and death notices delivered to patrons, limited to four obituaries and/or death notices per request.
- \$5.25 per article from the Idaho clipping files delivered to patrons, limited to four articles per request.
- \$1.25 per page from phone books and Boise city directories for a specific name/business during a specific year delivered to patrons, with a limit of five pages per request.

4. Document Delivery Fee – Other Collections

Patrons may request faxed copies from various other materials held at the Main Library related to reference and research purposes. The Library will fax free of charge up to 15 pages of material. Any fax consisting of 16 pages or more shall carry a flat charge of \$5.00, payable in advance by credit card.

5. Holds Mail Delivery Fee

Patrons may request to have items placed on hold to be mailed to their home for a charge of \$2.00 per item.

The Library will assess a charge on checks that, for any reason, are not honored by the bank on which they are written, and which are returned unpaid to the Library. Such charge shall be equal to that made by the City of Boise for the same purpose and payment may not be made by personal check.

At the discretion of the Director or designee, the Library may engage the services of a collection agency to collect fees or to ensure the return of materials. In the event that the Library has need to use the services of a collection agency, a non-refundable fee of \$10.00 shall be added to the account and shall be paid in addition to any other fees/charges for lost/damaged materials or other charges which have been made to a patron's account.

The Library may pursue court action against patrons who refuse to return items to the Library.

Accounts with more than 20 items overdue or with lost materials will be prohibited from borrowing further physical materials until the overdue or lost items are returned or replacement charges have been paid. No physical materials will be loaned to patrons owing more than \$10.00 in fees, nor to any patron who has unresolved charges on an account referred to a collection agency.

FY23 BUDGET UPDATE

Overview

Through its annual budget process, the Boise Public Library as part of the City of Boise builds a balanced budget. Through the process city departments work to ensure funding for the next fiscal year aligns with strategic priorities and provides impact to the community. The annual budget process does not reset the entire budget for the Library. Instead, the exercise ensures sufficient funds are available to support planned/ongoing costs, analyzes and adjusts costs for ongoing services, and resolves differences between anticipated revenues and expenses.

Budget Milestones and Timeline

Date	Step
Mar 29	FY23 Budget discussions begin <ul style="list-style-type: none">FY23 Update with City CouncilBudget Interactive with the Public
Mar 31	Budget website available for comments on community priorities
Apr 13	Library Board of Trustees overview of budget process and trends
May 11	Library Board of Trustees discuss draft FY23 budget
May 24	City Council budget workshop #1
Jun 8	Library Board of Trustees reviews for approval Library budget for FY23
Jun 17	Budget Book Released
Jun 17-Jul 18	Online public feedback on FY23 budget solicited
Jun 28	City Council budget workshop #2
Jul 19	Public Hearing on FY23 budget
Aug 30	Budget Adoption
Oct 1	FY23 begins

City Priorities

As the City's Budget Office is leading the budget build process, it is considering four themes as recommendations are developed:

- Property tax relief
- Community priorities
- Stabilizing the workforce to ensure high-quality service delivery to the community
- Responding to growth and inflation

Budget Office General Guidelines

Due to the ongoing pandemic and challenges related to the long-range forecast, in FY22 each department was given a 2% reduction target. In our FY22 budget the Library covered the city-wide reduction target and at the same time increased materials modestly by cutting accounts that were historically underspent.

In FY23 departments have been asked to look internally to reallocate operating budget lines from areas historically underspent and move budget to where there is a greater need. This means each department will start with an initially flat Maintenance & Operating budget. Departments will have the opportunity to request additional budget for strategic business reasons and the process will consider both one-time and ongoing expenditures.

Library Priorities

As the Library is reviewing the FY22 budget and drafting its FY23 budget, priorities include:

- Improving access to new materials
- Increasing programming and in-person services
- Providing safe, welcoming facilities for the public and staff

Other General Fund Trends

Revenue Budget from Fees and Charges

Library Revenue trends will be impacted by:

- Increasing LYNX consortium reimbursement due to the Integrated Library System (ILS) Discovery Layer
- Increasing LYNX courier reimbursement due to Meridian and Kuna branches
- Increase of facility rental due to the Learning Lab and Step Ahead Idaho leases
- Decrease of copier revenue

Maintenance & Operating (M&O) Budget

Library Maintenance and Operating trends are affected by:

- Centralization of Facilities Maintenance Services (FSO)
- Increased costs for materials and services

Boise Public Library

FY 2022 Interim Budget Changes (IBC)

April 13, 2022

Interim budget change (IBC) items are off-cycle requests to adjust current budget and are vetted through the following process:

1. Department identifies need and submits request to the Budget Office
2. Budget Office performs necessary due diligence, prepares narrative, and sends to Mayor’s Office
3. Mayor’s Office reviews requests and places on Executive Management Team (EMT) agenda
4. EMT offers final recommendation for City Council approval

The Library has identified funding requests for FY22 for both the capital and general funds which are outlined below. All requests are one-time. If approved by the Library Board of Trustees and presented to Council, these requests would be considered at the May 10, 2022 Boise City Council meeting.

Library (Capital Fund) – Library Major Equipment: \$132,630 (one-time)

The Library requests approval for a one-time, \$132,630 appropriation to provide funding to replace furniture at the downtown facility and purchase a mobile lactation pod.

Downtown Library furniture replacement was deferred while rebuilding the main library was being evaluated. Since that project is no longer under consideration at present, a significant furniture replacement is needed (covering the first three floors). As some of the furniture is up to 30 years old and beginning to break while in use, this is considered a liability risk and needs to be replaced as soon as possible. After this replacement, the Library team will add the downtown location into the furniture replacement cycle currently in place for the branch locations.

In addition to the furniture, the Library requests \$12,630 for a lactation pod that can be moved to any location where a nursing mother is in need. As noted in section 3.10A of the Employee Handbook, the library needs to provide a space for nursing mothers to express milk. The station the Library currently has cannot be easily relocated to the location where it is needed, and this new pod will be easily portable between all branches.

Source/Use	Fund	Dept/Org	Acct. Type	Current Budget	Proposed Budget	Budget Change Amount
Use	Capital Fund	Library	MEQ – Furniture Replacements	\$80,142	\$200,142	\$120,000
Use	Capital Fund	Library	MEQ – Lactation Pod	\$0	\$12,630	\$12,630

Library (General Fund) – Idaho Statesman Historical Archive: \$123,000 (one-time)

The Library requests approval for a one-time, \$123,000 appropriation to provide funding to purchase perpetual access to the digitized Idaho Statesman newspaper from 1989-1998. The Idaho Statesman is

the newspaper of record for the Boise area. As such, digital access to this source of information is a mainstay for the Library's audience as most card holders can access and search the content from home. Presently, the years' 1989-1998 are only available using microfilm and the content is not searchable in any meaningful way. In purchasing the respective digital access, the Library will be able to offer online searchable access to the entire run of the Idaho Statesman.

Source/Use	Fund	Dept/Org	Acct. Type	Current Budget	Proposed Budget	Budget Change Amount
Source	General	Intergov	M&O	\$14,169,801	\$14,046,801	\$-123,000
Use	General	Library	MEQ - Periodicals	\$12,000	\$135,000	\$123,000

Statistics

**BOISE PUBLIC LIBRARY
SYSTEM STATISTICS REPORT
February 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>
<u>CIRCULATION/Books</u>						
Adult	42,176	30,054	40.33	218,231	150,934	44.59
Young Adult	5,489	4,042	35.80	29,072	19,710	47.50
Juvenile	55,665	31,970	74.12	285,027	161,971	75.97
Sub Total	103,330	66,066	56.40	532,330	332,615	60.04

<u>CIRCULATION /Audio Visual</u>						
Adult	19,613	13,277	47.72	101,226	71,524	41.53
Young Adult	800	499	60.32	4,692	2,970	57.98
Juvenile	5,008	3,124	60.31	28,391	18,686	51.94
Sub Total	25,421	16,900	50.42	134,309	93,180	44.14

<u>CIRCULATION/Digital</u>						
eAudio	23,274	22,175	4.96	120,137	113,047	6.27
eBooks	21,070	23,550	-10.53	111,703	121,604	-8.14
eVideo	277	379	-26.91	1,483	1,937	-23.44
eMusic	27	33	-18.18	189	54	250.00
eMagazine	2,853	3,900	-26.85	12,032	16,984	-29.16
Sub Total	47,501	50,037	-5.07	245,544	253,626	-3.19
TOTAL CIRCULATION	176,252	133,003	32.52	912,183	679,421	34.26

<u>CIRCULATION SUMMARY</u>						
Main Library	59,103	34,355	72.04	300,034	171,717	74.73
Collister	11,389	9,332	22.04	62,363	46,541	34.00
Hillcrest	8,334	5,765	44.56	44,630	32,044	39.28
Cole & Ustick (C&U)	22,893	14,597	56.83	116,365	75,639	53.84
Bown	24,976	17,181	45.37	131,691	91,091	44.57
Home Service	2,056	1,736	18.43	11,556	8,763	31.87
Digital Collection	47,501	50,037	-5.07	248,397	253,626	-2.06
TOTAL CIRCULATION	176,252	133,003	32.52	915,036	679,421	34.68

<u>PATRON COUNT</u>						
Main Library	18,930	9,811	92.95	92,478	41,293	123.96
Collister	4,133	2,876	43.71	21,244	10,312	106.01
Hillcrest	4,077	2,605	56.51	18,393	12,769	44.04
Cole & Ustick	6,873	641	972.23	31,604	3,676	759.74
Bown	6,163	3,606	70.91	31,547	18,511	70.42
TOTAL PATRON COUNT	40,176	19,539	105.62	195,266	86,561	125.58

<u>POLARIS CATALOG</u>						
System External Use Counts	250,346	361,993	-30.84	1,395,757	1,897,645	-26.45
Main Internal Use Counts	28,080	25,260	11.16	147,575	118,742	24.28
Collister Internal Use Counts	2,018	645	212.87	8,052	2,686	199.78
Hillcrest Internal Use Counts	1,887	717	163.18	8,485	2,396	254.13
C&U Internal Use Counts	4,888	1,244	292.93	23,440	5,696	311.52
Bown Internal Use Counts	3,494	2,058	69.78	18,223	29,264	-37.73

	<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	666	415	60.48	3,448	2,032	69.69
Non-Resident	6	4	50.00	35	20	75.00
Internet Only	3	0	100.00	7	0	100.00
TOTAL CARDS ISSUED	675	419	61.10	3,490	2,052	70.08

INTERLIBRARY LOANS

Out-of-State	65	0	100.00	298	84	254.76
In-State	58	0	100.00	188	38	394.74

INTERLIBRARY BORROWING

Out-of-State	201	181	11.05	1,147	677	69.42
In-State	76	51	49.02	332	201	65.17

REFERENCE SUMMARY

Main Adult Desk	955	341	180.06	5,434	2,493	117.97
Main Adult Telephone	591	874	-32.38	3,248	4,894	-33.63
Main Adult Electronic	139	262	-46.95	581	1,198	-51.50
Sub Total Adult Reference	1,685	1,477	14.08	9,263	8,585	7.90

Main Youth Desk	456	143	218.88	2,395	514	365.95
Main Youth Telephone	13	145	-91.03	93	1,229	-92.43
Main Youth Electronic	0	32	-100.00	7	151	-95.36
Sub Total Youth Reference	469	320	46.56	2,495	1,894	31.73

Information Desk

Readers Advisory	4	12	-66.67	24	60	-60.00
Directional/Informational	1,908	4,572	-58.27	9,426	21,904	-56.97
Sub Total Information Desk	1,912	4,584	-58.29	9,450	21,964	-56.98

Collister Desk	899	1,208	-25.58	4,278	6,381	-32.96
Collister Phone	136	125	8.80	705	634	11.20
Sub Total Collister Reference	1,035	1,333	-22.36	4,983	7,015	-28.97

Hillcrest Desk	381	927	-58.90	1,982	4,911	-59.64
Hillcrest Phone	95	153	-37.91	478	1,006	-52.49
Sub Total Hillcrest Reference	476	1,080	-55.93	2,460	5,917	-58.42

Cole & Ustick Desk	632	1,862	-66.06	3,457	9,417	-63.29
Cole & Ustick Phone	114	339	-66.37	569	1,521	-62.59
Sub Total C&U Reference	746	2,201	-66.11	4,026	10,938	-63.19

Bown Desk	589	1,849	-68.14	2,483	10,235	-75.74
Bown Phone	96	133	-27.82	527	676	-22.04
Sub Total Bown Reference	685	1,982	-65.44	3,010	10,911	-72.41

TOTAL REFERENCE	7,008	12,977	-46.00	35,687	67,224	-46.91
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BOISE PUBLIC LIBRARY
RECIPROCAL BORROWING STATISTICS
 February 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>
CHECKOUTS	<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	2,284	1.30	1,050	117.52	11,889	1.30	5,585	112.87
Caldwell	183	0.10	115	59.13	978	0.11	330	196.36
Eagle	860	0.49	198	334.34	4,278	0.47	1,160	268.79
Emmett	36	0.02	24	50.00	168	0.02	235	-28.51
Garden City	1,091	0.62	418	161.00	5,740	0.63	2,291	150.55
Hailey	0	0.00	0	0.00	198	0.02	29	582.76
Kuna	247	0.14	4	6075.00	926	0.10	4	23050.00
Meridian	2,008	1.14	944	112.71	10,231	1.12	4,639	120.54
Mountain Home	270	0.15	175	54.29	909	0.10	797	14.05
Nampa	552	0.31	419	31.74	2,956	0.32	2,109	40.16
Twin Falls	28	0.02	74	-62.16	174	0.02	97	79.38
Total	7,559	4.29	3,421	120.96	38,447	4.20	17,276	122.55

Total BPL Circulation	176,252	133,003	915,036	679,421
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Items checked out at consortium member locations by BPL patrons.

CHECKOUTS	<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	8,754	6,516	44,992	30,856
Caldwell	82	103	697	613
Eagle	5,419	2,380	28,001	10,666
Emmett	55	8	361	140
Garden City	6,936	3,276	36,632	20,360
Hailey	3	39	6	111
Kuna	103	200	963	200
Meridian	5,910	6,310	33,098	30,048
Mountain Home	8	24	50	207
Nampa	662	239	3,197	1,293
Twin Falls	5	3	17	30
Total	27,937	19,098	148,014	94,524

	<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>
MEETING ROOM USE SUMMARY						
Programs						
Main Adult Programs	3	0	100.00	14	0	100.00
Main Youth Programs	25	31	-19.35	136	99	37.37
Main Community Programs	100	0	100.00	347	0	100.00
Sub Total Main	128	31	312.90	497	99	402.02
Collister Adult Programs	1	0	0.00	8	0	100.00
Collister Youth Programs	9	21	-57.14	66	117	-43.59
Collister Community Programs	41	0	100.00	188	0	100.00
Sub Total Collister	51	21	142.86	262	117	123.93
Hillcrest Adult Programs	0	1	-100.00	8	1	700.00
Hillcrest Youth Programs	5	22	100.00	43	109	-60.55
Hillcrest Community Programs	52	0	100.00	229	0	100.00
Sub Total Hillcrest	57	23	147.83	280	110	154.55
C&U Adult Programs	1	2	-50.00	13	10	30.00
C&U Youth Programs	17	10	70.00	100	35	185.71
C&U Community Programs	41	0	100.00	145	0	100.00
Sub Total Cole & Ustick	59	12	391.67	258	45	473.33
Bown Adult Programs	1	1	0.00	5	3	66.67
Bown Youth Programs	5	12	-58.33	42	18	133.33
Bown Community Programs	0	0	0.00	0	0	0.00
Sub Total Bown	6	13	-53.85	47	21	123.81
TOTAL PROGRAMS	301	100	100.00	1,344	392	242.86

Program Attendance						
Main Adult Attendance	40	0	100.00	282	0	100.00
Main Youth Attendance	461	530	-13.02	2,336	1,235	89.15
Main Comm Attendance	1,015	0	100.00	2,964	0	100.00
Sub Total Main	1,516	530	100.00	5,582	1,235	351.98
Collister Adult Attendance	4	0	100.00	311	0	100.00
Collister Youth Attendance	1,259	525	139.81	6,086	3,583	69.86
Collister Comm Attendance	118	0	100.00	452	0	100.00
Sub Total Collister	1,381	525	163.05	6,849	3,583	91.15
Hillcrest Adult Attendance	0	25	-100.00	19	25	-24.00
Hillcrest Youth Attendance	106	238	-55.46	1,862	1,717	8.44
Hillcrest Comm Attendance	143	0	100.00	794	0	100.00
Sub Total Hillcrest	249	263	-5.32	2,675	1,742	53.56
C&U Adult Attendance	14	41	-65.85	45	297	-84.85
C&U Youth Attendance	1,000	278	100.00	4,348	1,121	287.87
C&U Comm Attendance	479	0	100.00	1,520	0	100.00
Sub Total Cole & Ustick	1,493	319	368.03	5,913	1,418	317.00
Bown Adult Attendance	36	75	-52.00	87	215	-59.53
Bown Youth Attendance	218	586	-62.80	2,516	869	189.53
Bown Comm Attendance	0	0	0.00	0	0	0.00
Sub Total Bown	254	661	-61.57	2,603	1,084	140.13
TOTAL PROGRAM ATTENDANCE	4,893	2,298	112.92	23,622	9,062	160.67