

**BY-LAWS**

**AND**

**POLICY MANUAL**

**OF THE**

**BOISE PUBLIC LIBRARY**

Adopted by the  
Board of Trustees  
of the library  
on October 3, 1973

This policy manual is reviewed on an annual basis and revised as necessary by the Board of Trustees. Other revisions are made when necessary and approved by the Board of Trustees. The latest revision was made in February 2010.

The use of gender pronouns throughout this document in no way implies a specific gender, but shall include all genders as the context requires.

## TABLE OF CONTENTS

**BY-LAWS ..... Green Section**

**POLICY MANUAL .....White Section**

- I. General Objectives
- II. Board of Trustees
- III. Personnel
- IV. Services of the Library
- V. Use of the Library
- VI. Collection Development and Maintenance
- VII. Gifts and Bequests
- VIII. Use of the Meeting Rooms
- IX. Displays and Exhibits
- X. Public Relations
- XI. Amendments, Revisions, and Removal

**APPENDICES ..... Buff Section**

- I. Board Selection Packet
- II. Library Bill of Rights
- III. Freedom to Read Statement
- IV. City Code, Title 2, Chapter 4
- V. Request for Reconsideration of Library Materials
- VI. Loan Form for Displays
- VII. Ephemeral Patron Records Retention Schedule, Addition to Appendix VII, Library Board Policy Manual, January 8, 2003

# **BOISE PUBLIC LIBRARY BOARD OF TRUSTEES**

## **BY-LAWS**

### **ARTICLE I LEGAL BASIS AND PURPOSE**

The Board of Trustees of the Boise Public Library exists by virtue of the provisions of Title 33, Chapter 26 of the Idaho Code. The Board exercises the authority and assumes the responsibility delegated to it by said statutes for the provision of public library service in Boise City.

### **ARTICLE II SELECTION AND APPOINTMENT**

#### **Section 1. Number of Trustees**

A Board of five Library Trustees, selected from the citizens at large, shall be appointed by the City Council. The Board favors the established custom of the inclusion of one non-voting member of the City Council who will attend board meetings and act as liaison for the Library Board and City Government.

#### **Section 2. Term of Office**

A term of office shall be for five years; the term of one Board member shall expire each year on June 30th. Library Trustees shall hold their office from appointment until the term expires and until their successors are appointed. In accordance with City Policy, appointees shall serve no more than two terms or more than ten consecutive years.

By accepting appointment to the Library Board of Trustees, members agree to attend a minimum of three-fourths of the regularly-scheduled meetings annually. Unless excused by the president, missing three consecutive regular meetings for other than health-related reasons is considered a resignation from the Board.

**Section 3. Salary**

All members of the Board of Library Trustees and the officers shall serve without salary or any compensation, except that members may receive actual and necessary expenses when engaged in the business of the library.

**Section 4. Vacancies**

All vacancies on the Board shall be reported to the Mayor and City Council within five days by the Board of Trustees, with a request that the vacancy be advertised. The Board will then review all letters of interest received by the application deadline. The Board shall interview candidates before sending one or more recommendations for appointment to the Mayor and City Council. Appointments to complete an unexpired term of a Board member shall be for the remainder of the term only (see Appendix I).

**ARTICLE III  
POWERS AND DUTIES**

**Section 1. Expenditures**

The Board of Trustees of the library shall have exclusive control of the expenditure of all moneys collected for the Library Fund.

**Section 2. Property**

The Board of Trustees shall have the supervision, care, and custody of the room or building constructed, leased, or set apart for library purposes, and it may, with the approval of the Council, lease and occupy or purchase or erect on purchased ground any appropriate building. The Board shall take charge of the public library, reading rooms, and its branches, and of all real and personal property belonging to it, or what may be acquired by loan, purchase, gift, devise, or otherwise, when not inconsistent with the terms and conditions of the gift, devise, or with the terms and conditions of the gift, devise, or bequest. The Board shall have the power to make and enforce all rules, regulations, and by-laws necessary to administer, govern, and protect the library, reading rooms, and branches, and all property belonging or loaned to it.

### **Section 3. Appointments**

The Board of Trustees shall appoint a Library Director and such assistants and employees as may be necessary for the proper maintenance of the library, and may recommend their salaries, prescribe rules for their conduct, and remove any employee for good and sufficient cause.

### **Section 4. Gifts and Trusts**

The Board shall receive and administer any trust or any other fund declared or created by gift or otherwise for such library and branches.

### **Section 5. Other Duties**

- a. The Board shall further have power:
  1. to establish all library policies and determine any question of policy; and
  2. to prepare and recommend a yearly budget with the advice and assistance of the Library Director, allocating the proper amounts for materials, salaries, maintenance, and other operating expenses.
- b. Duties of the Board shall include, but not necessarily be limited to:
  1. promoting and interpreting the library and its services to the public;
  2. obtaining adequate funds for library operation; and
  3. developing a program of planned growth and improvement of the library and library services.

## **ARTICLE IV OFFICERS**

### **Section 1. Election**

The Board of Trustees shall elect at the September meeting from its members a President and Vice President who shall serve for a term of one (1) year and until his/her successor is elected. No officer shall serve more than two consecutive terms.

### **Section 2. Duties**

a. President

The President shall preside at all meetings of the Board, authorize calls for special meetings, regulate and control public participation, appoint all committees, execute documents authorized by the Board, serve as ex-officio member of all committees, insure that a true and accurate record is maintained of all meetings of the Board, plan the meeting agenda with the Director, and perform all other duties associated with that office.

b. Vice President

The Vice President shall preside in the absence of the President and perform all other duties associated with that office.

### **Section 3. Vacancies**

Vacancies occurring in any office shall be filled by majority vote of those present at the next regular meeting of the Board. Any officer selected to fill a vacancy shall serve from the time of the next election of officers.

## **ARTICLE V MEETINGS**

### **Section 1. Frequency**

The Board shall meet for business purposes monthly, except as shall be determined in advance by the Board at a regular meeting.

### **Section 2. Special Meetings**

Special meetings may be called by the President, or upon written request of three members, for the transaction of business stated in the Notice of Special Meeting. Only that business so specified may be acted upon at the Special Meeting. Notification procedures will comply with Idaho Code and Boise City Policies.

### **Section 3. Quorum**

A majority of the Board shall constitute a quorum for the transaction of business.

### **Section 4. Voting**

An affirmative vote by the majority of Board members present shall be necessary to approve any action of the Board. The President may introduce, vote upon, move, or second a proposal before the Board.

### **Section 5. Meeting Records**

Records of meetings shall be maintained by the Library Director or the Director's designate.

**ARTICLE VI  
PARLIAMENTARY AUTHORITY**

The parliamentary authority shall be Roberts Rules of Order, current edition, except as stated in these By-Laws.

**ARTICLE VII  
AMENDMENTS**

These By-Laws may be amended at any regular meeting of the Board with a quorum present, by majority vote of the Board members present. Proposed amendments shall be distributed at least two weeks prior to said meeting.

## **I. GENERAL OBJECTIVES**

The Boise Public Library accepts as its function that which has been established by tradition, law, and the logic of a free democratic society as the role of the public library in the United States. This function includes, but is not necessarily limited to, the responsibility to assemble, preserve, and make available to all members of the community book and non-book materials including electronic access that will assist individuals to educate themselves, keep pace with progress in all fields of knowledge, become better political and social citizens, grow more capable in their daily occupations, develop their creative capacities, and make such use of leisure time as will promote personal and social well-being. Toward these ends, the Boise Public Library, in accordance with the Idaho Code, guarantees to all members of the community free and equal access to its resources and collections without regard to race, national origin, age, sex, disability, creed, educational level, economic status, or any other qualifying factor. The library will strive to meet its goal of serving as a community center for information, education, recreation, and enrichment through the active promotion of improved library service locally, regionally, and throughout the State of Idaho.

City or municipal libraries are established and operate under the Idaho Code, Chapter 26, Sections 33-2602 to 33-2611. The Boise City Code, Title 2, Chapter 4, specifically outlines the procedures for Boise Public Library. (See Appendix IV)

## **II. BOARD OF TRUSTEES**

The Board of Trustees shall conduct its business in accordance with By-Laws adopted in September, 1986. The Board shall adopt such further rules and regulations for its own guidance and for the government of the library as may be expedient.

The Board of Trustees may review any decision made by the Library Director relating to these policies. Any person who feels that he has been adversely affected by the provisions of this policy or a decision of the Library Director in regard to the policies of the library shall be entitled to raise that issue before the Board.

### **III. PERSONNEL**

#### **A. GENERAL**

It is the policy of the Board of Trustees of the Boise Public Library to follow the personnel policies of Boise City, as outlined in the Boise City Employees Handbook.

The Board of Trustees has sole responsibility for hiring, supervising, and evaluating the Boise Public Library Director, who serves at the pleasure of the Board, under Idaho State Code 33-2607.

Nevertheless, it is the expectation of the Board of Trustees that members of the library's management team will bring serious concerns related to the Director's job performance to the attention of the Board. These concerns would include: 1) job performance that clearly does not meet the job description or job performance standards adopted by the Board; 2) intentional actions by the Director that circumvent the written library policies as adopted by the Board; 3) the creation of a hostile, harassing, or threatening work environment whether as an ongoing practice or a single incident; 4) unethical or illegal actions or behavior.

The Library Director and supervisory staff have the authority to dismiss any library employee whose attitude, professional ethics and conduct, or performance of duties make such action advisable. Such recommendation will be based on documentation generated through the prescribed employee evaluation process.

It is the policy of the Board of Trustees to encourage the personal and professional development of staff members through membership in civic, educational, and professional organizations. Attendance at library institutes and the conferences of library associations will be financed to the greatest extent possible within the restriction of the library's budget. Insofar as it is feasible, attendance at conferences will be rotated among eligible staff members.

At the discretion of the Board of Trustees, the library may remain open on holidays when other city offices are closed. If and when this occurs, library personnel will be compensated in accordance with city policy.

Boise Public Library supports Equal Employment Opportunity policies and is in compliance with Title 1, Chapter 17, Section 1, of the Boise City Code.

#### **B. CONTINUING EDUCATION**

All non-probationary members of the Boise Public Library staff, regardless of job classification, are eligible to apply for permission to attend work-related conferences, workshops, and classes on library work time. Exceptions for introductory or temporary staff may be made at the discretion of the library director or as delegated to the division

manager. Opportunities for training will involve as many people on the library staff as feasible given budgetary and staffing constraints. Priority will be given to training that supports library strategic plan activities and/or supports an individual employee's approved performance plan for work-related training.

## **IV. SERVICES OF THE LIBRARY**

### **A. SERVICE HOURS**

1. It is the policy of this Board of Trustees in regard to hours of opening that the library shall be open as many hours in 24 and as many days in the week as possible. Full library service shall be offered whenever the library is open.
2. The hours of opening shall be determined by:
  - a. the convenience of all parts of the population, including working people; and
  - b. the ability of the staff to cover the hours of opening within the limits of the established work week.
3. Holidays shall conform to those of other city offices, unless the Library Board determines otherwise. In addition, the library will be closed on Easter Sunday and on the Sunday immediately preceding the official Memorial Day and Labor Day holidays; these Sundays shall not be considered holidays for purposes of employee compensation.

### **B. SERVICE AREAS**

Service is offered in the following general areas:

- a. Youth Services division
- b. Adult Services division
- c. Circulation Services division
- d. Technical Services division
- e. Administration division

- C.** The library will attempt to work closely with the State Library, other public libraries, and special, school, and college/university libraries throughout the region and the state, since statewide and regional interlibrary cooperation is a major goal of the library.

## **V. USE OF THE LIBRARY**

Since Boise Public Library is a tax-supported institution, its services and resources are available to those individuals who live or pay 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 Boise Public Library's legal service area for a borrower's card without payment of a direct fee. The "library 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 religious, social, racial, economic, or political status, disability, or because of the age or sex of the patron.

Specialized services provided by the library staff, including programs for school class visits and library programs delivered at schools may be scheduled upon request. Representatives of those public and private schools physically located within the Boise city limits and Boise Area of Impact are eligible to request these special services. These visits will be scheduled to the extent that staffing limitations and other program or service priorities in Youth Services and Adult Services permits. Classes outside the Boise city limits and Boise Area of Impact requesting a specialized program at the library or library program at their school will be considered on an individual basis.

The library allows browsers and students from all areas to use materials while in the library. Reference assistance is provided to browsers whether or not they are Boise residents or purchase a non-resident card.

### **A. LIBRARY BORROWERS' CARDS:**

1. Photo identification and proof of current address must be presented to verify the current residence address before the library borrower's card is issued. Borrower's cards will be valid for one year from date of issuance and will be updated annually upon presentation of current identification.

Minor children (under 18 years of age) shall be issued an individual card, without identification, so long as a parent or legal guardian provides the requisite identification, etc. as described above.

2. Individuals who do not have a permanent address, but who are living within the Boise City limits, may receive a temporary library card valid for a period of two months.

To receive a temporary card, an individual must present photo identification and a letter from an entity designated by the library as a cooperating service agency agreeing to accept mail for the individual. Should the individual have no such letter, a piece of mail (postmarked within the past ten days) to prove receipt of mail at the chosen address may be presented. Cards may be renewed upon re-verification of contact

provided by a cooperating service agency. The general policy regarding issuance of cards to minor children applies to children of individuals without a permanent address.

The 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. Individuals who can provide photo identification but who cannot provide the other documents necessary to obtain a Borrower's card or a temporary card may receive an Internet-only card 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.

## **B. BORROWERS OUTSIDE CITY AND FEE:**

1. Unless otherwise addressed under the terms of this policy, no person or business entity whose residence or principal office is located outside the library's legal service area, regardless of Post Office or mailing address, shall be issued a new or renewed library borrower's card, except upon the payment of an annual non-resident fee equal to the amount of the per-household residential support as determined by the library's Board of Trustees.

However, if any person or business entity pays ad valorem taxes on real and/or personal property situated within Boise City, such business entity or person or spouse, child, or parent living in the same household shall be deemed a resident library borrower.

Library borrowers' cards issued to non-residents of Boise City shall be valid for one (1) year from the date of issuance.

Payment of one non-resident fee by an individual allows all persons in that individual's household to obtain a library borrower's card.

2. Persons who reside in a library district that has a contractual arrangement with the library for the provision of library services shall be exempt from the non-resident fee subject to the applicable terms of that contract.
3. Residents of the designated library service area of another library that maintains a reciprocal borrowing agreement with Boise Public Library shall be exempt from the non-resident fee subject to the applicable terms of that contract.
4. Non-resident senior citizens over the age of sixty-two may purchase an individual non-resident library card for an annual fee that is not less than twenty-five percent (25%) of the current annual non-resident household fee. Such card shall be for personal use of the cardholder only.

5. Students who do not reside within Boise Public Library's legal service area or the legal service area of a library that maintains a reciprocal borrowing agreement or other contractual agreement with Boise Public Library but who attend public or private schools (including those of higher education) within the geographical limits of the Boise School District, may purchase an individual student card at the senior citizen non-resident rate. Such card shall be for the personal use of the cardholder only.
6. Refunds of non-resident fees may be made:
  - a. when the fee has been charged in error;
  - b. when a business transfer takes a family from the area;
  - c. when Boise City annexes the non-resident's property into the city;
  - d. when the family moves into Boise City; or
  - e. when new contractual arrangements with another library entitle the family to service without payment of non-resident fees.

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

7. Non-resident Idaho legislators, their families, and their legislative staff may use Boise Public Library's facilities without charge during the legislative session upon display of photo identification and one of the following items of identification: an identification badge; a letter of authorization on the business stationery of the legislator; or a business card.
8. Temporary residents of Boise may borrow items from Boise Public Library by paying a temporary deposit of \$50, of which \$45 is refundable upon the safe return of materials. The number of items to be checked out will not exceed two (2) at any one time, and will not exceed a total value of \$45.
9. Boise City employees who reside outside the corporate limits of Boise or who are not served by existing agreements with other libraries or library districts may qualify for borrowers' cards without paying a non-resident fee. Proof of city employment will be required in the form of a work identification badge, a business card, a paycheck stub, or a letter on department stationery signed by the department head. Such city employees must also supply the usual photo identification and proof of current residence address per the general policy regarding issuance of library cards. Such card shall be for the employee's personal use only.

## **C. LIMITS ON BORROWING SERVICES**

Borrowing shall be limited as deemed necessary by library staff when excessive demands of groups or individuals make it necessary to do so in order to ensure service to the general public.

Unless staff determines that it is necessary to do so, no limit is set on the number of books that may be checked out at one time. Patrons shall not be permitted to borrow all items in any given subject area. Various types of materials within the audio-visual collection may have more restrictive limits as set by staff.

## **D. FINES AND FEES**

### **1. Overdue Fines**

- a. Fines for DVD and video cassette feature films, Kidpacks and Reference materials shall be charged at \$1.00 per day, with no grace period. Fines for all other overdue items will be charged at \$.25 per item.
- b. Fines of \$10.00 or more will prevent use of a patron's library card until all charges are cleared. Any fines and fees, regardless of amount, still outstanding at the time of library card renewal, will prevent the renewal of the patrons' library card until all charges are cleared. Staff may override up to \$25.00 one time for the convenience of the patron with the understanding that payment must be made on their next checkout.

### **2. Lost or Damaged Items**

- a. If an item is lost or damaged, the patron shall pay the current list price plus an additional fee for processing of the item. If an item is out of print, the charge will be the actual cost of a replacement title plus the processing fee. The library will refund payment, less outstanding fines, for a lost item subsequently returned within sixty (60) days after payment. Refunds of payment for out-of-print books deemed particularly valuable to the collection and returned after the 60-day period may be made at the discretion of the appropriate division supervisor.
- b. Outstanding charges for a lost or damaged item will suspend the use of a patron's library card until all charges are cleared.
- c. The library staff is authorized to pursue court action against patrons who refuse to return items to the library.

### **3. Returned Check Charges**

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. Further, at the discretion of the Director, any such dishonored check may be turned over to a collection service as deemed appropriate and necessary to collect funds due and payable to the library, and the patron may be held liable for additional charges assessed for costs of the collection service.

4. Fax Charges

Patrons may request faxed documents from various library materials related to reference and research purposes. The library will fax free of charge up to 15 (fifteen) pages of material to anyone within its toll-free calling area. Any fax consisting of 16 (sixteen) pages or more shall carry a flat charge of \$5.00 (five dollars), payable in advance by credit card. Anyone outside the toll-free calling area shall be charged a flat \$5.00 (five dollar) fee for a fax of any length.

5. Collection Fees

In the event that the library has need to use the services of a collection agency to recover lost materials or outstanding fees/charges, a collection fee of \$10.00 (ten dollars) shall be added to the account and shall be paid in addition to any other fees/charges for fines, lost/damaged materials, or other charges which have been made to a patron's account.

6. Document Delivery Fee related to Special Library Collections

The 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 library charges \$5.00 for Idaho Statesman obituary and death notices delivered to patrons, limited to four obituaries and/or death notices per request.

The library charges \$5.00 per article from the Idaho clipping files delivered to patrons, limited to four articles per request.

The library will search phone books and Boise city directories for a specific name/business during a specific year. The Library charges \$1.00 per page delivered to patrons, with a limit of five pages per request.

7. Lost Library Card Replacement Fee

The library will assess a \$1.00 fee for replacing a lost library card.

#### **E. DENIAL OF SERVICES**

The use of the library or its services may be denied for due cause. Such cause may be failure to return books or to pay penalties, destruction of library property, disturbance of other patrons, or any other conduct on library premises conflicting with the general purpose of the library or inhibiting other patrons' enjoyment of the library. In the event of continued or wanton violation of regulations, the case may be dealt with individually by the Board.

Should it become necessary to take a patron to court two or more times for failure to pay fines or return library materials, the library staff is authorized to revoke permanently the patron's borrowing privileges; such revocation will be submitted to the Court to become a part of the Court record.

Any individual, for continued misuse or flagrant violation of the library borrowing regulations, may be subject to suspension of library use privileges for up to 90 days at the discretion of the Library Director.

If the staff becomes aware of an abusive use pattern by which a patron repeatedly refuses to return materials but pays for them as a means of building a personal collection or as a method of censoring the library collections, such case will be brought to the Library Board of Trustees for consideration of revocation of that patron's library use privileges.

Prosecution of cases of theft or mutilation of library materials will be considered on a case by case basis by the staff of the Library.

All users of the library shall enjoy all privileges and be subject to all restrictions and penalties pertaining to the library as set forth in the Boise City Ordinances.

#### **F. PATRON RECORDS**

Pursuant to Idaho Code, Section 9-337 through 9-348, Boise Public Library circulation records and other records identifying the names of library users with specific materials are confidential in nature. All librarians and other library employees are hereby advised that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or by legislative investigatory power. No library employee may release information about an individual's circulation record to a private individual unless it is the personal record of the individual patron making the request, or, the personal circulation record of the requesting patron's legal

dependent. Such process is detailed in Appendix VII, which is incorporated as a part of this policy.

### **Ephemeral Patron Records Retention**

The Boise Public Library may generate various forms of ephemeral records with patron phone numbers, addresses, and/or email addresses for administrative and/or various business purposes such as telephone or email reference requests and questions, patron hold requests, program requests, PC reservations, etc.

These records may exist in hard copy or electronic form and are destroyed on a regular and routine basis.

This policy is not to be interpreted as restricting in any way Boise Public Library's own right to use circulation records or other borrower's records in its course of conducting normal library business.

## **G. SECURITY POLICY**

Patrons are welcome to use the Library, its materials, equipment and facilities, in a manner and to the extent consistent with the Library's mission. Patrons whose conduct is inconsistent with the Library's mission will be encouraged to conform their behavior or asked to leave the Library.

In particular the following conduct is prohibited:

1. Possession of a weapon within the library building. "Weapon" is defined as a knife, dirk or dagger having a blade three (3) inches or more in length, a snap-blade or spring-blade knife of any length, an ice pick or similar sharp object, a straight edge razor or any razor blade fitted to a handle, and any cutting, stabbing or bludgeoning weapon or device capable of inflicting bodily harm to another person.
2. Any criminal activity.
3. Theft, destruction or injury to library equipment or property; or, using library equipment in a manner other than that intended by the manufacturer.
4. Engaging in behavior which is disturbing to staff or patrons.
5. Bringing an animal into the Library, other than an assistance dog that has been trained as a guide dog for a blind or visually impaired person, a hearing dog for a hearing impaired person, or a service dog for a physically disabled person.

6. Using cellular telephones, radios or other sound-producing devices in a manner capable of being heard by staff or patrons.
7. Soliciting, selling items with no direct benefit to the library, or distributing leaflets of any kind.
8. Loitering, sleeping or following staff members or other patrons around the building, or otherwise engaging in behavior offensive to staff or patrons.
9. Consuming meals or beverages in public areas of the Library, except for beverages in closed containers and snacks.
10. Impeding the free movement of persons into or out of the Library.
11. Smoking in the Library building.
12. Bringing into the Library large bundles, packages or personal property which cannot be stored under a study chair or carrel surface. If the exit security gate alarm is triggered, security or other library staff are entitled to request that bags, bundles, etc., be opened by the owner for examination.
13. Entering the library without wearing shirt and shoes.
14. Using roller blades, skateboards, or bringing bicycles inside the library building or on the deck entry area immediately surrounding the building.
15. Parents are responsible for the behavior of their children in the library at all times. Children under the age of 7, or who have emotional or social difficulty, must be attended by a parent or other responsible care-giver at all times while in the library.

Any library staff member observing a violation of this policy shall report such to Library Security or, if none is on duty, to the supervisor or senior librarian on duty. Security or supervisory personnel shall confirm the violation and may, in their discretion, either ask the patron to conform his or her conduct to the requirements of this policy or may revoke privilege to use the Library.

Patrons who have their privileges to use the Library revoked may appeal in writing to the Library Director to have his or her privilege to enter the Library restored. The appeal must be submitted to the Library Director within fifteen days from the date of revocation or, for revocation periods consisting of less than fifteen days, anytime prior to the expiration of the revocation period. Any appeal submitted after the aforementioned fifteen day time period will not be considered. The Director or designee shall review a timely written appeal and provide the patron with a written decision within ten business days of receipt of the appeal. The patron may appeal the Director's decision to the Library Board in writing

within twenty days of the date of said decision. The members of the Library Board shall review the appeal and the Director's written decision along with any other relevant documentation and will deliberate on the matter. The written decision of the Library Board shall be provided to the patron and the Director within 45 days of the appeal having been made to the Board.

The revocation of privilege to use the Library will remain in effect throughout this appeal process.

## **H. COMPUTER AND INTERNET USE POLICY**

The Boise Public Library provides access to electronic resources including the Internet which create increased opportunities for all our patrons to expand their resources world-wide.

### **1. Software/Hardware**

Users may not load their own or any other software on library equipment. This includes, but is not limited to, disks that are checked out, disks in books that may be checked out, and disks in reference materials that must remain in the library. Users are not permitted to store any software or other data on the hard drives of library computers. The library is not responsible for equipment malfunction, loss or damage to user disks and/or "jump or flash" drives, data, or electronic transactions of any type.

### **2. Internet Use**

Access to the Internet is available without charge to cardholders during all open hours. Internet access is available for a fee to non-cardholders.

Boise Public Library does not endorse the viewpoints presented, or vouch for the accuracy of the available information from the Internet.

The library filters all public Internet stations in the children's area in compliance with the Children's Internet Protection Act (CIPA). Parents are responsible for providing guidance to their own children. Through special software, the library offers individual choice and parental choice for their own minor children among options for filtered, unfiltered, or no Internet access. Library users who do not have borrowing privileges will be offered the same Internet access choices. The library currently uses commercial filtering software with an access management system to provide Internet access choices. Links to filtered search sites are offered from the library's web site for those who wish to use them. The library accepts no responsibility for failures of the filtering software to block specific sites.

Internet users must be aware that they are working in a public environment with people of all ages and diverse viewpoints. Users may not engage in any activity that interferes with the ability of other patrons to use the library and its resources.

Access from computers at the library to any network, including the local library network and the Internet is for legal purposes only. Loss of use privileges at the library and criminal and/or civil prosecution are possible for illegal uses of computing resources.

Examples of 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 intentionally introduce a "virus" or similar piece of code that may do damage to any data, computer, or networking device.
- 4) Attempting to alter or damage any software, operating systems, or configuration files.
- 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) The display of pornography to minors.

Electronic information is considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction. Copyright issues and protection are covered under this statement. All efforts will be made by the library to ensure that the security of the library's computing resources and network are not breached and the integrity of the data available is not compromised.

Library information technology resources may not be used for commercial or profit-making purposes; for mass mailings or chain letters; or to harass, abuse, or threaten another individual.

As in all other library resources and services, Boise Public Library patrons have the right to confidentiality involving their individual legal use of electronic resources and services. The library attempts to maintain patron confidentiality at all times, but cannot guarantee the confidentiality of information sent by a patron onto the Internet.

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.

### 3. Wireless Access Policy

The library provides free wireless unfiltered access points at the main library for public Internet access. These access points will allow users to connect to the Internet from their laptop computers when sitting within range of the access points.

Wireless users agree to abide by the Library's Internet Policy while using the Library's wireless network.

Users are responsible for configuring their own equipment. The library does not provide technical support for establishing or maintaining a connection nor 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) 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 individually responsible for maintaining up-to-date virus protection on personal laptop computers or wireless devices.

## **VI. COLLECTION DEVELOPMENT AND MAINTENANCE**

Boise Public Library endorses and incorporates as a part of this policy the Library Bill of Rights (Appendix II) and the Freedom to Read Statement (Appendix III). Since the library's concern is the communication of ideas and information, these statements are extended for the purpose of this policy to include all material in any format. The purpose of this policy is to articulate the role of the library in the community and provide guidelines for staff members in their role as selectors.

In order to implement the collection development and maintenance policy, the professional staff will design, and periodically revise, a collection development plan that will address specific areas of the collection in order that the staff may effectively manage the collection with greater consistency towards defined library goals. The collection development plan will provide a framework for planning the content and nature of Boise Public Library's collection, for identifying the scope of the existing collection, and for developing plans for shaping a stronger collection.

### **A. OBJECTIVES OF THE LIBRARY**

Boise Public Library acquires, makes available, and encourages the use of materials in all media that:

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

### **B. THE COMMUNITY**

1. The variety and scope of materials required for information, education, and recreation are as broad as the individual and collective needs of the people within the community itself; every attempt will be made to acquire materials to meet these needs.

2. The adequacy and availability of materials in other community agencies will be a factor in selection decisions.
  - a. To avoid unnecessary duplication of materials, established special collections that are available for public and/or professional use (e.g., State Law Library, corporate libraries) will be considered the primary sources for specialized materials.
  - b. The provision of curriculum-related materials is generally the responsibility of the schools, but the public library will provide materials that supplement and enrich the materials provided by the schools. Textbooks will be purchased for the collection when they supply information in areas in which they may be the best, or the only, source of information on a particular subject. When patron demand indicates the need for more curriculum-related materials for individual use by the public (as opposed to school classroom use), materials will be purchased to meet these needs to the extent funds allow without creating a collection imbalance in other areas.

## **C. THE NATURE AND QUALITY OF THE MATERIALS**

Each type of material for the general reference and circulating collections will be considered in terms of its own kind of excellence and the audience for which it is intended. There is no single standard which can be applied in all cases when making an acquisition decision. Some materials will be judged primarily in terms of artistic merit, scholarship, or value as human documents; others will be selected to satisfy the recreational and entertainment needs of the community. Some materials evaluated are subject to widespread or local demand; items experiencing such demand may be added to the collection even though they do not meet the general and specific criteria contained in this policy. To build a collection of merit and significance, materials are evaluated against general and specific criteria; selections are made in accordance with one or more of these criteria:

### **1. General Criteria**

- a. suitability of physical form for library use
- b. suitability of subject and style for intended audience
- c. present and potential relevance to community needs
- d. appropriateness of medium to content

- e. insight into human and social condition
- f. importance as a document of the times
- g. relation to existing collection and other material on subject
- h. reputation and/or significance of author
- i. skill, competence, and purpose of author
- j. attention of critics, reviewers, and public
- k. currency

**2. Specific Criteria for Works of Non-Fiction**

- a. scope and authority of subject matter
- b. comprehensiveness and depth of treatment
- c. objectivity
- d. accuracy and logic of presentation
- e. clarity of style
- f. representation of challenging, though extreme or minority, point of view
- g. scarcity of information in subject field

**3. Specific Criteria for Works of Fiction**

- a. representation of important movement, genre, trend, or national culture
- b. vitality and originality
- c. artistic presentation
- d. sustained interest
- e. effective characterization and/or a realistic portrayal of life
- f. authenticity of historical or social setting

## **D. SPECIAL COLLECTIONS**

Boise Public Library maintains a limited number of special collections. A special collection is defined as a collection of material grouped together by broad subject which is separate from the library's general collection. Special collections commonly bring together individual items that grow in their research value by their association with other material in the same collection. Staff create and periodically reviews guidelines for the development of these collections.

## **E. RESPONSIBILITY FOR SELECTION**

1. The primary responsibility for selection lies with the professional staff of the library. Librarians select materials from a variety of aids and reviewing sources, including but not limited to:
  - a. professional library journals
  - b. periodicals of general interest
  - c. annual lists of notable books
  - d. subject bibliographies
  - e. publishers' review copies of materials
2. Patron recommendations for purchases are encouraged and will be given serious consideration.
3. The ultimate responsibility for selection rests with the Director of the library, who operates within the framework of this policy.

## **F. EXCLUSION OF MATERIALS**

1. The library will review decisions regarding specific titles, upon written request from a Boise City resident. A form shall be provided for this purpose. (Appendix V)
2. When a written complaint is filed, the materials under consideration will be reviewed by the Acquisitions and Collection Development Manager in consultation with the patron. The decision of the staff will be communicated to the patron in writing.
3. Should that decision be unsatisfactory to the patron, the Director will review the material in question in consultation with the appropriate division supervisor. The decision of the Director will be

communicated to the patron in writing. The Director's decision may be appealed to the Library Board. The decision of the Board shall be final.

4. Each work will be considered as a whole, and individual passages will not be treated out of context.
5. Books that are recognized as classics and are of literary merit are included in the collection even though they may contain a word or sentiments which, today, are unacceptable.
6. No materials shall be excluded from the library's collection solely because of coarse language or implicit or explicit treatment of certain situations, if a reasonably accurate picture of human experience is portrayed, or if the work is deemed a significant artistic endeavor.
7. Any decision once made, whether to exclude or include a certain item in the collection, shall always be subject to review.

**G. MAINTAINING THE COLLECTION**

The collection shall be examined periodically for the purpose of weeding, binding, or repairing of materials. The same criteria will be used in weeding materials from the collection as are used in their acquisition.

## **VII. GIFTS AND BEQUESTS**

The Board of Trustees of Boise Public Library looks with favor upon tenders of gifts in the form of materials and funds to be used for the purchase of materials or other items, subject to its policy of reserving the right to reject any gift that it does not find suitable or because of unrealistic stipulations placed upon the gift.

### **A. GIFT FUNDS AND MATERIALS**

Books and other materials will be accepted on the condition that the Library Director or his/her designate has the authority to make whatever disposition is deemed advisable.

Staff members responsible for selection of materials will base their decision to include gift materials in the library collection upon the following considerations:

1. whether they conform to the library's standards of materials selection;
2. whether the physical condition is satisfactory; or
3. whether the library needs the title or added copies of the title in its collection.

When the library receives a cash gift for the purpose of memorial, tribute, or other materials, the selection will be made by the donor and/or the administrator at the request of the donor. The general nature of the book, or its subject area, will be based upon the interests of the deceased or the wishes of the donor, and the needs of the library. Should the donor indicate no preference for a specific use of the gift, the donation shall be used in a way and for whatever materials or equipment are deemed to be of greatest need for the library.

All gift materials shall be labeled, "Gift."

Gifts other than books shall be accepted or rejected on the basis of artistic quality, suitability to the library's purposes, and availability of space for their display. The Director or his/her designee has the authority to accept or reject such gifts; the decisions regarding acceptance of a specific gift shall be conveyed to the Board of Trustees and may be subject to further consideration by the Board.

Gifts of money, real property, and/or stock will be accepted if they comply with state and city codes governing such gifts; provided, in accordance with Idaho State Code, stock will be sold, with the proceeds deposited in the library's gift fund account.

The library will not accept for deposit materials that are not outright gifts.

## **B. FACILITY NAMING**

The Library Board will consider naming library facilities using the following criteria and will consider naming opportunities on a case by case basis.

1. Preference for facility names shall be given to geographic names reflecting the neighborhood that the library will serve.
2. Generally, Board members will consider naming rights for individuals or families who donate one-half or a significant and substantial amount of the total construction cost of a project.
3. The Board may choose to honor an individual, usually deceased, who has contributed to the public library's mission in the Boise area or state of Idaho.
4. No private or public company, organization, product or service name, typically not considered appropriate, shall be considered as a library facility name.
5. A library facility name may be changed in the future. No facility name is guaranteed to remain in perpetuity.

The Library Board of Trustees may organize a subcommittee to review and recommend facility names to the Board of Trustees. The subcommittee will consist of two Board members, two appointees by the Mayor, two neighborhood representatives (recommended by the Library Board and approved by the Mayor), and the Library Director.

The Library Board of Trustees will adopt any facility name at a regular Board meeting by majority vote.

The Library Director will be responsible for determining the manner in which the name is recognized.

## **VIII. USE OF THE MEETING ROOMS**

The Board of Trustees of the Boise Public Library endorses the Library Bill of Rights as adopted by the American Library Association Council on January 23, 1980, which states:

"Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

### **A. PROCEDURES GOVERNING THE PUBLIC USE OF LIBRARY MEETING ROOMS**

1. Library-sponsored activities are given priority in the consideration of the use of the rooms; however, the library will not cancel an existing reservation for the purpose of having a library program. Use of library meeting rooms for City functions will be permitted on the same basis as for other local community groups. Rooms are not available for social gatherings, money-raising, or commercial purposes. The deciding factor in identifying "commercial" meetings will be whether or not on site sales will be attempted or any form of solicitation for funds will be made on site.
  - 1a. Boise City recognized Neighborhood Associations, and City of Boise agencies are exempt from the applicable reservation fee.
2. Reservations are made when a signed reservation form and payment by cash, check or credit card have been received. Reservations for use of meeting rooms at the main library are to be made at the second floor Reference Desk. Reservations for use of the branch library community rooms are to be made at the Circulation Desk at each library. Reservations must include the name of the organization, time period desired, number of persons expected, the name and telephone number of the person responsible, and the purpose or function of the meeting. Rooms are assigned in order of receipt of application. It is understood that inquiries concerning the meeting in question may be referred to the person signing the room reservation form for the organization.
3. The Marion Bingham Memorial Conference Room (maximum of 18 occupants) may be reserved for use during library service hours at the per meeting charge currently in effect, payable at the time the reservation is filed. All or part of the library auditorium (maximum of 270 occupants) may be reserved for use during library service hours at the per meeting charge currently in effect, payable at the time the reservation is filed. The community rooms at branch library locations may be reserved at the per meeting charge currently in effect, payable at the time the reservation is

filed. Reservations for meeting rooms should be made as far in advance of the desired meeting date as possible.

A refund of the reservation fee is permitted if the staff of the main library or library branches, whichever is applicable, is notified of the cancellation, in writing, 2 working days prior to the meeting date. Reservations cancelled less than 2 working days before the scheduled meeting will be assessed a cancellation fee.

- a. William F. Hayes Auditorium Reservation Fees
  - i. Reservation Fee: \$80.00
  - ii. Cancellation Fee: \$25.00
  
- b. Branch Library Community Room Reservation Fees
  - i. Reservation Fee: \$50.00
  - ii. Cancellation Fee: \$15.00
  
- c. Marion Bingham Conference Room
  - i. Reservation Fee: \$25.00
  - ii. Cancellation Fee: \$7.50

- 4. Use of the auditorium, the Marion Bingham Memorial Conference Room, and branch library community rooms includes use of such facilities and equipment as projectors and the library kitchen (main library auditorium). If refreshments are served, due care and consideration must be given to the preservation of the library carpet and furnishings. Alcoholic beverages may not be served without permission in advance from the Library Board. Each group shall be responsible for providing its own serving equipment and for cleaning up the main library's auditorium kitchen or the serving area at branch libraries after use.
  
- 5. All meetings held within the main library public service areas must conclude when the library closes; all meetings held in the main library auditorium must conclude, and participants vacate the library, no later than one-half hour after the library's closing time.

All meetings held at branch locations must conclude at closing time unless otherwise negotiated with the branch manager.

- 6. In compliance with Idaho State law, smoking in all meeting rooms is prohibited.
  
- 7. Organizations holding meetings assume responsibility for any damage to room or contents. No additional furniture or equipment other than that furnished by the library is to be used without library approval, excluding projectors and screens. The room must be cleared of above mentioned furniture and equipment, as well as any other items used (boxes, brochures, etc.) at the end

of the meeting, unless written permission to leave the materials has been secured in advance from the Director.

8. The room must be left in a neat and orderly condition and in the order in which it was found. If not, notice will be given to the group that a second offense will result in its being denied further use of library rooms.
9. No admission fee for the event taking place in the meeting room, no matter how or where collected, may be charged by any group or individual using library meeting rooms, either at the main library or at the branch library community rooms, without permission in advance from the Director. It is understood that legitimate dues and membership fees do not constitute admission fees.
10. Although a group is not required to announce open attendance at its meeting, it may not exclude any member of the public from attending a meeting held in a public meeting room of the main library or branch library community rooms. No meeting announcements may indicate that the meeting is closed to non-members.
11.
  - a. **The William F. Hayes Auditorium.** Groups may not make or accumulate reservations for more than two days without written permission in advance from the Director. Library-related boards and committees, library-sponsored series, and the Friends of the Boise Public Library, Inc. may exceed this limit without advance permission from the Director.
  - b. **The Marion Bingham Room.** Groups may not make reservations more than 4 months in advance without written permission from the Director. Library-related boards and committees, library-sponsored series, and the Friends of the Boise Public Library, Inc. may exceed this limit without advance permission from the Director.
12. The use of meeting rooms by the Friends of the Boise Public Library, Inc. is considered "library use" of the rooms. The Friends of the Boise Public Library, Inc. and the Boise Public Library Foundation, Inc. may use the name and address of Boise Public Library as the headquarters and official address of the organization. No other organization may do so.
13. Programs may not disrupt the use of the library by others. Persons attending the meetings are subject to all library rules and regulations.
14. Upon adequate notice and for adequate reasons, the library reserves the right to revoke permission to use any meeting room. The Director is authorized to deny permission for the use of library rooms to any group that violates these regulations.

15. The fact that a group is permitted to meet at the public library does not in any way constitute an endorsement by the library staff or Library Board of the users or their beliefs.
16. All news releases, publicity, or advertisements relating to any program or meeting held in one of the library's meeting rooms shall clearly state the name of the sponsoring organization or individual and shall not imply that the program or meeting is sponsored by the library unless the library has formally agreed to co-sponsorship.

**B. LIABILITY STATEMENT**

In consideration of the use of a meeting room, each organization agrees that:

- a. it will pay for all damage to any property of the City of Boise resulting directly or indirectly from the conduct of any member, officer, employee, or agent of the organization, or any of its invitees; and
- b. it will save and hold harmless and indemnify the City of Boise and the Boise Public Library from and against any and all liability which may be imposed upon them, or either of them, for any injury to persons or property caused by the organization or any person in connection with a meeting.

## **IX. DISPLAYS AND EXHIBITS**

The library will consider requests from organizations, businesses, and industries to exhibit displays and post advertisements and brochures. Approval of materials for display or distribution ultimately shall be at the sole discretion of the Library Director. In all instances, the library reserves the right to refuse any materials for exhibit, display, or posting. It is the policy of the library not to advertise commercial endeavors unless the library is a beneficiary of those endeavors. The library will attempt to protect material displayed, but cannot be responsible for loss or damage to such material.

The Board of Trustees of the Boise Public Library hereby defines the conditions under which items may be accepted for display or posting in the library:

1. The Library Director or a designate may determine the suitability of a given item for display or posting, considering both the facilities available in the building and the objectives of the library.
2. Display items will be accepted for limited times only. In general, these periods will not exceed 30 days. Requests for a longer display period may be made to the Director.
3. No liability for loss of, or damage to, display items is assumed either by the library or by Boise City. Exhibitors are advised to carry their own insurance; such insurance should indemnify exhibitors for the entire value of items to be exhibited at the library.
4. In the event that the owner of the display does not reclaim it within 30 days of the ending date for the loan, the library will make every effort to sell and dispose of the property in accordance with applicable Idaho law.
5. A display application form, clearly stating the duration of the display and its terms, will be completed and signed in every case and must be on file in the library administration office before displays will be approved. (See Appendix VI)

### **A. DISPLAYS OF ART WORK**

Upon completion of the display form, group or individual showings of paintings, crafts, photographs, or other works of art may be displayed in the library, subject to the following policy guidelines:

1. To be considered appropriate for display in the library auditorium, the material must fall into one or more of the categories listed below:
  - a. group shows of an established organization;
  - b. group shows of school art classes as selected by the instructor; or

- c. individual artists or "one-man" shows.
2. The applicant will be requested to:
- a. submit a resume of art education and previous shows or awards, if any, for publicity purposes, and
  - b. present a letter of recommendation and one additional reference from an established artist, an instructor, or an art critic.
3. The following requirements must be met by all exhibitors of art work; failure to comply may result in termination of the display:
- a. Exhibitors will put up and take down all art work or displays, during regular library hours at such times when the auditorium is not in use. Exhibitors will provide all their own hanging materials, display stands, cloths, etc. Tacks or nails for hanging work must be approved by the library to avoid damage to the auditorium walls.
  - b. All art work will be suitably framed and displays will be suitably mounted. Exhibitors must agree to hang an adequate number of items for most effective use of the exhibit space. The artist may list name, address, and telephone number, but no price information, on the art or displays. The library will not act as agent to sell any item on display. No items may be sold on the premises.
  - c. The library does not provide special security or supervision for exhibits and is therefore not responsible for non-library property. The exhibitor expressly assumes liability for any injury or damage to the exhibit.

**B. COLLECTIBLES, ETC., IN DISPLAY CASES**

- 1. Displays of crafts or artifacts will be scheduled by staff as designated by the Library Director.
- 2. Display cases may be used for one month, unless other arrangements are made in advance. It is the responsibility of the individual or organization using the cases to arrange and label the items.

**C. TRAVELING EXHIBITS**

- 1. The library hosts traveling exhibits of interest to the community. Traveling exhibits differ from displays in size, scope, format, and length of time exhibited.

2. Any grant or other application written by library staff or any other individual or agency to display a traveling exhibit must be approved by the Administration in advance.

**D. BULLETIN BOARDS/DISTRIBUTION OF HANDOUTS/PETITIONS/  
SOLICITATION AND SALES**

The library will permit distribution of, or will post on its bulletin boards, announcements of the cultural activities of the community (those concerned with literature, art, music, drama, and related activities) and public announcements of general interest to the community, subject to the following guidelines:

1. Under no circumstances will postings be allowed on the grounds or on the outside of the building.
2. Posters, notices, and material for distribution shall be submitted to the designated staff member. Nothing may be posted or removed from bulletin boards except by authorized library staff.
3. Items to be posted or distributed must be delivered to the library for approval. Approved items will be date-stamped and posted. All items will be removed by authorized library staff members immediately following the event advertised. Posted materials which do not advertise a specific event will be removed 30 days after posting. All items will be discarded upon their removal. The library will discard all items not approved for posting or distribution.
4. Posters and notices with printed price charges may be accepted, but not those announcing events designed to make a profit for a commercial enterprise.
5. In the field of education, only those announcements of courses given by educational institutions or sponsored by recognized community groups (e.g., the Chamber of Commerce) may be accepted.
6. Announcements concerning interdenominational religious activities (e.g., joint Good Friday services) may be accepted, but not those of individual churches, sects, or cults.
7. Items for public review and comment are received at the 3rd floor reference desk. Individuals submitting these materials must leave a contact name, phone number, and date on which the materials will be picked up or after which they may be discarded. Items not collected after the comment period expires are considered gifts to the library, as are items left without a pick-up date.
8. Individuals representing themselves or a group are strictly forbidden to distribute advertising literature, circulate or post petitions, or solicit funds for any purpose

either in the library building or within 50 feet of the sculpture at the library's front entrance.

9. Non-library sale of any item(s) in the building or anywhere on library grounds is allowed only with the written permission of the Director. Under limited circumstances, the library will act as an agent to sell materials. The determining factor in allowing sales or acting as the agent for sales will be whether the library is a beneficiary of the sale.
10. Posting of notices and distribution of material does not imply endorsement by the library.

## **X. PUBLIC RELATIONS AND PUBLIC INFORMATION**

- A. The development and maintenance of good relations with the public is the responsibility of everyone on the library staff without regard to job classification. The two major goals of the library with regard to a defined program of public relations and public information are:
1. to inform the general public, civic leaders, and City governing officials so that they might understand the objectives and services of the library; and
  2. to encourage increased use of the services offered by the library by making the community aware of and interested in the library's services.
- B. The Board of Trustees and the Director recognize and accept the responsibility of promoting understanding of the library's objectives throughout the community. The Director or designate has the responsibility for promoting library activities.
- C. The library administration division shall be responsible for reviewing the content of all communications from the library prior to distribution other than those of a strictly informational or routine nature, an acknowledgment of a donation or volunteer effort, or a written response to a reference request. Communications subject to such review will include, but not be limited to: responses to a patron's request for reconsideration of materials; clarification of a policy issue raised by a patron; complaints regarding library services; solicitation of donations; letters regarding accidents or other patron incidents; solicitation of support for library budgets or other issues; and responses to questions regarding political issues which affect library services or policies.
- D. The role of the Public Information and Special Events Coordinator (Coordinator) is to inform and educate the general public about the value of library services. The Coordinator creates and distributes information about library services, programs, policies and special events.

The Coordinator works with appropriate staff in all divisions to develop and promote programs and special events.

All news releases, press releases, and public service announcements are reviewed and distributed to the media by the Coordinator.

The Coordinator will consult with and provide training for staff to improve their ability to communicate with the public in writing, speaking, and interacting in full view of the media: radio, television, and print.

## **XI. AMENDMENTS, REVISIONS, AND REMOVAL**

This policy statement will be reviewed on an annual basis, prior to the September meeting of the Board of Trustees.

The Board of Trustees of the Boise Public Library may amend the provisions of all or any portion of this policy statement at any time.

## **APPENDIX I**

Sample letters to the Mayor with notification of a Board vacancy are available in the Board correspondence file. The following pages contain other sample letters to candidates.

Should the Board choose to interview candidates, a telephone request to the applicant to meet with the Board will be followed by an interview using the following guidelines for discussion.

1. Policy responsibilities delineated from administrative responsibilities.
2. Time requirements.
3. Library interests.
4. Related community and professional experience.
5. Philosophy of library service.

## BOARD APPLICANT LETTER #1

Dear \_\_\_\_\_ :

Your letter of application regarding the current vacancy on the Boise Public Library Board of Trustees has been forwarded to the Board by Mayor \_\_\_\_\_. Your interest in this worthwhile community service is most appreciated. The Library Board is in the process of reviewing all applications submitted and will make recommendations to the Mayor and City Council, who have responsibility for the appointment.

Enclosed is a brief description of the responsibilities of a Library Trustee that may give you a better understanding for this volunteer position. As Board members we find out commitment to the library can involve up to eight hours a month. While this may be more time than spent on other volunteer activities, we are sure you will agree that the public library's importance in the community merits this degree of effort.

Thank you again for your interest in the Boise Public Library.

Sincerely,

President  
Boise Public Library  
Board of Trustees

Attachment

## ATTACHMENT TO BOARD APPLICANT LETTER #1

### BOISE PUBLIC LIBRARY BOARD OF TRUSTEES

Municipal libraries are established and operate under the Idaho Code, Chapter 26, Sections 33-2602 to 33-2608. The Boise City Code, Chapter 2, Section 4, specifically outlines the ordinances governing for Boise Public Library.

The Library Board is composed of five Boise residents representing a cross section of community interests, rather than membership by geographic areas of the community. Each Board appointment is for five years, with a maximum service limit by an individual of two consecutive terms. A Board President and Vice President are elected annually from and by the Board and serve one year terms. The Library Director prepares the meeting agendas in consultation with the Board President and reports to the Board for monthly meetings, normally held on the first Wednesday of the month at 11:30 a.m. Members serve on a non-pay, community service basis.

By law, Library Boards in Idaho are responsible, rather than advisory Boards. The Library Board sets policy for the operation of the public library. Policy decisions made by the Board are derived from reports and recommendations made by the administrative staff and from directives initiated by the Board. Board members are appointed by the Mayor, with the concurrence of the City Council.

To quote Virginia G. Young in her book, The Library Trustee, Bowker, 1978:

"Good library trustees are neither born nor made; they create themselves through inner growth of education and experience in trusteeship, built upon personal background and attributes. Individual backgrounds and characteristics may vary, but good library trustees have certain qualifications in common."

Included in Ms. Young's qualifications for effective trusteeship are:

1. Interest in the library, in the community, and in the library's relationship to the community.
2. Readiness to devote time and effort to carrying out the duties of trusteeship.
3. Recognition of the library's importance as a center of information, of community culture, recreation, and continuing education.
4. Devotion to the library, its welfare, and progress.

## BOARD APPLICANT LETTER #2

Dear \_\_\_\_\_ :

The Board of Trustees of the Boise Public Library would like to thank you for your recent interest in serving the library and the City of Boise. The Board reviewed the applications for the current opening of its membership and selected to interview several candidates who offered experience that would balance and add to the strengths of the current Board. Although you were not selected at this time, we will keep your letter of interest on file for future openings on the Board and will be happy to reactivate it at that time if you so desire.

Once again, we want you to know how much we value your interest in the library. Your support is greatly appreciated.

Very truly yours,

President  
Boise Public Library  
Board of Trustees

### BOARD APPLICANT LETTER #3

Dear \_\_\_\_\_ :

The Board of Trustees wishes to thank you for your sincere interest in the Boise Public Library and for your willingness to take the time to meet with us in the selection process for a new member. All the interviewed candidates had fine qualities which would add to the composition of the Board. Your name was on the list of qualified candidates we forwarded to the Mayor. If you are selected by the Mayor as the appointee, his office will notify you of the appointment.

Once again, we want you to know how much we value your interest in the library. Your support is greatly appreciated.

Very truly yours,

President  
Boise Public Library  
Board of Trustees

## BOARD APPLICANT LETTER #4

Dear \_\_\_\_\_ :

The Board of Trustees wishes to thank you for your sincere interest in the Boise Public Library and for your willingness to take the time to meet with us in the selection process for a new member. All the interviewed candidates had fine qualities which would add to the composition of the Board. Three names of candidates who the Board felt would add the best balance to its current membership have been forwarded to the Mayor. Although you were not included at this time, we would like to take the liberty of keeping your application on file for future openings.

Once again, we want you to know how much we value your interest in the library. Your support is greatly appreciated.

Very truly yours,

President  
Boise Public Library  
Board of Trustees

## BOARD APPLICANT LETTER #5

Dear \_\_\_\_\_ :

Thank you for your letter of interest and your resume which you submitted for consideration as a member of the Board of Trustees. You could bring a new and interesting perspective and expertise to the Board. Unfortunately, Idaho State Code requires that members of the library board be inhabitants of the city, so we are unable to consider your application at this time.

Thank you so much for showing an interest in providing guidance for what we consider to be a very worthwhile and important community service.

Very truly yours,

President  
Boise Public Library  
Board of Trustees

## APPENDIX II

### LIBRARY BILL OF RIGHTS

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

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948  
Amended February 2, 1961,  
June 27, 1967,  
and January 23, 1980  
by the ALA Council

Adopted by the  
Boise Public Library  
Board of Trustees  
June 18, 1980

## APPENDIX III

### FREEDOM TO READ STATEMENT

**Adopted June 25, 1953  
by the ALA Council**

The freedom to read is essential to our democracy. It is under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising his critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

We trust Americans to recognize propaganda, and to reject obscenity. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts of suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio, and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

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

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

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

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

We therefore affirm these propositions:

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

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

2. Publishers and librarians do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest

for them to establish their own political, moral, or aesthetic views as the sole standard for determining what books should be published or circulated.

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

3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book solely on the basis of the personal history or political affiliations of the author.

A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free men can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. The present laws dealing with obscenity should be vigorously enforced. Beyond that, there is no place in our society for extra-legal efforts to coerce the tastes of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern literature is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent serious artists from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others. We deplore the catering to the immature, the retarded, or the maladjusted taste. But those concerned with freedom have the responsibility of seeing to it that each individual book or publication, whatever its contents, price, or method of distribution, is dealt with in accordance with due process of law.

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

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

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society each individual is free to determine for himself what he wishes to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

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

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for his purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all bookmen the utmost of their faculties, and deserves of all citizens the fullest of their support.

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

Endorsed by:

**AMERICAN LIBRARY ASSOCIATION**

Council, June 25, 1953

**AMERICAN BOOK PUBLISHERS COUNCIL**

Board of Directors, June 18, 1953

Subsequently Endorsed by:

**AMERICAN BOOKSELLERS ASSOCIATION**

Board of Directors

**BOOK MANUFACTURERS' INSTITUTE**

Board of Directors

**NATIONAL EDUCATION ASSOCIATION**

Commission for the Defense of  
Democracy through Education

**Appendix IV goes here**

Appendix IV-i

**APPENDIX V**

**REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

(Please fill out this form completely and give it to a library staff member. The appropriate Division Manager will reply to your request in writing.)

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

	<b>Adult</b>	<b>Young Adult</b>	<b>Juvenile</b>
<b>Fiction</b>			
<b>Non-Fiction</b>			
<b>Book-on-Tape/CD</b>			
<b>Video</b>			
<b>DVD</b>			
<b>Periodical</b>			
<b>Other</b>			

TITLE \_\_\_\_\_

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

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

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

Address \_\_\_\_\_

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

Do you represent:

Yourself

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

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

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

---

---

2. Are your objections based on (check all that apply):

religious principles

political beliefs

moral teachings

inaccuracies in the material

other (please list) \_\_\_\_\_

3. Did you read, view or listen to the entire work? \_\_\_\_\_

If not, what parts did you read, view or listen to? \_\_\_\_\_

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

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

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

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

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

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

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

Signature

Date

**Appendix VI**

BOISE PUBLIC LIBRARY AND INFORMATION CENTER  
715 S. Capitol Boulevard  
Boise, Idaho 83702  
384-4078

Loan Agreement between the Library and

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Telephone \_\_\_\_\_  
Owner \_\_\_\_\_

Description of objects loaned for display:

Borrowed on \_\_\_\_\_  
To be returned \_\_\_\_\_  
Owner's Estimated value of loan material \_\_\_\_\_  
Owner's Insurance \_\_\_\_\_

I, \_\_\_\_\_, and (if applicable)  
(signature)

\_\_\_\_\_, covenant and agree to indemnify and save and hold  
(owner)

harmless Boise City and the Boise Public Library from and against any and all loss, damage, injury, liability and claims for loss, damages or injuries to property arising out of the loan of said property to Boise Public Library for display or special exhibit purposes. If I have not reclaimed said property on loan to the library within thirty (30) days of the date specified above, I hereby authorize Boise City to sell and dispose of the property or to transfer it to another entity without claim by the owner, his heirs, assigns or those in probity with him. Whatever monies the City has received upon sale or disposition of the property may, after being held in trust for a period of six months, be deemed a gift to the library, free and clear of any claim on my part or (if applicable) on the part of the owner.

I hereby agree to the terms stipulated above.

Signed \_\_\_\_\_  
Owner

Date \_\_\_\_\_ Borrower

## **Amendment VII**

### **Library Board Policy Manual**

### **Policy Addition to Policy V: Use of the Library, Section F, Patron Records**

### **Boise Public Library**

### **Ephemeral Patron Records Retention**

*Adopted January 8, 2003*

The Boise Public Library may generate various forms of ephemeral records with patron phone numbers, addresses, and/or email addresses for administrative and/or various business purposes such as telephone or email reference requests and questions, patron hold requests, program requests, PC reservations, etc.

These records may exist in hard copy or electronic form and are destroyed on a regular and routine basis.

*Ephemeral Patron Records Retention Schedule  
Addition to Appendix VII, Library Board Policy Manual  
January 8, 2003*

<b>Record Name</b>	<b>Description</b>	<b>Retention Period/Method of Destruction</b>
“Will Hold” slips	Used to hold library materials for patrons at service desks for period no greater than 2 days.	Destroyed after request is filled or when 2 day period expires. Destroyed by shredding.
Telephone Reference slips	Used to respond to patron reference questions via telephone.	Destroyed after question is answered or after patron has been called back. No longer than 2 days after initial reference question. Destroyed by shredding.
Ask-a-Librarian Requests	Reference questions via email.	Hard copy shredded after reference question answered. Electronic copy may be retained for up to 1 month for statistical purposes, then electronically shredded.
Missing Item/Search Request	Used to search for items patrons claim to have returned.	Destroyed after search completed and patron has been called back. No longer than one week from initial inquiry. Note may be attached to Patron electronic record. Destroyed by shredding.
Patron Purchase Request	Used by patrons to request specific titles for the library to purchase for the collection.	Destroyed after: <ul style="list-style-type: none"> <li>a. decision is made not to purchase material and patron has been notified.</li> <li>b. Destroyed after electronic order has been placed in IOLS. Patron hold attached to item.</li> </ul>
Bookmobile & Homebound Service Request	Used by staff to deliver material requests to homebound, senior living centers, and bookmobile stops.	Destroyed after request is filled or within three weeks after request, if patron does not claim item(s).
PC Reservation List	Includes patron name, used to reserve a time for PC usage.	Retained for 1 week. Destroyed by shredding.
Patron Hold Slips	Used to identify library materials on reserve for a patron. Includes patron’s last name and item title.	Slip is given to patron when patron comes in to check out item on hold. Items not claimed within 7 days are returned to the shelf, patron slips destroyed immediately. Method of destruction: shredding.

<b>Record Name</b>	<b>Description</b>	<b>Retention Period/Method of Destruction</b>
Story Program registration list/waiting lists	Used to register children for Youth Services story programs. Waiting lists use the same registration form.	Destroyed at conclusion of program period, usually 3 months.
Class Visit/Tour reservation form	Used to reserve and/or book a time for tour or class program. Includes school name, grade level, phone number, teacher name, date of reservation, and subject requests.	Retained for one calendar year. Destroyed by shredding.
Interlibrary Loan Request Forms	Contains patron name, address, phone number and material request for interlibrary loan service.	Records kept for 2 months or when loan is completed, whichever comes first.
Patron Library Card Application Form	Used to obtain basic patron information (address, phone, etc.) to create patron record in integrated online system.	Shredded daily after information is entered into system.
Meeting Registration Form	Used to reserve public library meeting rooms.	Destroyed after 1 year. Electronic calendar archived in GroupWise.
<b>ELECTRONIC RECORDS</b>		
Patron Record in Dynix Each of the following listed below may be elements of a patron record at any given time.	Contains address, phone number, etc.	Purged within 2 years of the last active date if no activity recorded.
<ul style="list-style-type: none"> <li>• <i>Outstanding fines and fees, items.</i></li> </ul>	Lists all outstanding overdue items and unpaid fines and fees	Retained for patron history until patron record is purged.
<ul style="list-style-type: none"> <li>• <i>Borrowed items</i></li> </ul>	Lists current materials checked out to patron.	Purged 7 days after a patron returns items.
<ul style="list-style-type: none"> <li>• <i>Items placed on hold</i></li> </ul>	Lists items a patron may currently have on hold.	Purged when a patron picks up the hold and checks the item out.
<ul style="list-style-type: none"> <li>• <i>Holds List (optional)</i></li> </ul>	Lists all holds patrons may make during a calendar year. Patron option.	Purged at the end of each calendar year for each patron.
<ul style="list-style-type: none"> <li>• <i>Last item checked out</i></li> </ul>	Lists the last item a patron may have checked out, but has returned.	Purged 7 days after item is returned.
<ul style="list-style-type: none"> <li>• <i>Incident notes</i></li> </ul>	Lists incidences such as lost items, claims returned, etc.	Perpetual
<i>Pharos Records</i>		
<ul style="list-style-type: none"> <li>• <i>Session Statistics</i></li> </ul>	Includes number of sessions and length of sessions. Does not indicate sites visited nor patron identification per PC.	Retained for one month, then purged..
<ul style="list-style-type: none"> <li>• <i>Public PC Cache Files</i></li> </ul>	Record of activity, Internet sites visited on a PC.	Purged after each patron's session.

Revised: 9/18/03