



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

## Boise Public Library Board of Trustees Regular Meeting Agenda

Wednesday, February 12, 2025, 11:30 a.m. • Main Library, Marion Bingham Room, 715 S. Capitol Blvd., Boise, ID 83702

Public can attend the meeting in person or via YouTube at the following link:

<https://www.youtube.com/channel/UCJo0NAsCybsN0DtzuAI3LGA>

<p><b>BOARD OF TRUSTEES</b>          Rebecca Lemmons, President          Ron Pisaneschi, Vice President          Reshma Kamal          Brian Klene          Nicole Trammel Pantera</p>	<p><b>MISSION</b>          The Boise Public Library's mission is to provide access and opportunity for everyone by connecting people to ideas, information, and community.</p>
--	--

### TABLE OF CONTENTS

**AGENDA** ..... 1

**DIRECTOR'S REPORT** ..... 3

    Library Social Media Monthly Report January 2025 ..... 5

    Main Library MRM & Capital Improvements Project Status Report ..... 6

    Library Statistics Report to the Board of Trustees, February 2025 ..... 9

**AGENDA ITEM 8a: Boise Public Library Policy Review** ..... 30

**Section 4.00, Use of the Library, Subsections 4.01-4.03**

        Policy 4.01, Use of the Library ..... 31

        Policy 4.02, Circulation ..... 32

        Regulation 4.02a, Library Cards ..... 33

        Regulation 4.02b, Limits on Borrowing Services ..... 35

        Policy 4.03, Fees ..... 36

**MAIN LIBRARY**

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

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

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

LIBRARY! AT  
COLLISTER  
P: 208-972-8320

LIBRARY! AT  
HILLCREST  
P: 208-972-8340

# AGENDA

## Boise Public Library Board of Trustees Regular Meeting Agenda

Wednesday, February 12, 2025, 11:30 a.m. • Main Library, Marion Bingham Room,  
715 S. Capitol Blvd., Boise, ID 83702

Public can attend the meeting in person or via YouTube at the following link:

<https://www.youtube.com/channel/UCJo0NAsCybsN0DtzuAl3LGA>

**1. Call to Order and Introductions**

**2. Communications**

None

**3. Minutes-Action Item**

January 8, 2025, Regular Meeting

**4. Consent Agenda-Action Item**

All matters on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately.

**a. Payment of Bills and Payroll**

**b. Financial Reports**

Year-to-Date through December 31, 2024

Gift Fund activity for December 2024

**5. Reports**

**a. Friends of the Boise Public Library**

**b. Boise Public Library Foundation**

**c. Library Director including administration and management**

**6. Requests for Reconsideration**

Requests for the move, or removal of materials are brought to the Board for reconsideration at the Board President's discretion.

None

**7. Educational Item**

**a. Collection Development**

Tully Gerlach, Collection Development Librarian, will provide Trustees with an overview of the analysis of usage of the Library's collection.

**8. Old Business**

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

**Section 4.00, Use of the Library**

Library Public Services Manager Sarah Kelley-Chase will review section 4.00 of the Boise Public Library Policy Manual with the Trustees, specifically sections 4.01-4.03. The staff recommends no changes to this section of the policy manual and is a discussion item only.

This continues the Library Board of Trustees annual policy review for Fiscal Year 2025

as stipulated by the Board's bylaws.

**b. Facilities Project Update**

Staff will share with Trustees updates on the project to create a new facilities plan for the Boise Public Library.

**9. New Business**

None

**10. Selection of Trustee to Review Payment Vouchers**

Trustee review for vouchers by Kamal.

**11. Selection of Meeting Date**

Next regular meeting on Wednesday, March 12, 2025.

**12. Adjourn**

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

# BOISE PUBLIC LIBRARY

## Library Director's Report

February 2025

---

### Operations

#### Hours and Services Status

All locations experienced normal operations during January without the need for adjustments to hours or services for any reason.

#### Library Facilities Planning

The following days, locations and times have been selected for the public listening sessions for the Library's Facility Plan. We will discuss the agenda of these meetings during the February meeting and will ask each Board of Trustee member to plan to attend at least one session.

Date	Time	Location	Room
Wednesday, March 5 <sup>th</sup>	1:00-2:30pm	Hillcrest	Butte Room
Thursday, March 6 <sup>th</sup>	6:00-7:30pm	Collister	Sycamore
Friday, March 7 <sup>th</sup>	3:00-4:30pm	Cole & Ustick	Sagebrush
Sunday, March 9 <sup>th</sup>	12:00-1:30pm	Downtown	Hayes Auditorium
Thursday, March 13 <sup>th</sup>	6:00-7:30pm	Bown Crossing	Martie Brennan

### Administration and Management Reports:

#### Programming

- Eight Librarians visited 37 classrooms to deliver storytimes and books to 517 pre-K children as part of the [My First Books](#) program. Each month (Oct - May), librarians visit classrooms at Garfield Elementary, Hawthorne, Owyhee, McMillan Elementaries; Lincoln Early Learning Center; Kindall Head Start, and two New Horizon Academy locations. Support for the program materials comes through Idaho Commission for Libraries ([ICFL](#)) with funds from the Institute of Museum and Library Services ([IMLS](#)).
- Bown Crossing introduced a monthly Lego® Robotics club to complement the regular weekly Lego® Club for school age kids.
- In celebration of the yearly Caldecott award, school age kids who attend the Youth Services weekly Art Lab program created incredible artwork throughout the month, concluding with an Art Exhibition open to the community showcasing the works, creating collaborative art, and celebrating the [2025 Caldecott award](#).
- Youth Services hosted multiple class visits from schools as far away as Kuna who were also visiting the Boise Art Museum.
- Ultimate Book Nerd 2024 wrapped up with over 390 book nerds! Information Services also hosted the [UBN 2025](#) Launch Party with 179 in attendance.
- Hillcrest launched a new knitting class for adults and held a well-received Organizing Program.

#### Staff Development

- Staff from Information Services and Bown Crossing attended the American Library Association's [LibLearnX](#) in Phoenix, Arizona

- The Library’s Training Team organized 2 field trips – [Lincoln Early Learning Center](#), and [The Learning Lab](#). Staff from multiple locations attended both. The LELC tour included an informative presentation about their new space and the upcoming changes to early learning education in [Boise School District](#).

## Community Partners

- Bown Crossing partnered with a [NASA Ambassador](#), Andy Heidelberg, to provide an all-ages space program.
- Staff from the Red Cross spoke on resiliency at the Memory Café at Bown, guiding attendees through several activities that are so simple and short caregivers felt confident in being able to incorporate them in their daily life, and folks stayed well after the program because they were so engaged.
- Hillcrest launched a [seed library](#) through generous donations of year-end seeds from D&B Supply and BUGS (Boise Urban Garden School). The collection features several “drawers”, expertly slot guided by a LEGO build, offering a wide variety of vegetables and flowers. Additionally, a collection of Idaho native seeds and a drawer dedicated to plants that attract monarchs, our beloved state insect, is coming soon.

## Communications

Monthly Email Newsletter: [January](#)

- Content included a Happy 2025 article, January closures, an update on construction, 2024 top reading picks, the Ultimate Book Nerd Launch Party, Learn to Knit, Read to a Therapy Dog, Access Video on Demand (including Just for Kids) and a preview of the Winter Reading Program.
- Sent Wed, January 8 @ 4:51 p.m., 8453 successful deliveries
- Open Rate: 60.59% (5122) / Click Rate 10.81% (554)

Ultimate Book Nerd Newsletter: [January UBN](#)

- Sent Wed, January 10 @ 1:45 p.m., 997 successful deliveries
- Open Rate: 74.32% (741) / Click Rate 16.6% (123)

Social Media Social Media

- Library social: In January, we sent out 5 posts on Instagram and 3 on Facebook for the Library social channels. We promoted the Winter Reading Program, Bunco Night at Hillcrest, the Seed Library at Hillcrest, the Ultimate Book Nerd Challenge, the Boise City Writer-in-Residence Program, and the Boise City Flag Redesign.
- The Boise Mayor’s social channels also promoted the Ultimate Book Nerd Challenge.
- Boise City’s Instagram also posted a video on how to navigate traffic to get to the Library.
- A social media report comparing January to December is found on page 5 for reference.

# Library Social Media Monthly Report - January

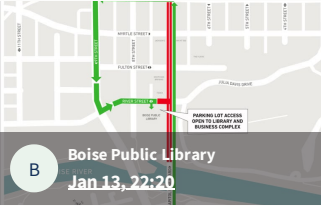
## FACEBOOK Benchmarks:

- Posts: 5/week
- Impressions: 7,500
- Engagement Rate: 3%

## INSTAGRAM Benchmarks:

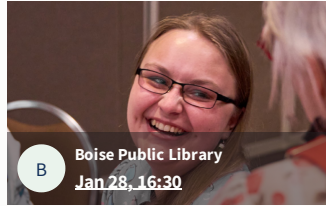
- Posts: 5/week
- Impressions: 3,000
- Engagement Rate: 9%

### Top 3 Facebook Posts



Due to construction on Capitol Blvd., the downtown branch of the Boise Public Library is only available via eastbound River Street.

**7,479** impressions



Join us Thursday, January 30 at the Library! at Hillcrest for an evening of Speed Friending! Speed Friending is an event where

**2,159** impressions



Shake off those winter blues and brighten up your living space with a new plant! Join your fellow plant lovers and participate in a plant

**1,495** impressions

### Total Facebook Posts

**3** posts

↗ 200% from 1

### Page impressions

**17,155** impressions

↗ 143% from 7,055

### Page engagements

**949** engagements

↗ 4.2% from 911

### Post engagement rate

**7.41%** engagement rate

↗ 159% from 2.86%

### Page fans

**16,195** fans

↗ 0.1% from 16,178

### Top Instagram Posts



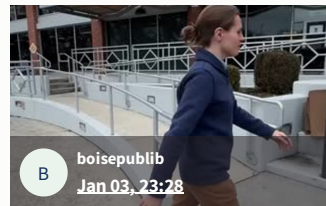
We're updating our city flag! For the next two weeks, you can share what you'd like to see represented by taking our survey.

**3,006** reach



The kids and teens Winter Reading Program starts tomorrow! Visit your favorite Boise Public Library branch to grab a reading

**2,626** reach



The 2025 Ultimate Book Nerd Challenge is underway! Whether your strategy is pick all your books at the beginning or choose them

**1,746** reach

### Total Posts

**5** posts

↗ 25% from 4

### Profile impressions

**10,685** impressions

↗ 63% from 6,557

### Post engagement

**668** engagements

↗ 11.7% from 598

### Post engagement rate

**6.89%** engagement rate

↘ 30.9% from 9.98%

### Followers

**6,516** followers

↗ 0.8% from 6,462

# MAIN LIBRARY MRM & CAPITAL IMPROVEMENTS

## PROJECT STATUS REPORT

<b>Project Start Date:</b>	<b>Summer 2022</b>	<b>Estimated Finish Date:</b>	<b>Ongoing</b>
<b>Project Manager:</b>	<b>Lindsay Erb</b>	<b>Department:</b>	<b>Library</b>

**PROJECT STATUS:**

<b>Period Covered:</b>	January 2025
<b>Project Summary</b>	After a condition assessment evaluation completed in the of summer 2020 it was found that there are numerous major repair and maintenance items that need to be addressed to give the Main Library another 10+ years of life, along with space reconfigurations to better serve the public. This work will consist of a program of projects to occur over several years based on project prioritization and budget.
<b>Bid Package Updates</b>	<p><b><u>Restroom Renovations</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes four story portion only for restroom renovations, plumbing line replacement and fire pump replacement</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> &amp; 4<sup>th</sup> floor restroom construction complete.</li> <li>• 4<sup>th</sup> floor restrooms wrapping up punch list items.</li> </ul> <p><b><u>1<sup>st</sup> Floor Renovations</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes 1<sup>st</sup> story portion of building only which includes renovations to information desk, Hayes auditorium, collections, and youth services areas.</li> <li>✓ Deferred maintenance / building systems upgrades will be part of this project scope which includes updates and modifications to the existing mechanical, electrical and plumbing systems along with several exterior window improvements.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Construction Documentation in progress, estimated completion mid-February.</li> <li>• Electrical gear lead time is 12 – 18 months, plan to issue as an early bid package next month (Feb.).</li> <li>• Construction start is estimated to begin late spring/ early summer dependent on design timeline and budget review.</li> <li>• Library team is reviewing phasing plans to determine best option to keep the collections accessible to the public during construction.</li> </ul> <p><b><u>Major Parking Lot Replacement</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes replacing existing parking lot storm drainage system and reconfiguring vehicular access, circulation, parking, bike / pedestrian traffic, geothermal line replacement feeding library, landscaping, and site amenities (Book Drop location).</li> <li>✓ South end of parking lot to be completed late Spring 2025 per status update below.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Schematic design is complete, and pricing received from CM Co for FY27 budget request preparation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Design effort started early to get pricing for budgeting as well as coordinate with adjacent project design and future construction work at the Cabin, Capitol Blvd, Greenbelt re-routing project around Anne Frank Memorial, and Wassmuth Center.</li> <li>• The South end of parking lot will be completed with CCDC work at Anne Frank Memorial and greenbelt re-alignment project at end of 8<sup>th</sup> Street to tie geothermal line connecting Capitol Blvd and 8<sup>th</sup> Street lines into existing line feeding the library. <ul style="list-style-type: none"> <li>▪ This work was bid out as an alternate which will be covered under Library funding as it was originally planned to be included with the major parking lot replacement planned for FY27.</li> <li>▪ Parking lot demo is estimated to begin late May and substantial completion late July. Library team is informed of schedule to plan accordingly.</li> </ul> </li> </ul> <p><b><u>Brick repairs/ Window Replacements</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Repair exterior cracks in mortar &amp; window replacement for 2<sup>nd</sup> – 4<sup>th</sup> floors.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Plan to bid out this spring around the same time as the 1<sup>st</sup> floor renovations to confirm if scope of work can fit within budget.</li> <li>• Work is tentatively planned to begin late Spring depending on what bids come in at.</li> </ul>
Overall Project Health	<p><u>Summary:</u> 1<sup>st</sup> floor renovations with deferred maintenance items along with exterior brick repairs and window replacements are anticipated to be completed this year. Major parking lot replacement construction is estimated to begin in fiscal year 2027 when funding is available.</p> <p>The project program will continue to be reviewed by Public Works and Library to determine sequence and timing for the remainder of the projects based on both budget &amp; prioritization.</p>
Highlights	<p>Restroom construction &amp; punch list items are complete for 1<sup>st</sup> through 3<sup>rd</sup> floors. Only punch list items remain for 4<sup>th</sup> floor restroom. Partial 1<sup>st</sup> and 4<sup>th</sup> floor renovations are finished. Design is progressing on the 1<sup>st</sup> floor remodel and deferred maintenance items with estimated construction start for late Spring/ early summer pending final budget review.</p>

**PROJECT COMPONENTS:**

Component	Status	Notes
Scope		Public Works is continuing to review the program of projects to determine proper prioritization based on the information provided in the condition assessment report, efficiencies, and budget.
Budget		The budget will continue to be monitored as we receive estimates and bids to determine the work that can be completed this fiscal year. We have City contingency set aside for each project to ensure we have funding for any potential change orders during construction.



<b>Schedule</b>	Any project specific schedule delays will be noted in the bid package updates section.
<b>Risks</b>	Construction market challenges, including finding multiple bidders and pricing. 1 <sup>st</sup> floor renovation project will include deferred maintenance and full electrical replacement for the building. Electricians are in high demand with large scale projects under construction in the valley.
<b>Resources</b>	

**SCOPE MANAGEMENT:**

<b>Status</b>	<b>Discussion</b>
<b>Accomplished</b>	<ul style="list-style-type: none"> <li>• Auto sorter room construction</li> <li>• Roof replacement &amp; lighting upgrades along parapet</li> <li>• 4<sup>th</sup> floor &amp; partial 1<sup>st</sup> floor tenant improvement</li> <li>• Minor Parking Repairs</li> <li>• East &amp; West stair railing work</li> <li>• Visioning work to establish alignment for interior design materials &amp; finishes</li> <li>• Fire pump replacement</li> <li>• Restroom/ plumbing construction work (1<sup>st</sup> through 4<sup>th</sup> floors- 4 Story Portion)</li> </ul>
<b>Planned</b>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor renovations</li> <li>• Exterior brick repairs/ window replacements</li> <li>• Major parking lot replacement</li> </ul>



# BOISE PUBLIC LIBRARY

Library Statistics Report to the Board of Trustees | February 2025

# In-Person Visits

Reported as Calendar Year 2024

4,785

Month-to-date Visitors

63,994

Prior Month

58,200

Prior Month Prior Year

+ 10%

Month Percent Change

260,074

YTD Fiscal

233,863

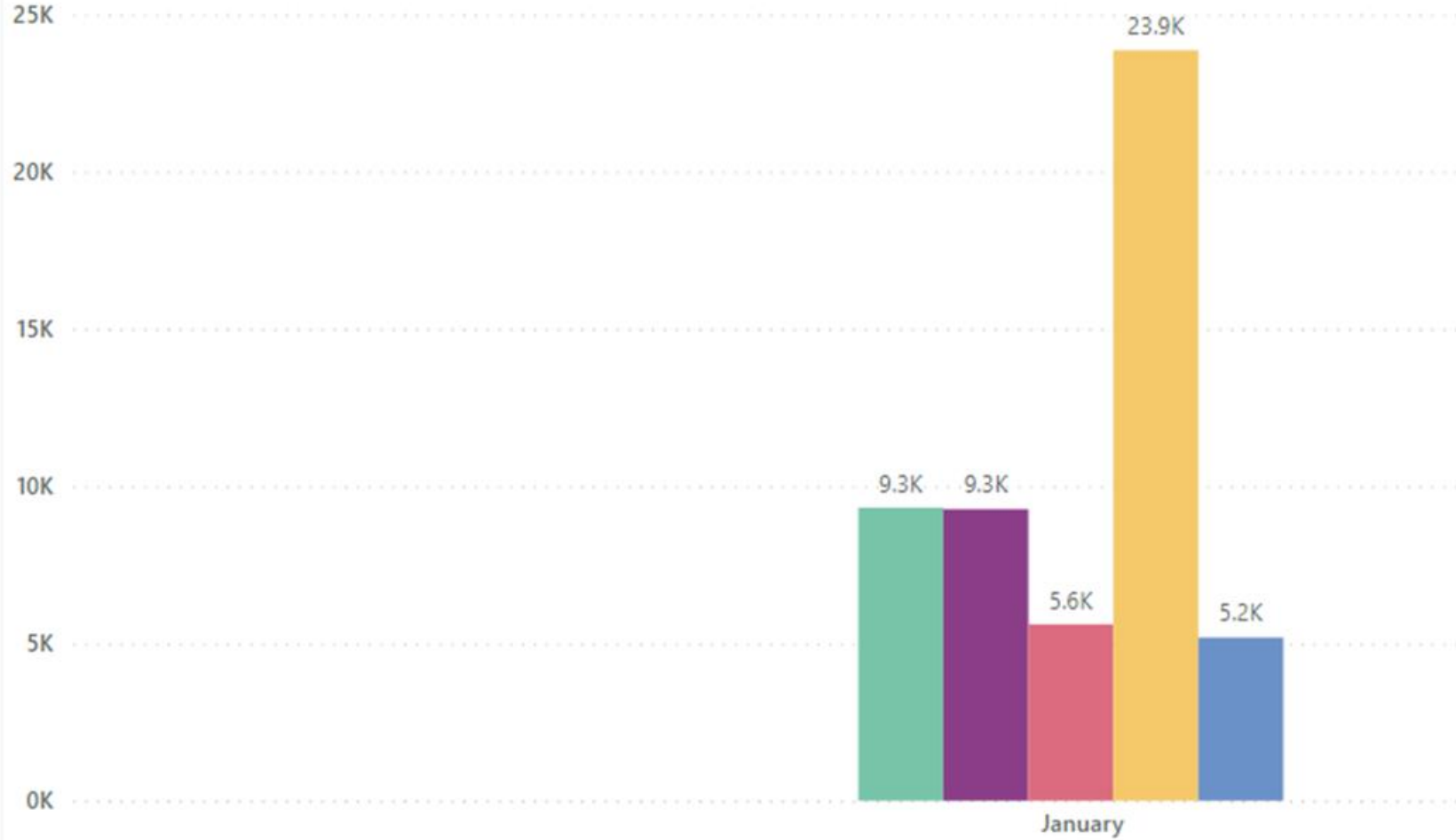
LastYTD Fiscal

+ 11%

YTD Percent Change

In-Person Visits CY25

● Bown Crossing ● Cole & Ustick ● Collister ● Downtown ● Hillcrest



53,228

Monthly Average YTD

4,785

Month-to-date Visitors

63,994

Prior Month

58,200

Prior Month Prior Year

+ 10%

Month Percent Change

260,074

YTD Fiscal

233,863

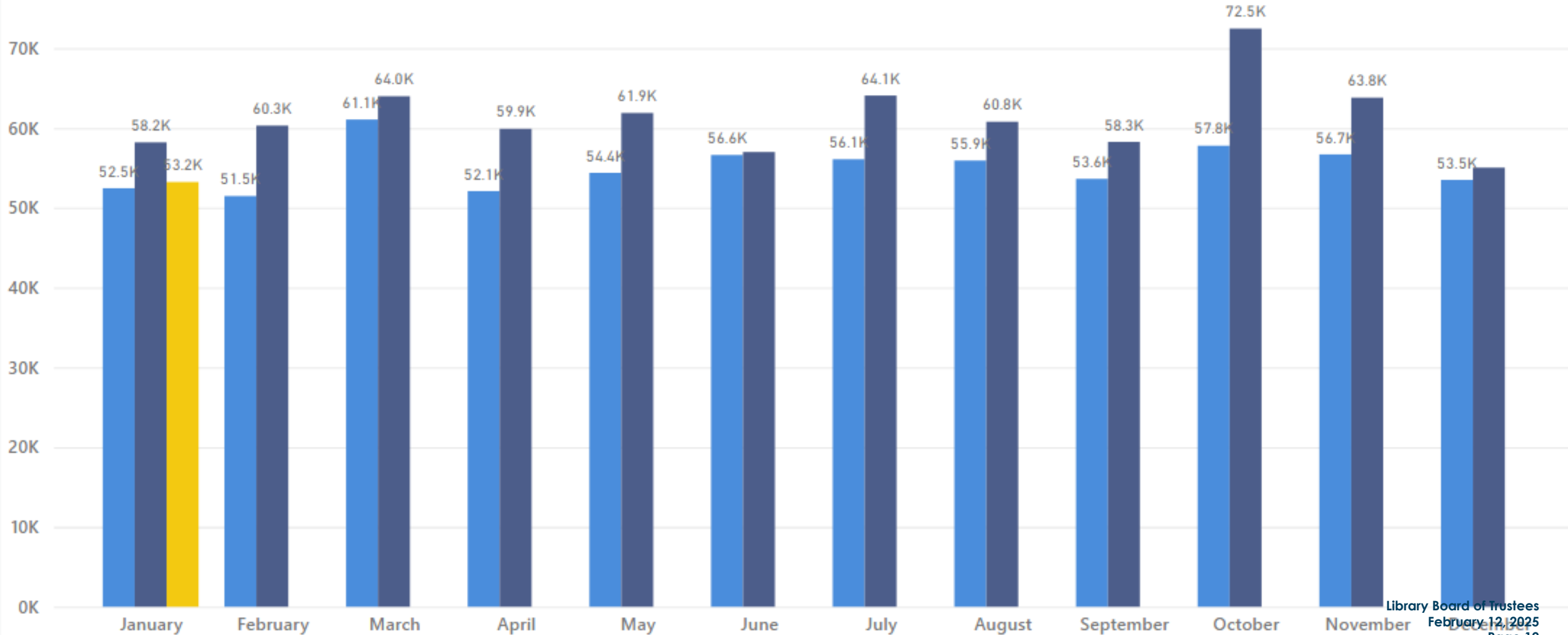
LastYTD Fiscal

+ 11%

YTD Percent Change

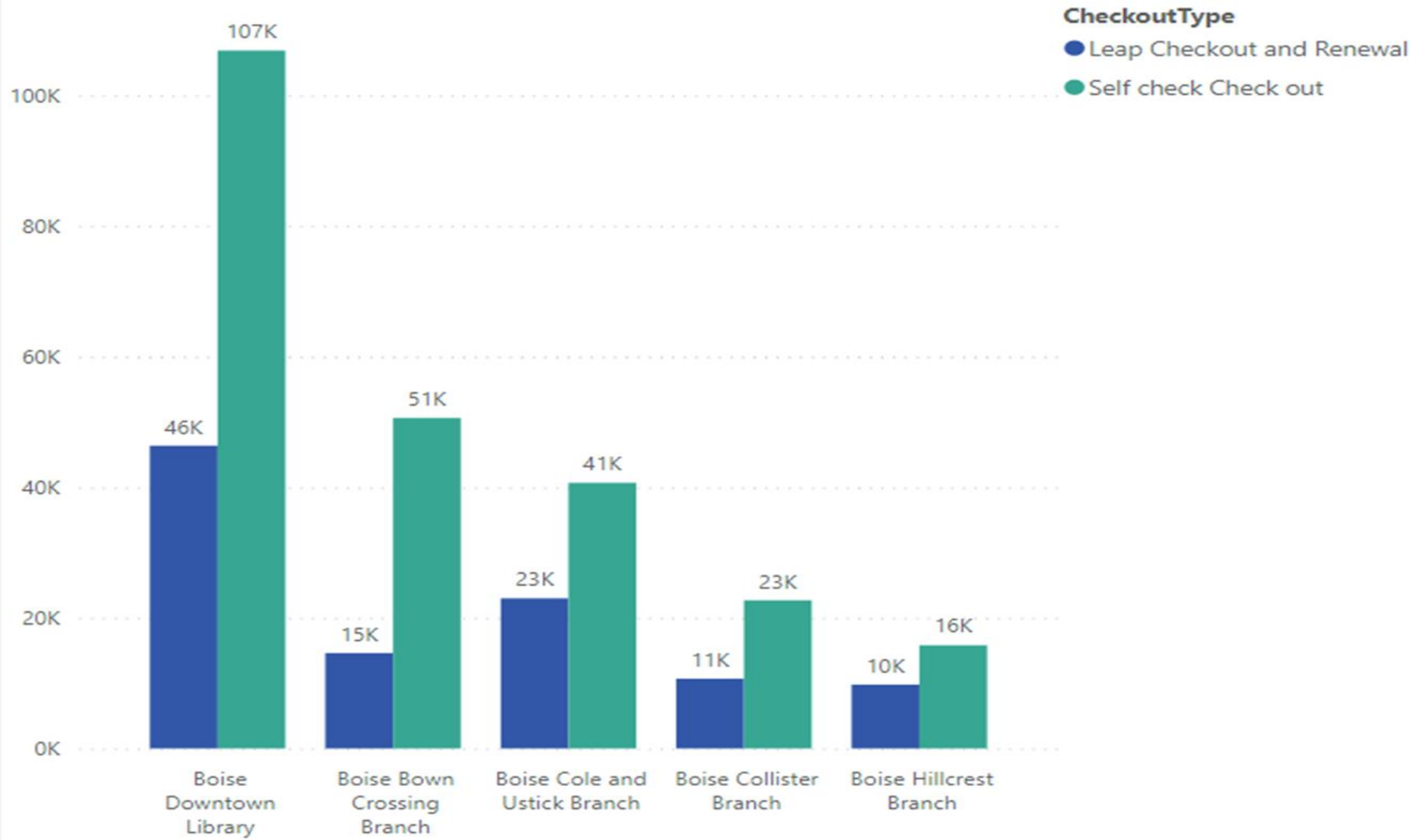
Total In-Person Visits by Year

● 2023 ● 2024 ● 2025



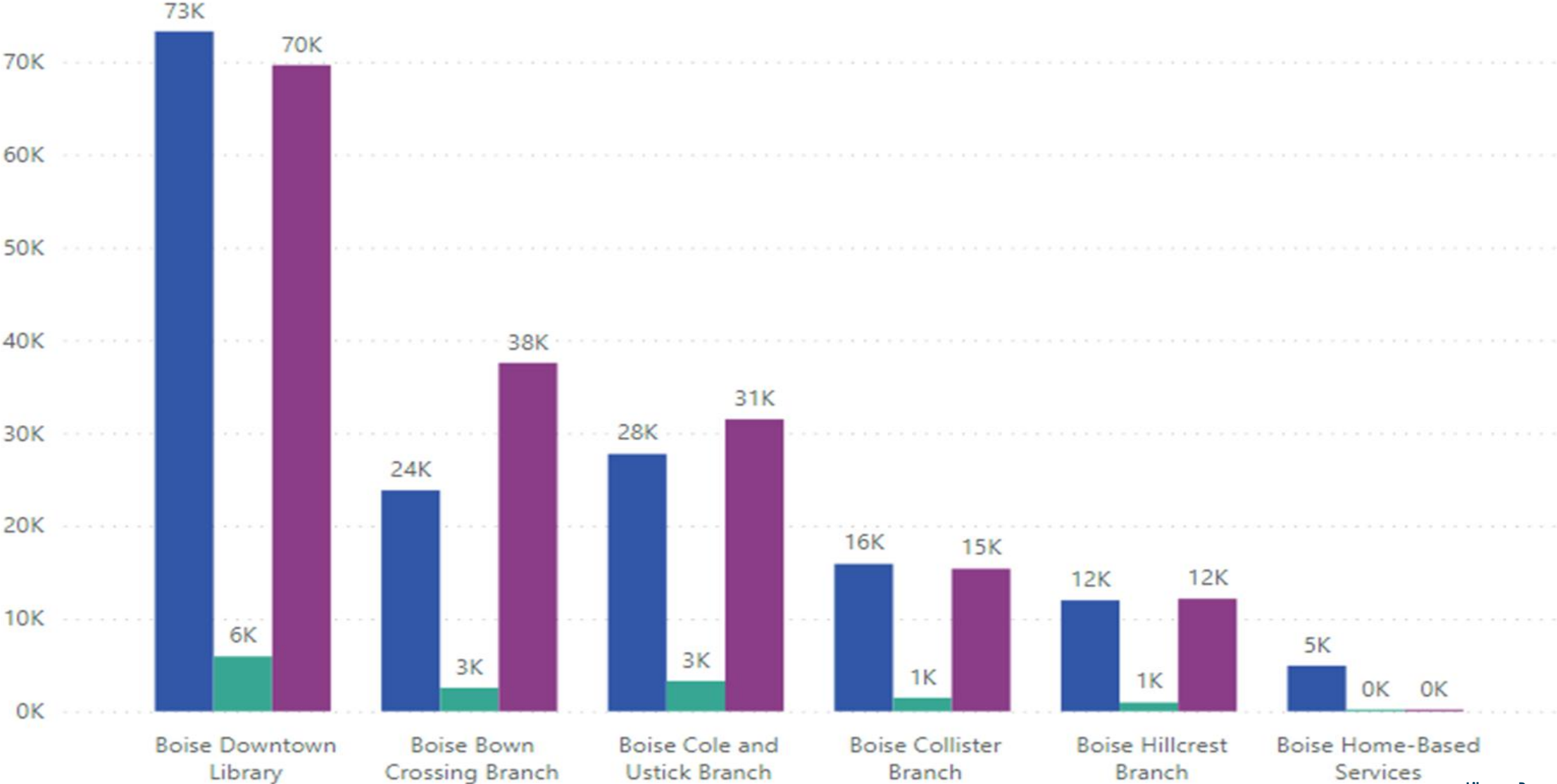
# Physical Circulation

### Physical Circ by Location FYTD25



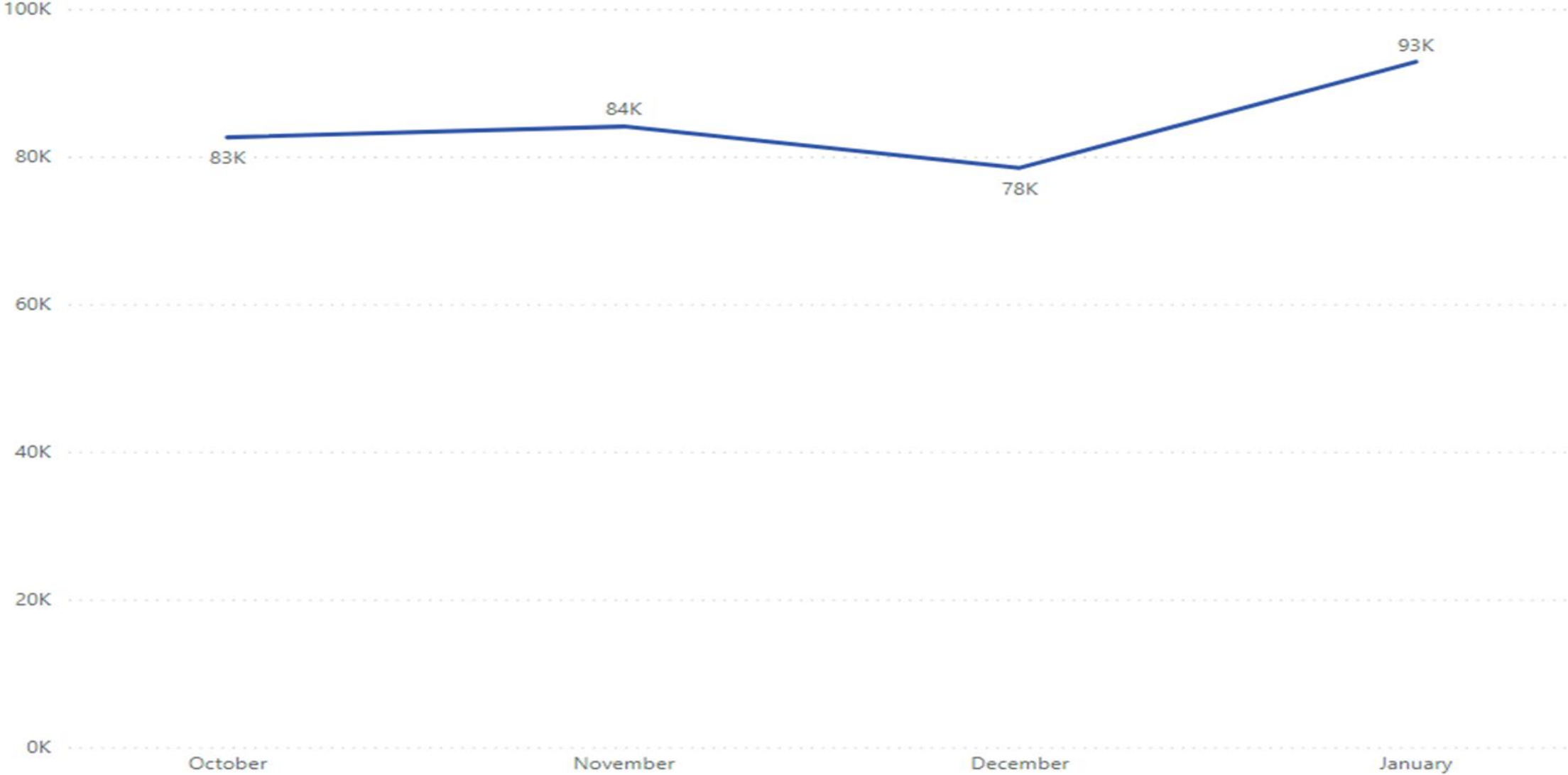
# Physical Circulation by Audience FYTD '25

**Audience** ● Adult ● Teen ● Youth



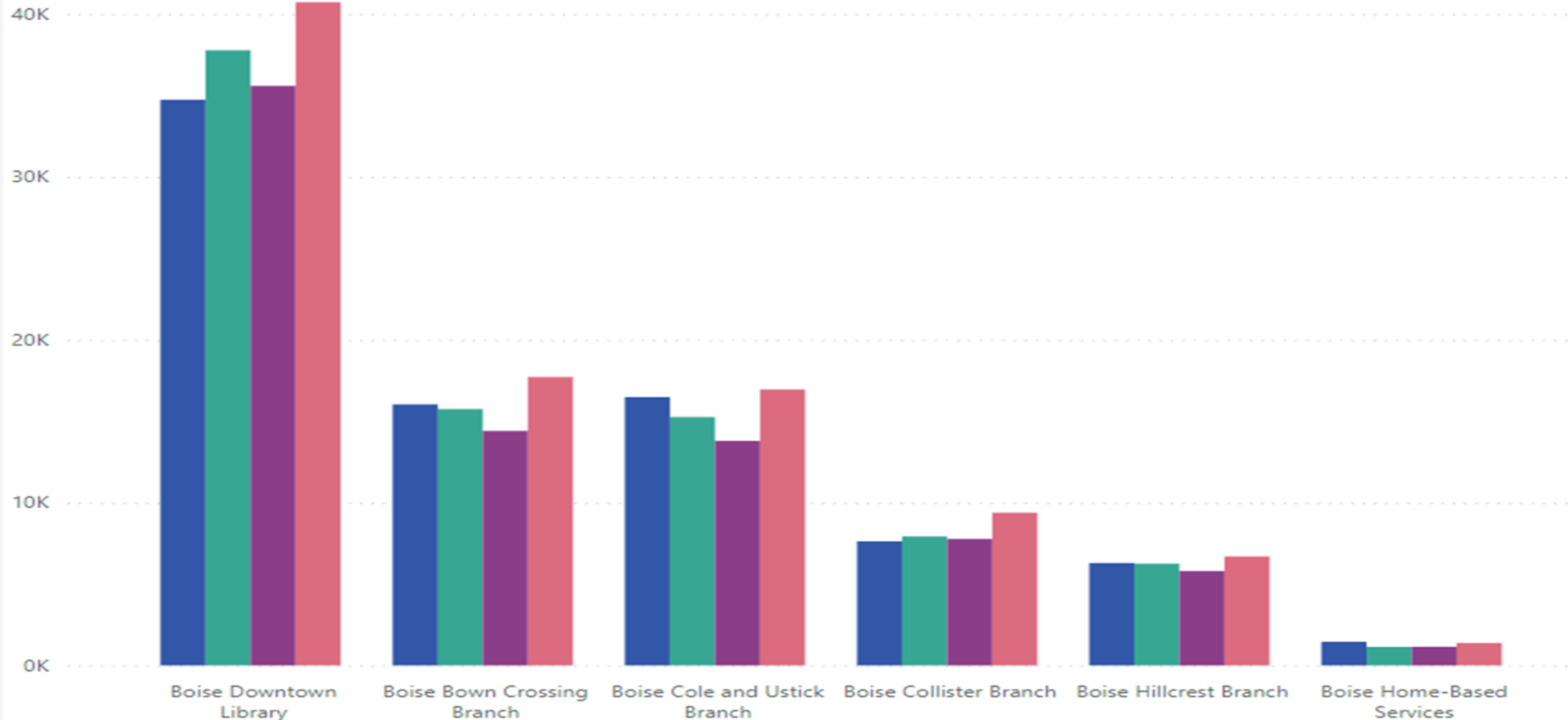


Physical Circulation - Fiscal Year '25



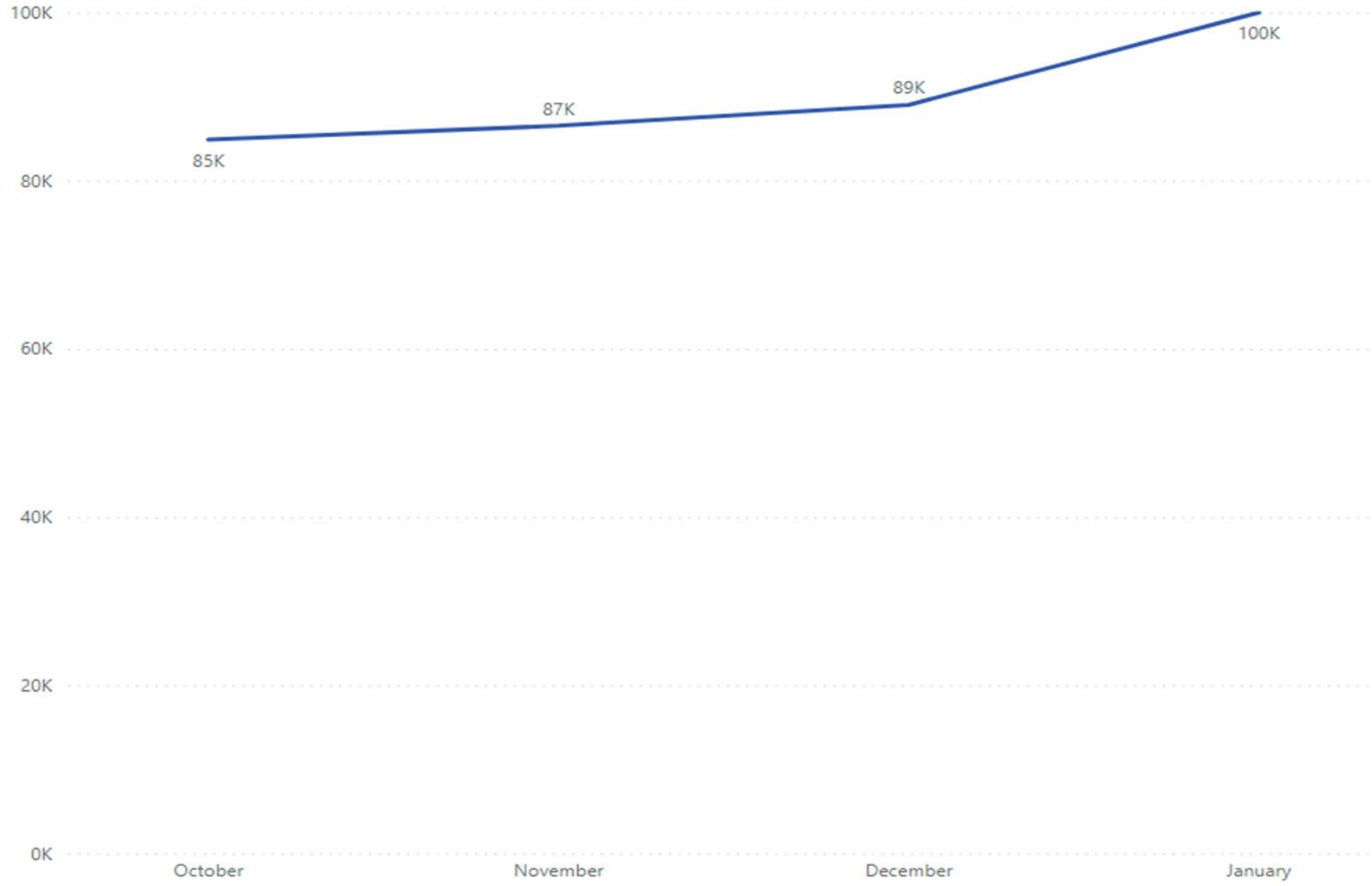
### Physical Circulation for Fiscal Year '25

Month ● October ● November ● December ● January



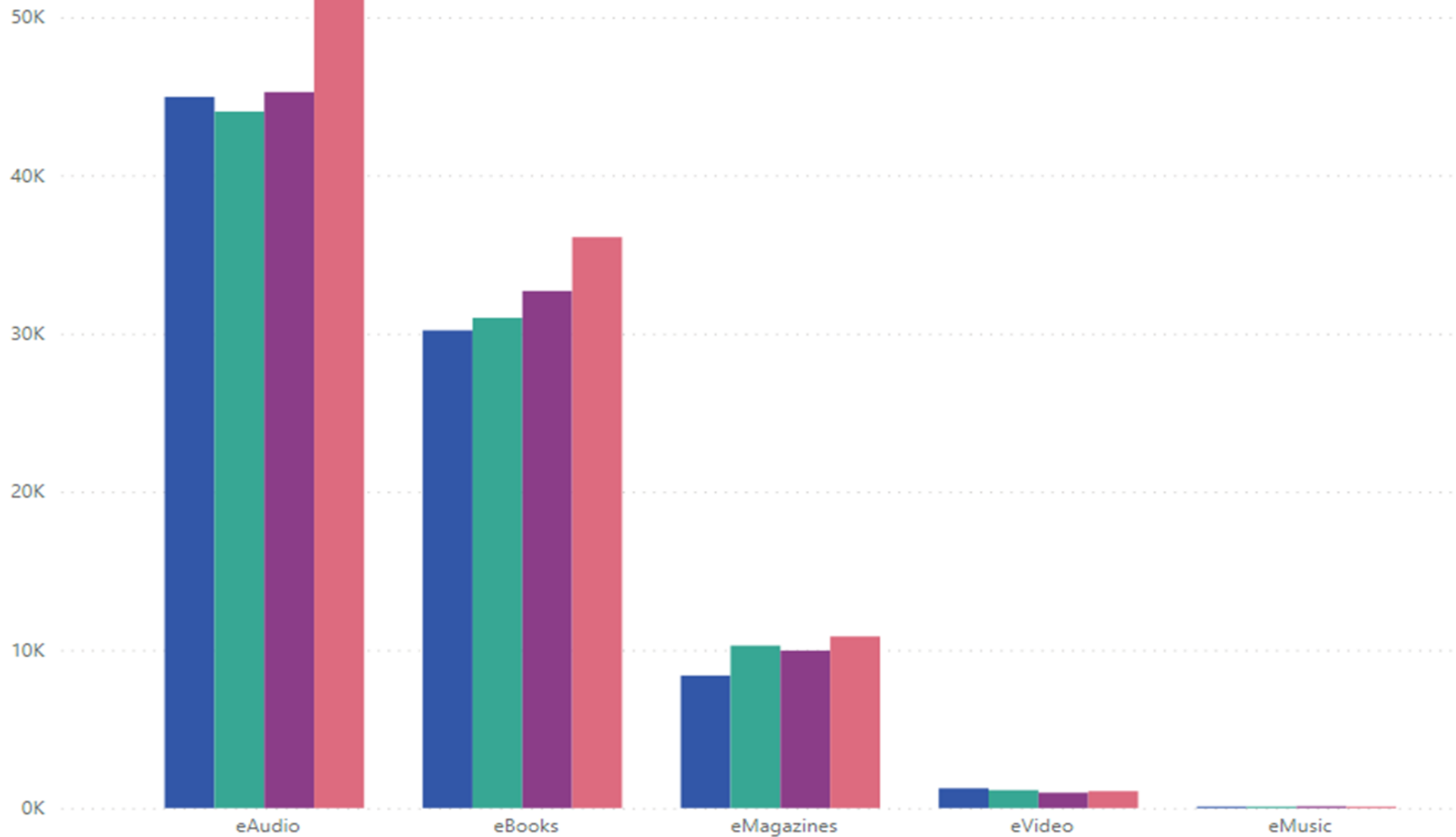
# Digital Circulation

### Digital Circulation by Month - FY25



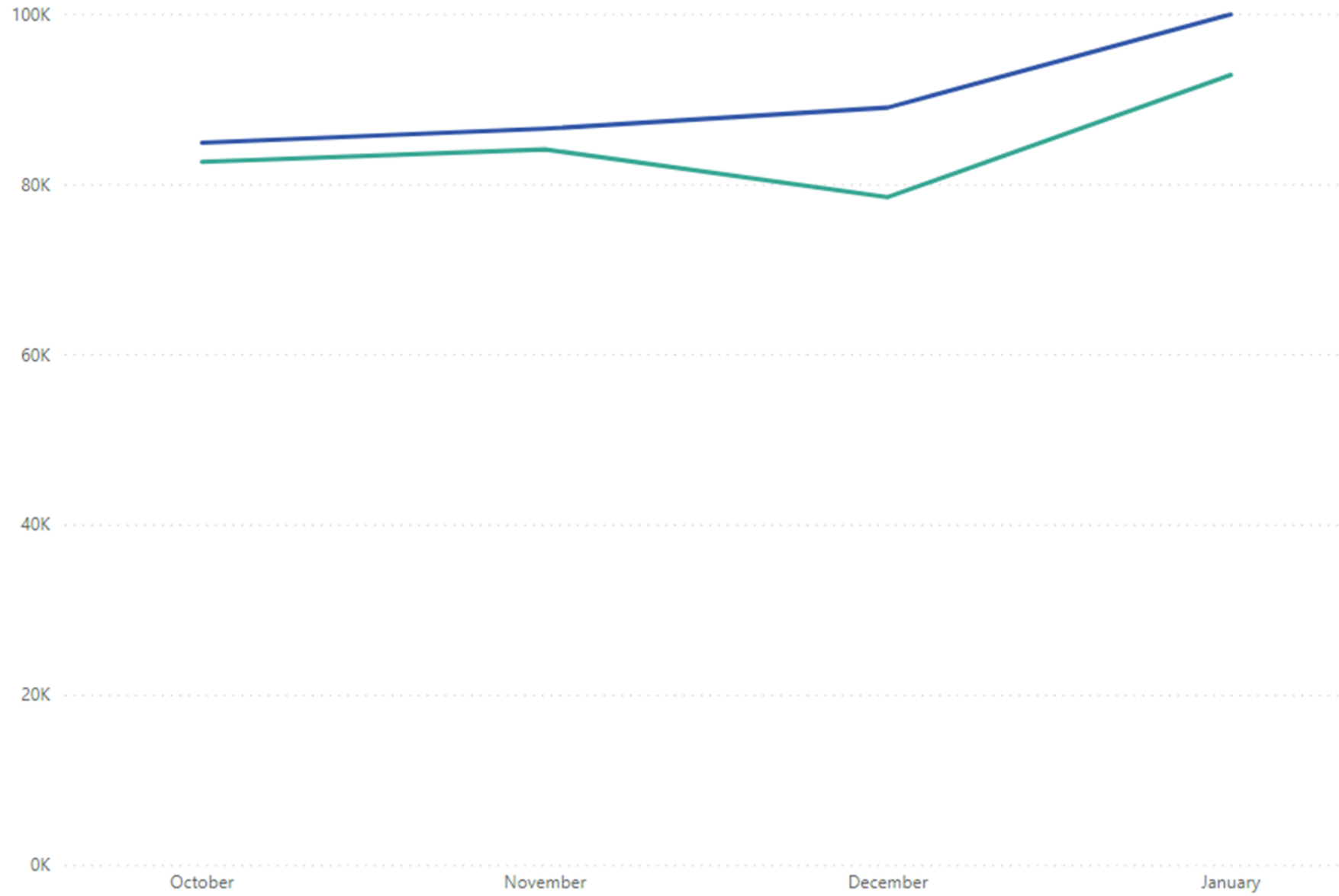
## Digital Circulation by Format FY '25

Month ● October ● November ● December ● January



## Physical and Digital Circulation FY25

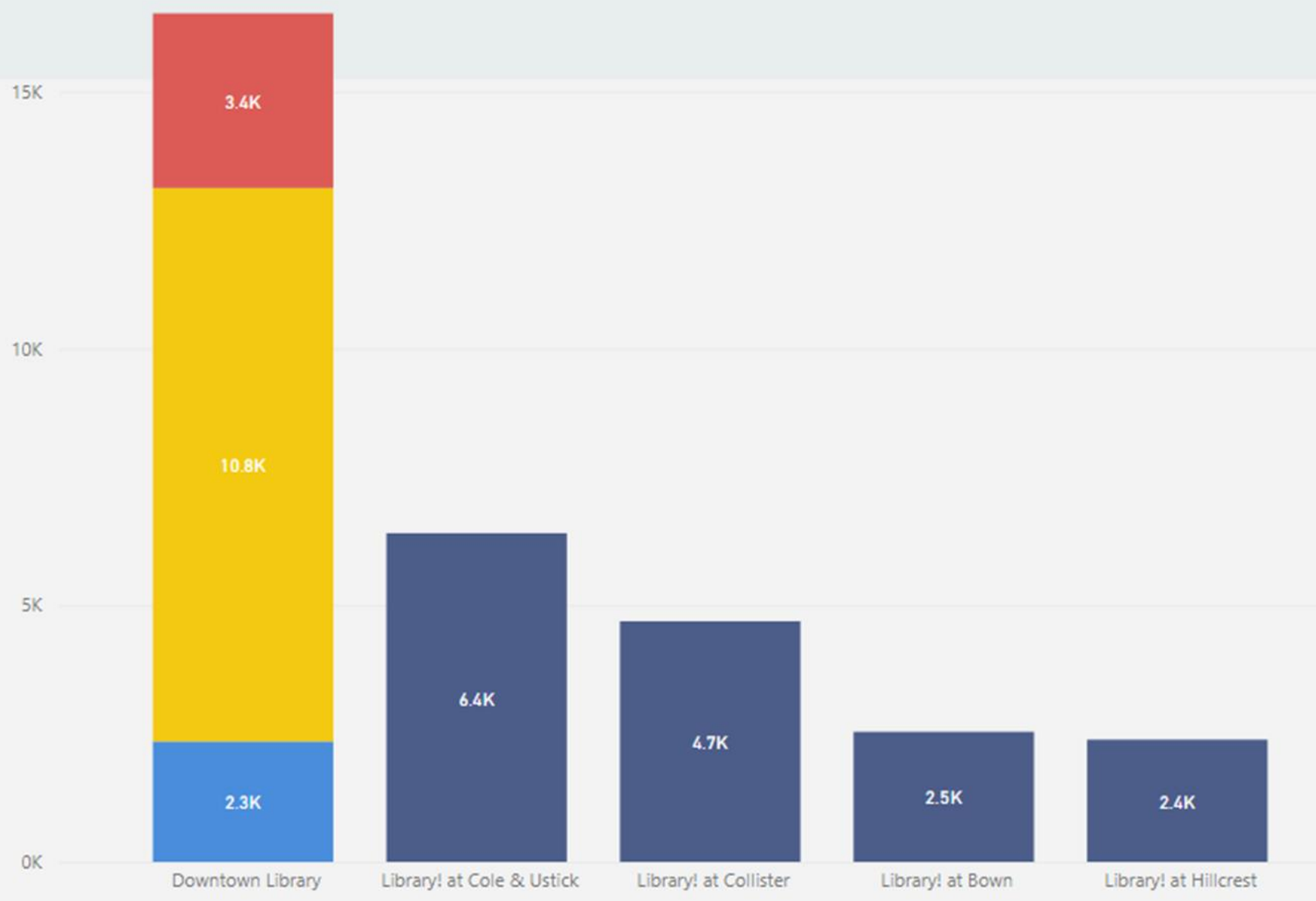
● Digital ● Physical



# Reference

### Question Count by Desk and Location FY25

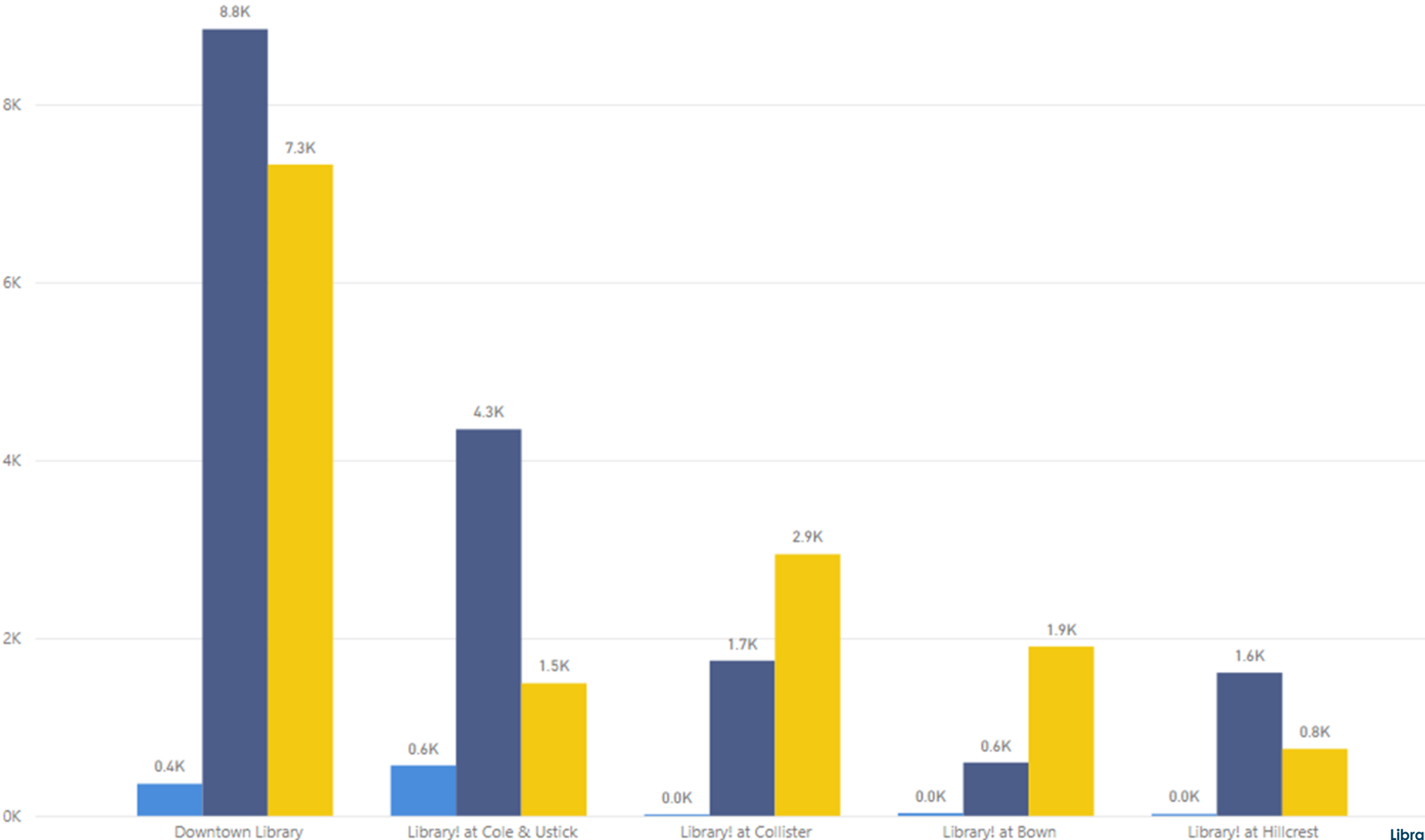
Location ● Circulation ● Desk ● Info Services ● Youth Services





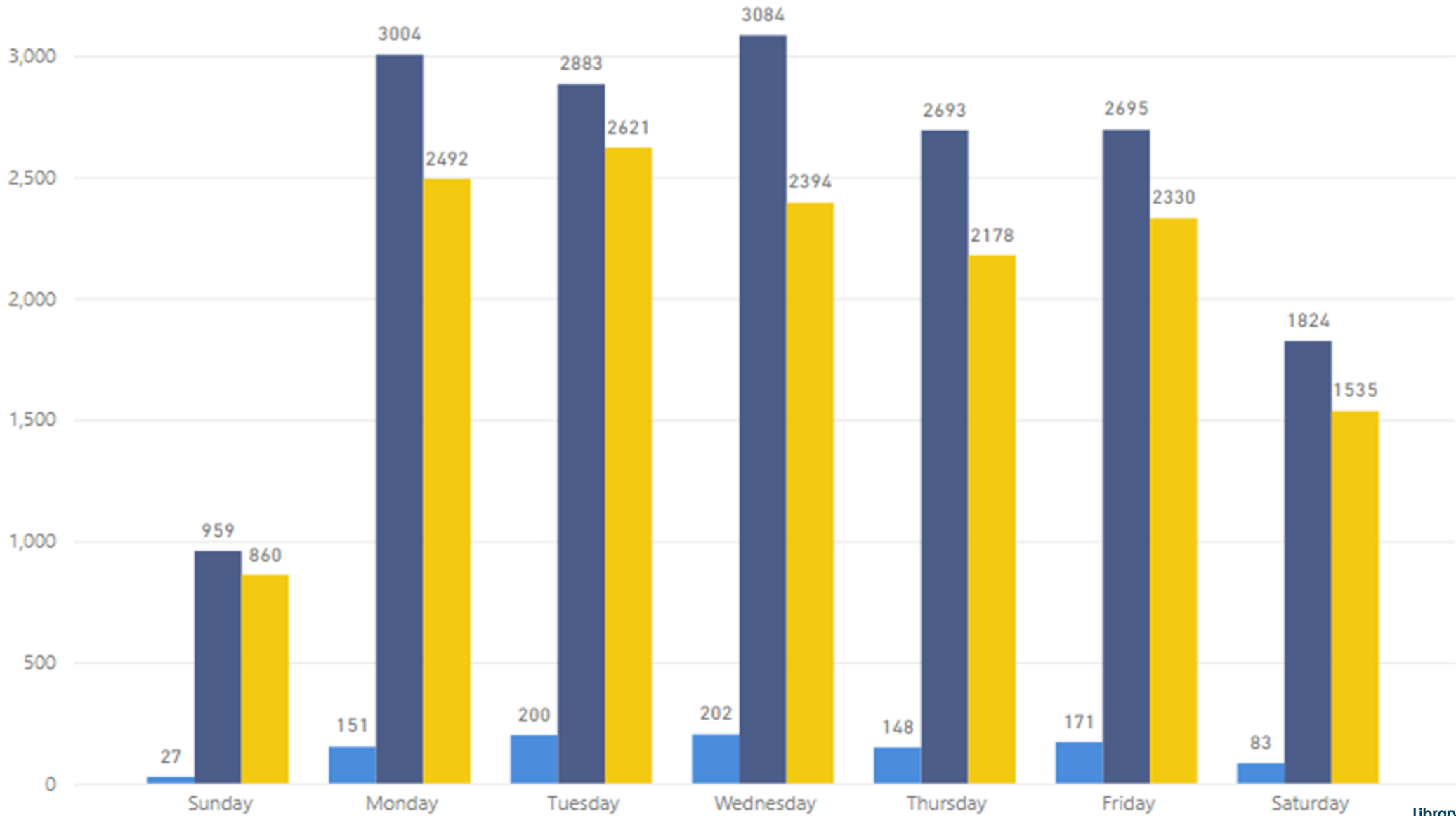
# Question Type by Location FY25

Question Kind ● Curbside Holds Pickup ● Directional ● Reference



# Question Type by Day of Week FY25

Question Kind ● Curbside Holds Pickup ● Directional ● Reference

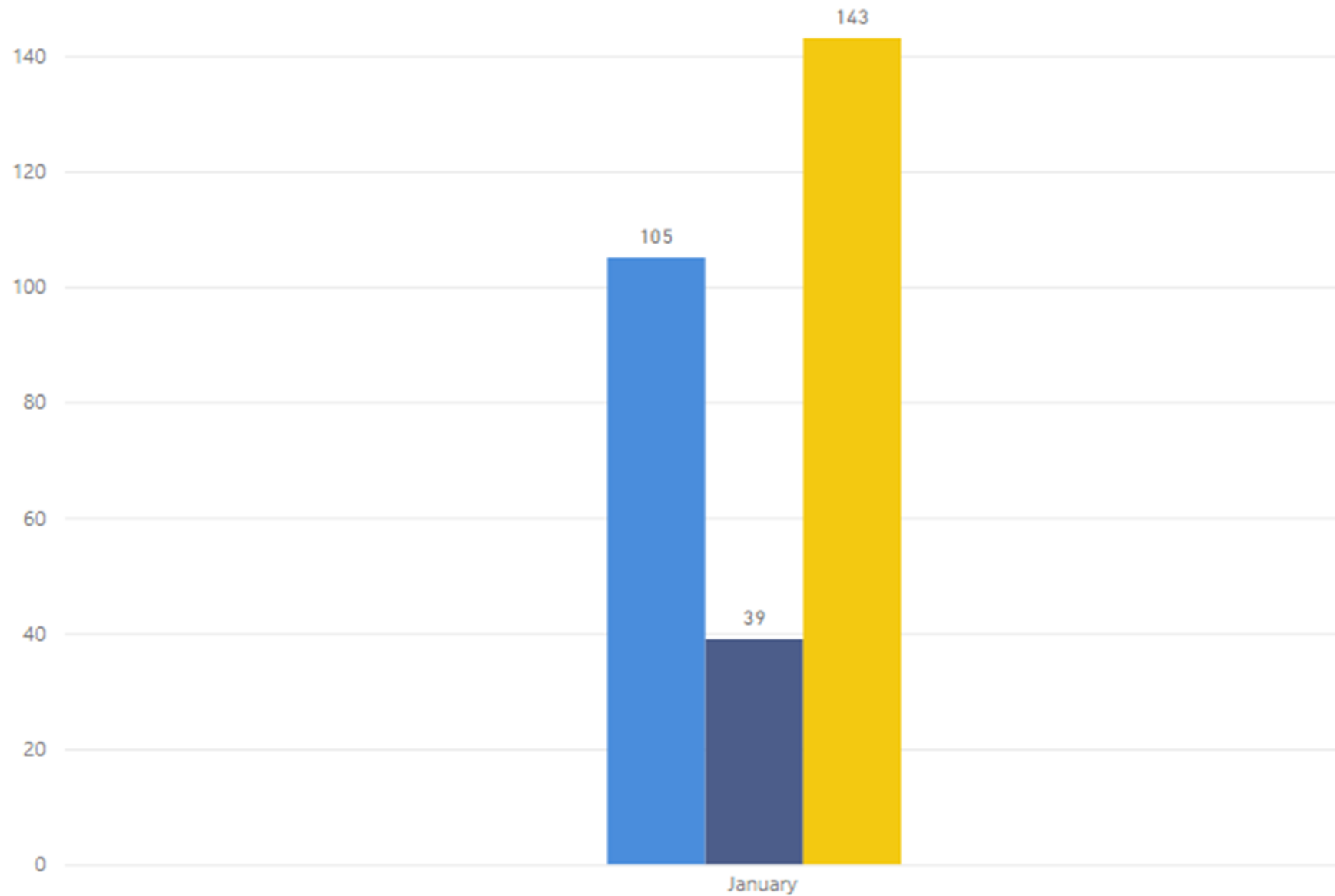


# Programs

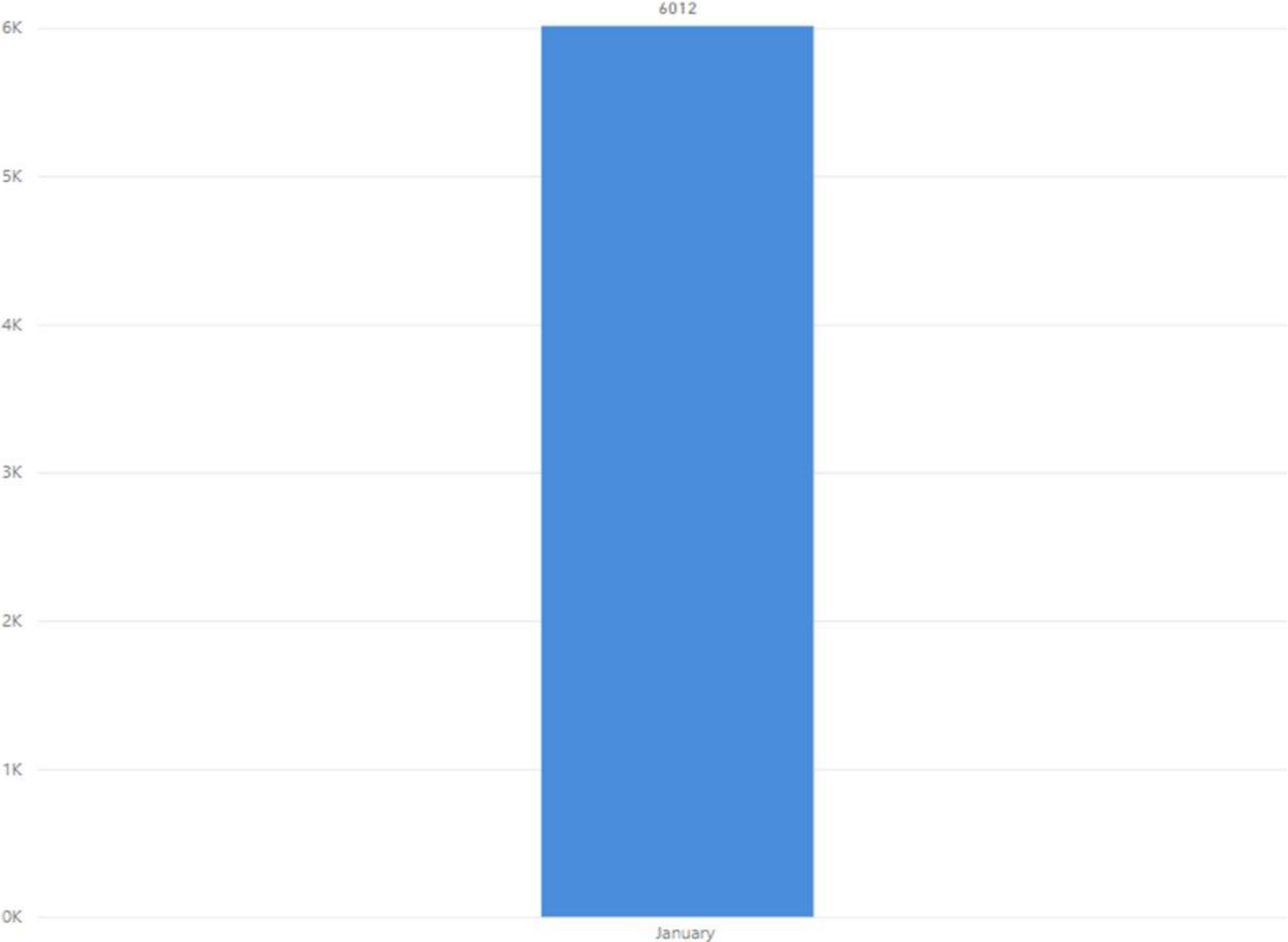
Reported as Calendar Year 2024

## Events by Audience Each Month CY25

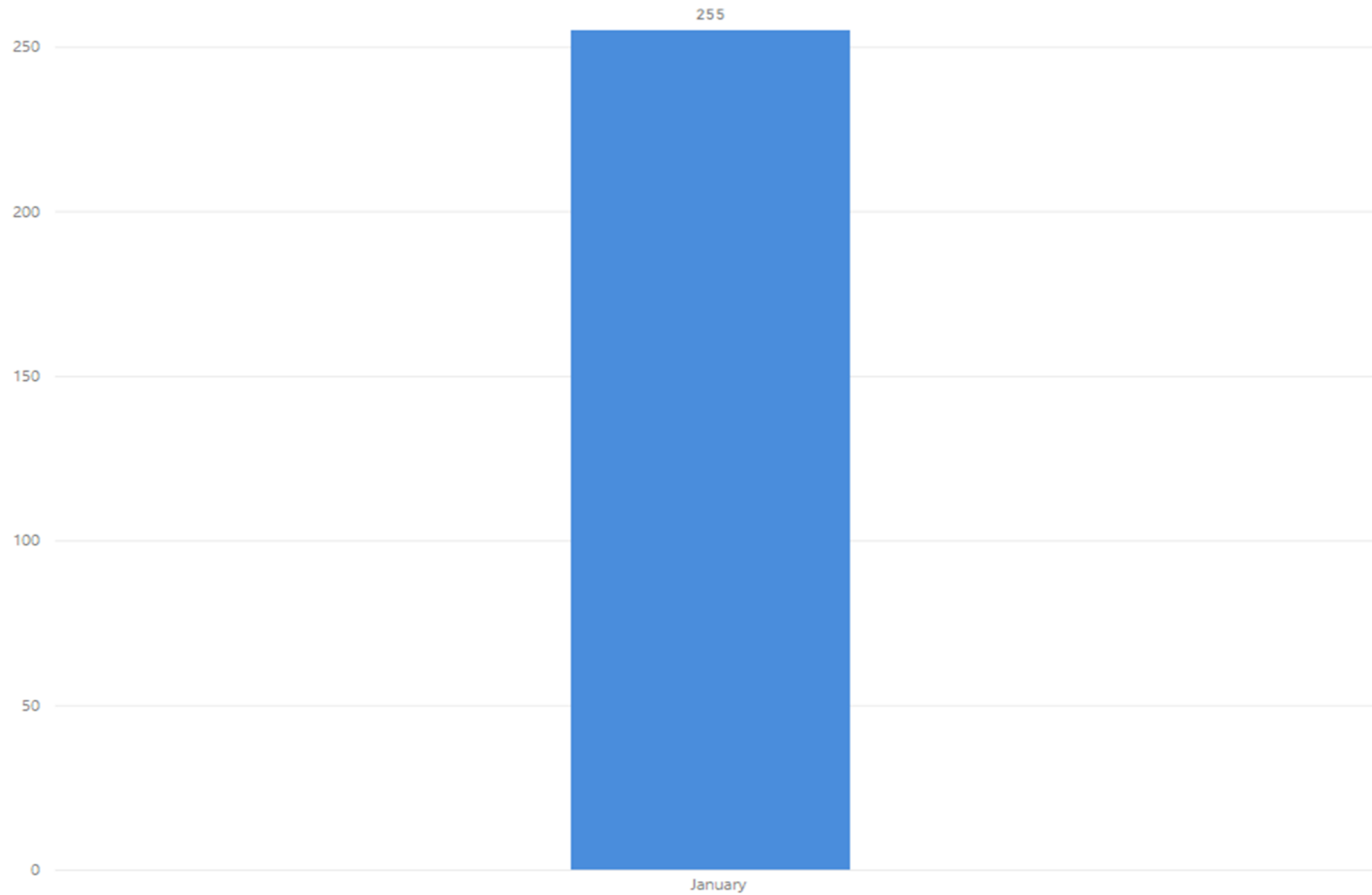
Audience Type ● Adults (18 & Over) ● Teens (12-17) ● Youth



Attendance by Month CY25



### Total Events by Month CY25



# Boise Public Library

## Policy Review February 12, 2025

---

Policy items reviewed and presented are as follows:

SECTION 4.00, *Use of the Library*

- Policy 4.01, Use of the Library
- Policy 4.02, Circulation
  - Regulation 4.02a, Library Cards
  - Regulation 4.02b, Limits on Borrowing Services
- Policy 4.03, Fees

*Staff Recommendations:*

Section 4.00, *Use of the Library*, subsections 4.01-4.03 of the Boise Public Library Policy Manual is presented to the Library Board for review. Staff have no recommended changes on the policies presented.

Document Type:	Policy
Number:	4.01
Effective:	03-01-2011
Revised:	03-01-2013
Last Reviewed:	02-14-2024

---

### USE OF THE LIBRARY

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

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



Document Type: Policy  
Number: 4.02  
Effective: 03-01-2011  
Revised: 03-05-2014  
Last Reviewed: 02-14-2024

---

### CIRCULATION

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

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

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

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

Document Type: Regulation  
Number: 4.02a  
Effective: 03-01-2011  
Revised: 10-01-2021  
Last Reviewed: 02-14-2024

---

## LIBRARY CARDS

The Library offers the following cards:

### 1. Borrower's Card

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

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

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

### 2. Temporary Card

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

### 3. Internet-Only Card

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

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

4. Corporate Card

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

5. Non-Resident Card

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

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

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

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

Document Type: Regulation  
Number: 4.02b  
Effective: 03-01-2011  
Revised: 06-01-2022  
Last Reviewed: 02-14-2024

---

### LIMITS ON BORROWING SERVICES

A cardholder may have up to 10 items from any of the following categories checked out at one time:

- Books on CD
- Holiday CDs
- All other CDs
- AV Kits
- DVDs
- Blu-rays

A cardholder may have up to 5 items from any of the following categories checked out at one time:

- Video Games
- eAudiobooks
- eBooks

Document Type: Policy  
Number: 4.03  
Effective: 03-01-2011  
Revised: 07-12-2023  
Last Reviewed: 02-14-2024

---

### FEES

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

The Board has established the following fees:

1. Lost or Damaged Items

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

2. Card Replacement

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

3. Document Delivery Fee – Special Collections

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

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

4. Document Delivery Fee – Other Collections

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

5. Holds Mail Delivery Fee

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

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

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

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

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