

BOISE PUBLIC LIBRARY BOARD OF TRUSTEES
October 13, 2021, Meeting Packet Cover Page

AGENDA

DIRECTOR'S REPORT

SUPPORTING DOCUMENTS

- Boise Public Library Policy Review:
 - Policy Review Cover Sheet
 - Section 1.00, Board of Trustees
 - Policy 1.01, Board of Trustees
 - Policy 1.02, Public Complaints
 - Section 4.00, Use of the Library
 - Regulation 4.02b, Limits on Borrowing Services

BOISE PUBLIC LIBRARY STATISTICS

- System Statistics Reports, August 2021

Agenda



BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

Boise Public Library Board of Trustees Regular Meeting Agenda Wednesday, October 13, 2021, 11:30 a.m. • Main Library, Marion Bingham Room, 715 S. Capitol Blvd., Boise, ID 83702

Public can attend the meeting in person, or via YouTube at the following link:
<https://youtu.be/KlvBxz0r-CE>
Seating is limited so the public is encouraged to view the meeting online if possible.

BOARD OF TRUSTEES Tonya Westenskow, President Phil Magnuson, Vice-President Sonia Galaviz Brian Klene Nicole Trammel Pantera	MISSION The Boise Public Library improves community members' quality of life by supporting their efforts to enhance knowledge, realize creative potential, and share ideas and stories.
--	---

AGENDA

1. **Call to Order and Introductions**
2. **Communications**
None
3. **Minutes-Action Item**
September 9, 2021, Regular/Annual 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 August 31, 2021
Gift Fund activity for August 2021
5. **Reports**
 - a. Friends of the Boise Public Library
 - b. Boise Public Library Foundation
 - c. Library Director including administration and management
6. **Old Business**
 - a. **Boise Public Library Policy Review:**
Section 1.00, Board of Trustees
Library Public Services Manager Sarah Kelley-Chase will review section 1.00 of the Boise Public Library Policy Manual with the Trustees. The staff recommends no

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

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

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

LIBRARY! AT
COLLISTER
P: 208-972-8320

LIBRARY! AT
HILLCREST
P: 208-972-8340

BOISE CITY COUNCIL: Elaine Clegg (President), Lisa Sánchez (President Pro Tem), Patrick Bageant, Jimmy Hallyburton, TJ Thomson, Holli Woodings

BOISEPUBLICLIBRARY.ORG

changes to this section of the policy manual. This is a discussion item only and requires no action unless the Trustees direct a change in the presented policies.

Section 4.00, Use of the Library, Regulation 4.02b Limits on Borrowing Services

Sarah Kelley-Chase will review section 4.00, Use of the Library, Regulation 4.02b, Limits on Borrowing Services, of the Boise Public Library Policy Manual with the Trustees. Recommended changes to this regulation are included in the supporting documentation section of the meeting packet. Regulation changes do not require the Board's approval and are included for information purposes only.

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

7. New Business

a. Ida- An Idaho Library App

City of Boise Information Technology representative Brad Smith will share with Trustees the new self-checkout app launched October 6 by the Lynx! Consortium.

8. Selection of Trustee to Review Payment Vouchers

Trustee review for October vouchers by Magnuson.

9. Selection of Meeting Date

Next regular meeting Wednesday, November 10, 2021.

10. Adjourn

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



Director's Report

BOISE PUBLIC LIBRARY

Library Director's Report

October 2021

Operations

COVID-19 Services Status

The Library continues to operate with the hours introduced in August. Safety for staff and the public continues to drive all programmatic and operational decisions. The best practices developed during the pandemic – mask wearing, physical distancing, limited indoor programming – have minimized potential COVID-19 exposures. While the Delta variant of COVID-19 has resulted in a significant increase in case counts and hospitalizations in our area, the Library has not had to close or reduce hours. Curbside pickup of materials continues, though at a lesser volume than earlier in the pandemic. Outdoor programming will continue to be our primary public interaction as weather allows.

Board engagement

On September 22nd, Tonya Westenskow visited all five Library locations. During her day, she was able to speak with staff members and supervisors in our public services and technical teams. She watched staff engage with the public, including Storytime in the Park, and was able to hear directly from staff what they learned about providing library services during the pandemic that can be carried forward. It was also a chance for her to thank staff for their impact and commitment on behalf of the Board.

Strategic Planning

On September 15th, the City of Boise closed the bid for Request for Qualifications for consulting services to support the upcoming Library strategic planning process. Next steps will be determined the second week of October following a proposal review meeting.

Security

On September 28th, the city council approved funding for increased security in FY22 in key city locations, including the Library, to support front facing staff. The Security Operations team under Human Resources will oversee contract and temporary staff and is working closely with Library leadership at all locations to assess and address security needs. Select Library staff are also involved in hiring and onboarding of security personnel to ensure deep understanding of the Library's policies and regulations.

Facilities

Following an independent analysis commissioned by the City in 2020, the Library and Public Works have begun to consider opportunities for better efficiencies in support and staffing. As a first step in these discussions, the Library will begin to use VueWorks, a facility management software system for both asset management and day-to-day operations. This will allow for better management of Library facilities. Additional steps including internal restructuring will be considered in 2022 once Library and Public Works staff have been able to work together using common tools.

Leases

The City of Boise has a long history of leasing City-owned buildings to non-profit organizations. While the City of Boise has partnered with many educational and cultural organizations over the years, no standard agreement or lease term exists and each non-profit has been given unique lease terms and the City maintains different obligations with each entity.

Earlier this year the Mayor and City Council directed staff to work with the non-profits with leases with the City to draft a policy that would provide guidelines and consistent standards for future agreements. The City is currently

in discussions with the organizations which have leases on Library property. When negotiations are finalized these leases will be brought to the Board of Trustees for approval.

Administration and Management Reports:

Teen Space at the Library! at Bown Crossing

Staff at our newest location have begun to see changes in the demographics of their users. Though there is still a solid foundation of older adults and young families, the children who have been enjoying Bown since it opened in 2017 are beginning to enter their tweens and teens. As a result, after an annual collection evaluation and weeding which created more space, the team proactively relocated the teen area to meet the changing needs and expectations of their users. The new, larger space offers easier book browsing, shared study tables, and comfortable seating. Bown staff have received good feedback from teens who have used it!

Programming and Grab and Go Kits

- All locations continued outdoor programming for children and families. The team and our users have weathered heat, smoke, and rain and still continue to participate!
- Lead by the Library! at Hillcrest, multiple locations hosted 9/11 Remembrance Poster Exhibitions
- Seed vault kits were distributed at all locations as part of National Preparedness Month. A partnership with D&B Supply made the kits possible.
- Grab and Go Kits for all ages are still popular and will continue into the fall and winter.

Staff Training

- Jennifer Redford from the Idaho Commission for Libraries (ICFL) conducted a Storytime 101 Training to give our newest staff members tools to learn the art of storytime programming and offer tips to our seasoned staff.
- The Library Training Team coordinated a Bias Training lead by professional educator Anna L'Hommedieu Boyer which was also attended by staff from other city departments.

Community Partners

- The American Red Cross held a blood drive at the Main Library
- Multiple locations hosted Covid-19 vaccination clinics
- Jesse Tree provided a pop-up event at the Main Library to connect with people needing rental assistance
- The Idaho Department of Health and Welfare has been providing free covid tests for people to pick up and take home from all of our locations

Communications

Monthly Email Newsletter

- [September](#) – Sent September 1 to 4062 contacts – open rate 37%
- [October](#) -- Sent October 4 to 4515 contacts – open rate 33% (as of October 5)

Ultimate Book Nerd Newsletter

- [September](#) - Sent September 21 to 319 contacts – open rate 51%

Social Media

- In September, we highlighted Library Card Sign-up Month, National Preparedness Month, Hispanic Heritage Month, Banned Books Week, and the start of our fall programming.
- In October, we're planning to feature posts about the board meeting schedule, current open positions, Indigenous Peoples' Day, Computer Learning Month, and National Friends of the Library Week.

Supporting Documentation

Boise Public Library

Policy Review October 13, 2021

Policy items reviewed and presented are as follows:

SECTION 1.00, BOARD OF TRUSTEES

- Policy 1.01, Board of Trustees
- Policy 1.02, Public Complaints

SECTION 4.00, USE OF THE LIBRARY

- Regulation 4.02b, Limits on Borrowing Services

Staff Recommendations:

Policy 1.00 of the Boise Public Library policy manual is presented to the Library Board for review. Staff has no recommended changes to these policies and are included in the meeting packet for information purposes only, unless the Trustees direct changes.

Recommended changes to Regulation 4.02b of the Boise Public Library policy manual are included in the supporting documentation section of the meeting packet. Regulation changes do not require the Board's approval and are included for information purposes only.

Document Type:	Policy
Number:	1.01
Effective:	03-01-11
Revised:	03-01-11

BOARD OF TRUSTEES

Pursuant to Title 33, Chapter 26 of the Idaho Code, the Board has among its powers the authority to establish policies for the governance of the Library. The Board authorizes the Director to establish regulations to further the Board's policies.

The Board will review these policies on an annual basis, prior to its September meeting.

The Board may amend these policies at any time.

The Board shall conduct its business in accordance with By-Laws established by the Board for its own governance. The Board may amend its By-Laws at any time.

Document Type:	Policy
Number:	1.02
Effective:	03-01-11
Revised:	03-01-11

PUBLIC COMPLAINTS

The Board welcomes constructive criticism to improve the Library. All complaints should be resolved through the proper channels in the following order:

1. Staff
2. Management
3. Director
4. Board

Any complaint about the Library, including policies, regulations, facilities, or services, should be referred through proper administrative channels before being presented to the Board for consideration and action.

Document Type: Regulation
Number: 4.02b
Effective: 03-01-11
Revised: ~~3-29-19~~
10-13-2021

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
- Feature DVDs
- Feature Blu-ray
- Non-Fiction DVDs
- Non-Fiction Blu-ray
- TV Series DVDs
- TV Series Blu-ray
- ~~Video Games~~
- eAudiobooks
- eBooks
- eVideos

~~A cardholder may have up to 5 Video Games checked out at one time.~~

A cardholder may have up to 2 Kidpacks checked out at one time.

Statistics

BOISE PUBLIC LIBRARY SYSTEM STATISTICS REPORT August 2021

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<u>CIRCULATION/Books</u>						
Adult	45,180	29,471	53.30	383,595	423,504	-9.42
Young Adult	7,323	3,773	94.09	55,504	56,802	-2.29
Juvenile	61,252	24,531	149.69	466,476	463,321	0.68
Sub Total	113,755	57,775	96.89	905,575	943,627	-4.03

<u>CIRCULATION /Audio Visual</u>						
Adult	21,313	13,785	54.61	182,074	283,766	-35.84
Young Adult	1,348	566	138.16	8,746	11,533	-24.17
Juvenile	6,700	3,599	86.16	51,912	81,866	-36.59
Sub Total	29,361	17,950	63.57	242,732	377,165	-35.64

<u>CIRCULATION/Digital</u>						
eAudio	25,154	21,449	17.27	259,543	218,341	18.87
eBooks	22,990	26,233	-12.36	258,852	248,426	4.20
eVideo	314	42	647.62	3,579	909	293.73
eMusic	24	13,873	-99.83	175	118,091	-99.85
eMagazine	2,319	2,521	-8.01	31,482	25,724	22.38
Sub Total	50,801	64,118	-20.77	553,631	611,491	-9.46
TOTAL CIRCULATION	193,917	139,843	38.67	1,701,938	1,932,283	-11.92

<u>CIRCULATION SUMMARY</u>						
Main Library	61,284	29,822	105.50	478,641	644,570	-25.74
Collister	13,059	7,698	69.64	118,164	114,493	3.21
Hillcrest	9,849	6,391	54.11	82,035	98,804	-16.97
Cole & Ustick (C&U)	25,912	14,826	74.77	202,215	222,656	-9.18
Bown	30,359	15,321	98.15	245,843	225,466	9.04
Home Service	2,653	1,667	59.15	21,409	14,803	44.63
Digital Collection	50,801	64,118	-20.77	553,631	611,491	-9.46
TOTAL CIRCULATION	193,917	139,843	38.67	1,701,938	1,932,283	-11.92

<u>PATRON COUNT</u>						
Main Library	17,686	8,206	115.53	128,639	356,182	-63.88
Collister	4,206	2,731	54.01	32,945	52,988	-37.83
Hillcrest *	3,739	2,031	84.10	32,929	52,437	-37.20
Cole & Ustick	6,309	330	1811.82	28,555	76,338	-62.59
Bown	6,205	2,852	117.57	52,152	81,372	-35.91
TOTAL PATRON COUNT	38,145	16,150	136.19	275,220	619,317	-55.56

<u>POLARIS CATALOG</u>						
System External Use Counts	309,818	419,038	-26.06	3,523,256	3,263,839	7.95
Main Internal Use Counts	29,940	17,539	70.71	288,089	378,065	-23.80
Collister Internal Use Counts	1,669	255	554.51	11,019	18,323	-39.86
Hillcrest Internal Use Counts	1,453	371	291.64	8,717	18,384	-52.58
C&U Internal Use Counts	5,688	836	580.38	27,512	46,917	-41.36
Bown Internal Use Counts	4,395	965	355.44	66,628	56,850	17.20

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
<u>NEW CARDS ISSUED</u>						
Resident	769	352	118.47	5,919	6,236	-5.08
Non-Resident	6	0	100.00	46	38	21.05
Internet Only	7	0	100.00	8	6	33.33
TOTAL CARDS ISSUED	782	352	122.16	5,973	6,280	-4.89

INTERLIBRARY LOANS

Out-of-State	97	61	59.02	502	465	7.96
In-State	30	20	50.00	185	249	-25.70

INTERLIBRARY BORROWING

Out-of-State	226	137	64.96	1,713	1,421	20.55
In-State	75	36	108.33	577	448	28.79

REFERENCE SUMMARY

Main Adult Desk	1,075	203	429.56	7,627	14,570	-47.65
Main Adult Telephone	601	1,525	-60.59	9,339	13,479	-30.71
Main Adult Electronic	150	358	-58.10	2,233	2,526	-11.60
Sub Total Adult Reference	1,826	2,086	-12.46	19,199	30,575	-37.21

Main Youth Desk	431	0	100.00	2,775	6,169	-55.02
Main Youth Telephone	25	1,293	-98.07	1,409	3,669	-61.60
Main Youth Electronic	3	7	-57.14	215	103	108.74
Sub Total Youth Reference	459	1,300	-64.69	4,399	9,941	-55.75

Information Desk

Readers Advisory	4	0	100.00	126	68	85.29
Directional/Informational	2,378	4,874	-51.21	40,447	24,023	68.37
Sub Total Information Desk	2,382	4,874	-51.13	40,573	24,091	68.42

Collister Desk	1,066	1,236	-13.75	12,873	13,607	-5.39
Collister Phone	124	133	-6.77	1,326	1,203	10.22
Sub Total Collister Reference	1,190	1,369	-13.08	14,199	14,810	-4.13

Hillcrest Desk	522	1,233	-57.66	8,547	12,485	-31.54
Hillcrest Phone	81	236	-65.68	1,626	1,477	10.09
Sub Total Hillcrest Reference	603	1,469	-58.95	10,173	13,962	-27.14

Cole & Ustick Desk	620	2,346	-73.57	16,618	21,808	-23.80
Cole & Ustick Phone	89	296	-69.93	2,666	1,886	41.36
Sub Total C&U Reference	709	2,642	-73.16	19,284	23,694	-18.61

Bown Desk	486	2,670	-81.80	16,424	14,117	16.34
Bown Phone	72	306	-76.47	1,392	1,609	-13.49
Sub Total Bown Reference	558	2,976	-81.25	17,816	15,726	13.29
TOTAL REFERENCE	7,727	16,716	-53.77	125,643	132,799	-5.39

MEETING ROOM USE SUMMARY

Programs	This Month	Last Year This Month	Percent Change	This Year To Date	Last Year To Date	Percent Change
Main Adult Programs	2	126	-98.41	11	835	-98.68
Main Youth Programs	71	16	343.75	402	380	5.79
Main Community Programs	19	0	100.00	109	2,446	-95.54
Sub Total Main	92	142	-35.21	522	3,661	-85.74
Collister Adult Programs	1	0	100.00	3	168	-98.21
Collister Youth Programs	17	23	-26.09	261	328	-20.43
Collister Community Programs	14	0	100.00	60	480	-87.50
Sub Total Collister	32	23	39.13	324	976	-66.80
Hillcrest Adult Programs	0	105	-100.00	1	293	-99.66
Hillcrest Youth Programs	18	28	-35.71	215	255	-15.69
Hillcrest Community Programs	25	0	100.00	49	570	-91.40
Sub Total Hillcrest	43	133	-67.67	265	1,118	-76.30
C&U Adult Programs	0	96	-100.00	10	238	-95.80
C&U Youth Programs	9	2	350.00	81	204	-60.29
C&U Community Programs	22	0	100.00	46	433	-89.38
Sub Total Cole & Ustick	31	98	-68.37	137	875	-84.34
Bown Adult Programs	0	0	0.00	10	162	-93.83
Bown Youth Programs	8	2	300.00	97	382	-74.61
Bown Community Programs	0	0	0.00	41	553	-92.59
Sub Total Bown	8	2	300.00	148	1,097	-86.51
TOTAL PROGRAMS	206	398	-48.24	1,396	7,727	-81.93

Program Attendance

Main Adult Attendance	20	616	-96.75	119	5,528	-97.85
Main Youth Attendance	3,273	366	794.26	9,976	13,092	-23.80
Main Comm Attendance	166	0	100.00	447	10,210	-95.62
Sub Total Main	3,459	982	252.24	10,542	28,830	-63.43
Collister Adult Attendance	6	0	100.00	14	1,363	-98.97
Collister Youth Attendance	1,309	1,113	17.61	9,059	9,799	-7.55
Collister Comm Attendance	23	0	100.00	104	2,996	-96.53
Sub Total Collister	1,338	1,113	20.22	9,177	14,158	-35.18
Hillcrest Adult Attendance	0	401	-100.00	25	1,948	-98.72
Hillcrest Youth Attendance	302	168	79.76	4,180	4,197	-0.41
Hillcrest Comm Attendance	55	0	100.00	111	5,452	-97.96
Sub Total Hillcrest	357	569	-37.26	4,316	11,597	-62.78
C&U Adult Attendance	0	380	-100.00	297	1,462	-79.69
C&U Youth Attendance	56	3	1766.67	3,026	4,181	-27.62
C&U Comm Attendance	66	0	100.00	151	6,595	-97.71
Sub Total Cole & Ustick	122	383	-68.15	3,474	12,238	-71.61
Bown Adult Attendance	0	0	0.00	515	1,681	-69.36
Bown Youth Attendance	230	53	333.96	4,971	9,561	-48.01
Bown Comm Attendance	0	0	0.00	76	6,880	-98.90
Sub Total Bown	230	53	333.96	5,562	18,122	-69.31
TOTAL PROGRAM ATTENDANCE	5,506	3,100	77.61	33,071	84,945	-61.07