

BOISE PUBLIC LIBRARY BOARD OF TRUSTEES

February 13, 2020, Meeting Packet Cover Page

AGENDA

DIRECTOR'S REPORT

SUPPORTING DOCUMENTS

- Boise Public Library Policy Review: Section 4.00, Use of the Library, Subsections 4.01-4.03
 - Policy Review Coversheet
 - 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, Fines and Fees
- Library Director Search Process
 - Search Firm Responses
- Customer Comment Quarterly Report
 - Customer Comment Card Statistics, October-December
- Garden City Public Library Open Access Compensation Agreement

MISCELLANEOUS

- Purchase Suggestions Responses, FY20, Quarter 1

BOISE PUBLIC LIBRARY STATISTICS

- System Statistics Reports, December 2019

Agenda



BOISE PUBLIC LIBRARY

MAYOR: David H. Bieter | INTERIM DIRECTOR: Kristine Miller

Boise Public Library Board of Trustees Regular Meeting Agenda

Thursday, February 13, 2020, 11:30 a.m. • Main Library, 715 S. Capitol Blvd., Boise, ID 83702

BOARD OF TRUSTEES Margo Healy, President Tonya Westenskow, Vice President Dwayne Carver Sonia Galaviz Phil Magnuson Daisy O’Sullivan, Youth member Alekyia Tanikella, Youth member	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**
January 9, 2020, 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, 2019
Gift Fund activity for December 31, 2019
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 4.00, Use of the Library, Subsections 4.01-4.03
Library Public Services Manager Sarah Kelley-Chase will review section 4.00, Use of the Library, specifically subsections 4.01-4.03 of the Boise Public Library Policy Manual

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: Lauren McLean (President), Elaine Clegg (President Pro Tem), Scot Ludwig, Lisa Sánchez, TJ Thomson, Holli Woodings

BOISEPUBLICLIBRARY.ORG

with the Trustees. The staff recommends no changes to this section of the policy manual.

This continues the Library Board of Trustees annual policy review for Fiscal Year 2020 as stipulated by the Board's bylaws. This is a discussion item only and requires no action unless the Trustees direct a change in the presented policies.

b. Library Director Search Process-Action Item

Trustees will be briefed on progress of proposals from executive search firms for the selection in the search for a new Library Director. Megan McJunkin, City of Boise Employment Services Manager, will present the process overview for the selection of a firm.

7. New Business

a. Customer Comment Quarterly Report

Heidi Lewis, Main Library Manager, will review the Customer Comment Card Statistics report for the first quarter of Fiscal Year 2020, October-December, and identify trends and issues. The report is included in the supporting document section of the meeting packet.

b. Garden City Public Library Open Access Compensation Agreement- Action Item

Interim Library Director Kristine Miller will review and submit to the Trustees for approval the Open Access Compensation Agreement between Garden City and Boise City, which is included in the supporting documentation section of the meeting packet. A motion to approve the Garden City Open Access Compensation Agreement as presented and submit to City Council for final approval will be requested.

8. Selection of Trustee to Review Payment Vouchers

Trustee review for February vouchers by Westenskow.

9. Selection of Meeting Date

Next regular meeting **Wednesday, March 11, 2020.**

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

To consider the evaluation, dismissal or disciplining of, or to hear complaints or charges brought against, a public officer, employee, staff member or individual agent, or public school student.

11. Adjourn

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



Director's Report

BOISE PUBLIC LIBRARY

Library Director's Report

February 2020

PROJECT UPDATES

The Library is playing a large role in two city-wide strategic initiatives. Sarah Kelley-Chase is on the "Complete Count" project team for the 2020 Census, and the Library will be hosting events at all locations in April with census volunteers and dedicated computer access to help our community members be counted! We are also working with Ada County to promote a property tax relief program, which aligns with Mayor McLean's charge to do all we can to address our residents' affordability concerns.

In tandem with our annual budget and planning efforts, we are reviewing the LYNX! Consortium Agreement which is set to expire at the end of 2020. We are analyzing our current activities and working with our partners in the consortium to resolve pain points and update the agreement to serve us all well for the next 5 years. We expect to have a draft back to the Board for review and approval this summer.

The City is keeping a close eye on several bills in the State Legislature related to property and sales tax reforms. The Budget team is proactively preparing scenarios to address potential impacts, and we are working closely with budget and finance teams as we move through budget build FY21.

ADMINISTRATION SEARCH UPDATES

We are making progress on filling two key positions on the Administration team. Kari has an offer prepared for the Administrative Assistant role, vacant since October with Linda's retirement. The Customer Experience Manager position, a Community Engagement Office position that is dedicated to and embedded in the Library, is posted and the search committee stands ready to review applications! We expect to have this role filled in March.

Administration and Management Reports:

COLLECTION ASSESSMENT

The third annual collection assessment has been completed. This is a comprehensive evaluation of our collections. The assessment tool was created by Tully Gerlach using data extracted from Polaris and tracked in Excel. Working with Elaine Sloan, the process has evolved and been streamlined over the last three years. They will be presenting the assessment in a presentation titled, *"Assess to Impress: Using Polaris Data to Curate a*

User-driven Collection” at the annual Innovative User Group (IUG) Conference in Minneapolis in April.

COLLISTER PROGRAMMING

In January, the Library! at Collister started its *Tummy Time* program on Tuesday mornings from 10:30-11:00 am. Tummy Time is 30 minutes of rhymes, songs, and play for babies ages 0-18 months and caregivers.

Troy Lambert, the author of *Writing as a Business: Production, Distribution, and Marketing*, joined us for Collister Writes in January as we focused on the production side of the writing life after NaNoWriMo. This brief workshop took us through next steps, including revision and editing, and advice on whether you should publish that novel when it is ready. Troy’s bestselling thriller, *Stray Ally*, started as a NaNoWriMo project, and is in its second print run.

EARLY LITERACY IN ACTION

On Saturday the 25th, Youth Services and Branch Staff collaborated to provide an Early Literacy in Action (formerly Idaho Childcare Reads) workshop sponsored by the Idaho Commission for Libraries (ICFL). Preschool teachers, daycare providers, and library staff were invited to a free, three-hour training on the foundations of early literacy and how to incorporate them into their classrooms, centers, and libraries. We had 13 attendees who gave great reviews, and each left with a literacy kit for their classroom or center, provided by ICFL. Mackie Welch from Main, Erin Kennedy from Collister, and Hailey Roberts from Bown presented the training.

MY FIRST BOOKS

My First Books is an ongoing program which targets children from birth to kindergarten who are unlikely to have many books in their home or a library card. We had another great month in the pre-k classrooms at Whitney and Hawthorne elementary schools. Each classroom has a total of 18 kids, which means every month 72 kids receive a quality storytime from BPL staff, as well as a free book to add to their home library provided by the Idaho Commission for Libraries. Currently, library staff who work on the My First Books program are planning Family Literacy Nights for each school, which will include dinner, storytime, and activities to showcase the early literacy skills the kids have been learning during the year.

MAYOR’S STORYTIME

Mackie Welch (Youth Services) and Kayla Gleason (Circulation) attended a meet & greet with Mayor McLean at the Train Depot. Mayor McLean did a storytime after which library staff signed people up for library cards and checked out materials.

STEM MATTERS

Youth Services staff Julie Rice, Alison Hess, and Jen Scott Wills tabled at the STEM Matters day event at the Capitol. Per Julie—“It was so fun to see some of our customers outside of the library. The kids (and adults) really enjoyed the 3D coloring sheets.”

INNOVATION DAY AT JUMP – SATURDAY, JANUARY 25TH

Library staff attended the 3rd annual Innovation Day hosted by JUMP. We setup our mobile Virtual Reality unit in the JUMP lobby and welcomed visitors to try it out, while providing information about our regular Virtual Reality appointments and walk-in times at all library locations. Over the course of the three-hour event we interacted with 75 parents and children.

AUTHOR VISIT – ANNIE BARROWS – SUNDAY, JANUARY 26TH

The Library, in partnership with Rediscovered Books, hosted a visit by author Annie Barrows, (*Ivy & Bean*, *The Guernsey Literary and Potato Peel Pie Society*). Barrows was in town promoting her newest book for young readers, *The Best of Iggy*, about a high-energy, lovable troublemaker. She shared her *bad-o-meter* with the audience and presented a series of scenarios, asking the children attending where they thought each scenario should fall on the *bad-o-meter*, which eventually culminated in a discussion about extenuating circumstances and moral philosophy. Barrows then took questions from the audience and signed books. Thirty-six customers attended the event.

BSU ENGINEERING & SCIENCE FESTIVAL – SATURDAY, FEBRUARY 1ST

Several library staff members, along with staff from various other city departments (Public Works, GIS, Boise Watershed, Police, and Foothills Learning Center), attend the annual BSU Engineering & Science Festival, a daylong celebration of technology and ideas. Staff shared information about some of the library's technology offerings with over 520 visitors. Augmented Reality coloring sheets, robots, and the mobile Virtual Reality unit were among the offerings the library presented. The flow of visitors to our space was non-stop and allowed staff to chat with many eager and engaged children and parents.

Supporting Documentation

Boise Public Library

Policy Review February 13, 2020

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, Fines and Fees

Staff Recommendations:

Policy 4.00, subsection 4.01 – 4.03 of the Boise Public Library policy manual is presented to the Library Board for review. Staff has no recommended changes to this policy and is included in the meeting packet for information purposes only, unless the Trustees direct changes.

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

USE OF THE LIBRARY

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

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

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

CIRCULATION

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

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

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

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

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

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 \$69.30 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 \$17.33. 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: 03-01-11
Revised: 10-01-14

LIMITS ON BORROWING SERVICES

A cardholder may have no more than 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

A cardholder may have no more than 7 items from any of the following categories checked out at one time:

- eAudiobooks
- eBooks
- eVideos

A cardholder may have no more than 2 Kidpacks checked out at one time.

FEES

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

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

The Board has established the following fees:

1. Lost or Damaged Items

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

2. Card Replacement

The Library will assess a \$1.05 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 to anyone within its toll-free calling area. Any fax consisting of 16 pages or more shall carry a flat charge of \$5.00, payable in advance by credit card. Anyone outside the toll-free calling area shall be charged a flat \$5.00 fee for a fax of reasonable length.

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 materials overdue or lost will be blocked until the item is returned or replacement charges have been paid. No 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.



3513 E. Harvard Blvd., Canton, OH 44709
330.224.9177

February 9, 2020

Kari Davis, Administrative Assistant
Boise Public Library
715 S Capitol Blvd.
Boise, ID. 83702

Proposal: Library Director Search-Boise Public Library (ID)

Thank you for contacting us about the possibility of Bradbury Miller Associates assisting the Boise Public Library in its search for your new Library Director. We look forward to the possibility of working with you and we are pleased to submit the attached proposal for the Board's consideration.

We think you will find us a great match for your Library Director search. To help you quickly evaluate our services and the services you are seeking, we have addressed key search components below. Our full proposal outlines our services much more completely.

Market your position, the Library, & the Boise Community

- Each search is tailored to the specific library and its community-first site visit to meet with staff, the Board/Search Committee, Board members, and external stakeholders
- Recruit and build the candidate pool from scratch
- Design announcement and post position in 55+ professional sites
- Create a website on our page devoted to the Library and the Boise area
- Develop a pool of 15-20 qualified candidates meeting criteria

Evaluate & Recommend the List of Qualified Candidates

- Candidates must submit a cover letter, resume and completed questionnaire
- Phone conversations with each qualified candidate
- Share all candidate documents on Dropbox with the Board/Search Committee
- Meet with Board/Search Committee to discuss candidates/select 6-8 semifinalists for first round of interviews

Reference Checks & Background Check

- Three reference checks/finalist
- Phone conversations with each reference; full report to the Board/Search Committee
- Electronic/Internet searching
- "Street reconnaissance"
- Offer is contingent on successful background check

Coordinate & Assist with Interview Process

- Bradbury Miller Associates is your staff team
- Facilitate logistics of semifinal interviews & final interviews
- Schedule interviews, prepare draft questions, evaluation tools
- Notify candidates of where they are in the process
- Media contact if needed

Coordinate & Assist with Offer & Negotiation

- Consultant fee is a flat fee; no conflict of interest
- Assist with establishing a hiring range at the beginning of the search
- Offer letter, background waivers, final acceptance

Coordinate & Assist with Post-Hire Support

Our proposal is intended as a starting point only. It summarizes our experience and qualifications, describes our typical services and methodology for a standard search, explains our fee structure, and includes recent references. We have outlined our full-service search, but we can usually tailor our services and fees to meet the needs and budget of most libraries. The search schedule outlined is an example to give you a sense of the time frame required to complete a successful search.

This proposal includes the quoted fee for the outlined scope of service including advertising costs and a single background check and is valid for a period of one hundred twenty (120) days from the date of this letter.

Thank you again for the opportunity to submit the attached proposal for your consideration. Please feel free to contact us at your convenience to discuss how our firm can best serve your needs.

Sincerely,

[Karen Miller](#) Electronic Signature ■

[Jobeth Bradbury](#) Electronic Signature ■

LIBRARY DIRECTOR SEARCH – BOISE PUBLIC LIBRARY (ID)

FIRM BACKGROUND AND QUALIFICATIONS:

Bradbury Miller Associates (operated by KMD Associates dba Bradbury Miller Associates) is owned and operated by Karen Miller. Jobeth Bradbury serves as Managing Consultant. The firm was originally established as Gossage Regan Associates in 1983 and became Gossage Sager Associates under Don Sager. During the last quarter of 2006, Dan and Jobeth Bradbury assumed ownership of the firm and reorganized it as a Missouri LLC operating it as Bradbury Associates-Gossage Sager Associates. In 2016, the name changed to Bradbury Miller Associates to reflect Karen Miller joining the firm. The firm legally qualifies as a WBE (Woman-owned Business Enterprise).

Since 1983, the firm has successfully completed more than 200+ national executive searches for public, academic, and special libraries. Current clients include City of Carlsbad (CA), the State Library of Ohio, St. Louis Public Library (MO), Quogue Library (NY), and LibraryLinkNJ (NJ).

In each of these engagements, we have performed a scope of work like that which is proposed for the Boise Public Library.

PARTIAL LIST OF PAST CLIENTS

Natrona County Library (WY)
High Plains Library District (CO)
Jefferson County Libraries (CO)
Arapahoe Libraries (CO)
Poudre River Public Library District (CO)
Enoch Pratt Free Library (MD)
Charleston County Public Library (SC)
Prince George's County Memorial Library (MD)
Howard County Public Library System (MD)
Rye Public Library (NY)
Westerville Public Library (OH)
Public Library of Youngstown & Mahoning County (OH)
Barberton Public Library (OH)
Charles County Public Library (KY)
St. Mary's County Library (MD)
Ridgefield Library (CT)
New Jersey State Library
Providence Public Library (RI)
Kalamazoo Public Library (MI)
Hartford Public Library (CT)
Greenwich Library (CT)
New Canaan Public Library (CT)
Wilton Public Library (CT)
Mid-Hudson Library System (NY)
Old Bridge Public Library (NJ)
Montclair Public Library (NJ)
Grand Rapids Public Library (MI)
Barrington Library (IL)

SCOPE OF SERVICES & METHODOLOGY:

If Bradbury Miller Associates is selected to assist you in your search for a new Library Director, our first step is to understand your needs as thoroughly as possible.

- Search Committee/Board Attributes Survey and Staff Survey prior to first visit
- Initial meeting on site with the Board/Search Committee, key staff & key stakeholders to understand the Library's distinctive organizational culture, mission and concerns
- Review and recommend updates/revisions to existing position description

SEARCH SCHEDULE:

Our second step is to review our process with you to determine whether any changes to our initial proposal may be needed to satisfy your specific requirements.

- Review & finalize a search schedule listing key tasks & completion dates
- Standard full search takes 3-4 months to complete

If selection of the search firm is finalized, a contract awarded and a preliminary meeting with the Library occurs March 2020, a realistic date for the successful completion of the process under the standard search process would be June 2020 with the new Library Director's reporting date to be determined. However, we can generally customize the search schedule to have your new Library Director "on board" at the appropriate time. A **sample schedule illustrating** the major steps conducted over the proposed time frame is attached.

MARKETING:

Once the search schedule is determined, we will finalize an advertising/marketing plan to stimulate greater awareness of the opening. We begin each search as a blank canvas and generate a fresh list of prospective candidates.

The **advertising/marketing plan** includes:

- Preparation of a detailed position announcement
- Strategies for using electronic media, social media and networking
- Advertising on 55+ professional library and nonprofit sites
- A dedicated page for the position on Bradbury Miller Associates with a supplemental page of links to library documents & information about the Boise community
- Distribution to 1700+ library colleagues through our professional newsletter

RECRUITMENT STRATEGY:

More important than attracting candidates through electronic advertising, we will carry out a regional and national networking effort to identify outstanding candidates who do not normally respond to ads or announcements. Many excellent people in the library and non-profit professions ARE interested in challenging jobs when approached by a respected recruitment firm. We start with a network of outstanding members of the library profession whom we know; and based on their suggestions and nominations, we broaden our search.

DIVERSIFYING THE APPLICANT POOL

Bradbury Miller Associates knows the library profession and we realize that both females and minorities are under-represented in senior management positions. Consequently, we make strenuous efforts to assure that both females and minorities are represented in our candidate pools. We place announcements in a number of culturally diverse library-related websites and/or Listservs—BCALA (Black Caucus of the American Library Association) website, REFORMA, APALA (Asian Pacific American Librarians Association), CALA (Chinese American Librarians Association), etc. and actively seek leads and recruit both minorities and females. We are typically successful in producing a pool that includes both females and minorities.

For each engagement, we work very closely with the Affirmative Action Officer (or equivalent), participate in discussion of the importance of the EEO compliance requirements with the Board and cooperate with the Library or City's Equal Employment Opportunity/Affirmative Action Office as needed and distribute candidate intake forms for statistical reporting if this is part of the Library's process.

If a prospective candidate declines our invitation to apply, we will ask him/her to identify other individuals who have the required qualifications. We have found this process is important regardless of the size or type of library organization—and it is particularly important for identifying and attracting culturally diverse candidates.

Announcements in the library media start the process, but the best candidates usually must be asked. In our previous searches, we have personally contacted 350+ potential applicants for positions resulting in 15-20 qualified candidates for each position.

COMMUNICATION:

Throughout the search—and especially during the candidate identification phase--we will send regular, complete updates on our progress to the Board/Search Committee. We'll share candidate feedback, adjust our search strategies as needed, convey challenges and share any additional information gleaned during the process.

PRELIMINARY INTERVIEW SCREENING:

- Bradbury Miller Associates interviews all qualified candidates virtually as part of the initial screening process.
- The results of these interviews shared with the Board/Search Committee—we consider it essential to being able to stand behind every individual we refer to you for a semi-finalist or finalist interview.
- All candidate documents (cover letter, resume, and questionnaire) are uploaded to Dropbox for the Board/Search Committee.
- Other documents include a complete candidate list and a qualifications comparison matrix for the Board/Search Committee's review.
- Bradbury Miller Associates meets with the Board/Search Committee and presents a list of recommended candidates and a discussion of each individual.
- Working with the Board/Search Committee, six to eight semi-finalists are selected and invited to interview virtually for the preliminary round of interviews.
- We advise our clients to see as many as feasible so that they have a sense of the scope and diversity of candidates actively interested in their position.

CANDIDATE ASSESSMENT—SEMI-FINALIST AND FINALIST INTERVIEWS:

We recommend a two-step interviewing process; the first round consists of the Board/Search Committee interviewing semi-finalist candidates (we recommend six to eight) via videoconferencing and then selecting three to four finalist candidates for final Board interviews. The final interviews occur two or three weeks following the semifinal interviews. We believe that it is important to move quickly through the process once the applications close, so no strong candidates withdraw for other opportunities and we do not lose our momentum.

Bradbury Miller Associates provides customized support during the final interview (**consultants on site**) process:

- Draft of interview questions for all interviews.
- Types of questions to avoid for legal or quasi-legal reasons, and hints regarding approaches, techniques and possible pitfalls.
- We are present as technical search experts during interviews, contributing to discussion of candidate strengths and weaknesses relative to the client's perceived needs and making suggestions from experience in respect to negotiating salary, benefits, and relocation expenses with the chosen finalist.

In short, we interact with you in whatever way you find helpful during the critical time when key decisions need to be made. Selecting your new Library Director is a crucial decision that could well affect the Boise Public Library and the Boise community for many years to come.

CHECKING REFERENCES:

Once the finalists are selected to be interviewed by the final decision-making body, we conduct reference checks for the finalist candidates.

- We interview up to three references by phone for up to four finalist candidates. We believe that oral interviews with a candidate's references are far superior to letters of reference.
- We prepare brief reports paraphrasing reference-derived information. Nuances and "reading between the lines" gives our clients more realistic impressions of the strengths and possible weaknesses of finalist candidates.
- Because we maintain active contacts within the profession and many of our associates are working professionals, we are often able to provide less formal assessments (street reconnaissance) of a candidate's strengths and weaknesses and any areas still in need of development. Such informal reports are often vital to the decision-making process.

BACKGROUND CHECKS

If you wish to have a pre-employment background check conducted on a finalist, we will engage an experienced investigative firm to verify academic credentials, and review driving records, and research county and federal district court records for prior or current criminal or civil cases. This will require a release by the candidate(s). Typically, background checks cost \$350-\$450 per person, depending upon the period and the number of jurisdictions to be researched. We will work with the agency and provide a written report of the research findings for the Library. Our flat fee includes a single background investigation.

HANDLING THE DETAIL WORK:

Throughout the recruitment and selection process, Bradbury Miller Associates handles all the detail work—and there is a substantial amount, considering that there are commonly 20 to 30 or more potential candidates for an attractive position.

- We are your staff team throughout the process.
- We recommend that all application materials be addressed to Bradbury Miller Associates so that consistency and comparability can be established and any omissions can be identified—we assume the responsibility to see that everything is done completely and correctly.

- We will acknowledge receipt of all applications and provide copies of all the documents to you at a scheduled time.
- As noted above, we will schedule and conduct calls with all candidates who meet the basic requirements determined by the Board/Search Committee.
- We coordinate with Library staff to make arrangements for semifinal and final interviews and are a part of that process.
- We are also frequently asked to conduct final negotiations on behalf of the Library—and we are pleased to do so.

We notify candidates not selected at the appropriate time(s) during the process and we keep in touch periodically with your designated contact person so that you know where we are in the process. We also submit written progress reports throughout the process and at the end of major stages in the search—after the intake closing date; after the interviewing/screening work has been accomplished and after a list of the most viable candidates is determined.

OUR GUARANTEE

Once the new Library Director is selected and appointed, if he or she leaves the position—either voluntarily or non-voluntarily—within the first year after appointment, Bradbury Miller Associates will, on a one-time basis, reactivate the search if you request it, and will screen at least three well-qualified finalist candidates. You will assume all expenses for a reactivated search, but we will expect no additional fee. Such a reactivation of the search must assume that the search firm will be allowed to pursue its own methodology to achieve the reasonable results that you want.

ABOUT THE CONSULTANTS AND OFFICE LOCATIONS:

One of the major advantages in engaging Bradbury Miller Associates is that we bring a team of library professionals with search firm expertise to the process. If selected to assist the Boise Public Library in its search for a new Library Director, the following consultants would be engaged in the project. Their roles and a summary of their qualifications follow:

Karen E. Miller, *President/Owner*, serves as project co-director and primary contact for the engagement, developing the search proposal, identifying qualified candidates and conducting pre-screening interviews and participating in site visits. Karen most recently worked as Associate Director at Stark County (Ohio) District Library and served as Interim Executive Director for SCDL in 2012. Karen has over 20 years of wide-ranging public library experience, from rural library directorships to branch management to administrative responsibilities in a county district library and in an urban metro library. Karen has demonstrated excellence in strategic planning, staff management and development, successful levy campaigns, event planning, fundraising, and public speaking. She is an active member of the Ohio Library Council, serving on the Library Education

Committee and as an annual presenter for the OLC's New Library Directors Workshop, serves on the American Library Association Committee on Membership Meetings, as well as being a member of the Public Library Association. Karen also serves as Mentor and Steering Committee member for the ILEAD USA-Ohio leadership program for Ohio librarians and is a former Chairman of the Pro Football Hall of Fame Enshrinement Festival Drum Corps Competition held each year in Canton, Ohio.

Jobeth Bradbury, Managing Consultant, serves as project co-director and primary contact for the engagement assisting with identifying qualified candidates and conducting pre-screening interviews and, depending on scheduling, may assist during site visits. She has worked as a search consultant for the past ten years, and was, most recently, the Library Director at the North Kansas City Public Library/High School Media Center. During her ten years at North Kansas City, she was the project co-lead in the Library's Building Project and one of the Project Managers in facilitating the Combined Public Library/High School Media Center Project. She also worked closely with elected officials and with the business community. Prior to coming to North Kansas City, she served as Library Consultant, Northeast Kansas Library System; Adult Services Department Chair, Kansas City, KS Public Library and Associate Director, Rolling Hills Consolidated Library, where she participated in a successful tax levy campaign. In addition to her public library experience, Jobeth taught for the University of Missouri's master's in library science program—courses included Collections Management, Public Libraries, and Reference. Volunteer activities include Past President-North Kansas City Kiwanis Club; Kansas City Academy Annual Auction Chair, Community Treasures Annual Architectural Awards Co-Chair; and the Parkway Towers Condominium Homeowners Association Board.

ASSOCIATE CONSULTANTS:

Dan Bradbury, Associate Consultant, serves as project co-director and primary contact for the engagement assisting with identifying qualified candidates and conducting pre-screening interviews and, depending on scheduling, may assist during site visits. Dan has worked as a search consultant for the past eleven years and previously has over 30 years of successful experience as a library director, including nineteen years as Director of the Kansas City (MO) Public Library District. During his tenure in Kansas City he reorganized/ rebuilt the branch system, established two public/private partnerships for the creation of new facilities and initiated a successful capital campaign and construction projects for a new Central Library. Prior to coming to Kansas City, he served as Director of the Janesville (WI) Public Library and the Rolling Hills Consolidated Library (a two-county system) in St. Joseph, Missouri; he also served as Associate Director for Branch and Extension Services at the Waco-McLennan County Library in Waco, Texas. He received a Distinguished Graduate Award from Emporia's School of Library and Information Management in 1985; *Library Journal* named him as Librarian of the Year for 1991; the University of Missouri-Kansas City granted an Alumni Achievement Award to him in 2001; and the Greater Kansas City Council on Philanthropy named him Non-Profit Executive of the Year in 2003.

Thomas Dillie, [Associate Consultant](#), serves assisting with identifying qualified candidates and conducting pre-screening interviews and, depending on scheduling, may assist during site visits. Tom is currently Director of the Minerva Public Library (Ohio). Tom's earlier experience as a bookstore employee in Urbana, IL led to the completion of a Master's in Library Science at the University of Illinois at Urbana-Champaign. His first professional library position was as Adult Services Librarian, Wadsworth Public Library in Ohio. He was subsequently hired as a branch manager for the Greene County Public Library, Xenia, Ohio and became Assistant Director in 2006. Tom joined the Minerva Public Library in 2008 as Director. Tom is a member of the SEO (Serving Every Ohioan) Library Consortium Advisory Committee. He brings a variety of experience in both single-building and multi-branch libraries in both rural and urban settings.

OFFICE LOCATIONS AND CONTACT DETAILS:

Bradbury Miller Associates has consultants and offices in the following cities:

Bradbury Miller Associates 3513 E. Harvard Blvd.
Canton, OH 44709

Bradbury Miller Associates
4545 Wornall Road, Suite 805; Kansas City, MO 64111

FEE PROPOSAL AND OPTIONAL BILLABLE EXPENSES:

Bradbury Miller Associates' total fee for executive search services (including all consultant expenses) in traveling to Boise is a flat fee of \$26,000. A retainer of \$6,000, which helps defray our up-front expenses, will be paid to us upon approval of the agreement and subtracted from the invoice at the end of the search. This amount will be invoiced upon completion of the search, payable within 30 days of the selected candidate's acceptance of the client's offer.

- **Expenses included within our fee:** (1) Three site visits with the Library; (2) all consultant pre-screening interview expenses including any required travel; (3) phone/videoconferencing charges; (4) all standard office expenses (clerical support, local telephone, supplies, etc.); (5) advertising costs based upon our marketing plan which provides excellent exposure to the library community; and (6) a single background check (\$350-\$450) on the chosen candidate.
- **Optional billable expenses—Additional Consultant Services:** In some prior executive searches, Bradbury Miller Associates have been called upon to facilitate staff or community forums for candidates, conduct surveys or focus groups, coordinate informal meetings between candidates and Search Committee members, participate in conducting tours, etc. Any and all such services are available, but to the extent that they are outside the normal scope of services as outlined in the proposal and/or cannot be accomplished within a scheduled overnight stay, such additional time is billable at a rate of \$1000 per day per consultant inclusive of travel expenses.
- **Adjustments/Discounts:** The proposed fee covers the outlined scope of services and deliverables contained in this proposal. Other modifications to the scope of services are possible and negotiable with fee adjustments being made accordingly.
- **Candidate expenses:** It shall be the client's responsibility to reimburse candidates they have selected for onsite final interviews for their travel expenses. Candidate expenses will vary considerably depending on point of origin, length of stay and the amount of lead time allowed for booking airfare—a reasonable estimate might be \$1,200 - 1,500 per candidate inclusive of airfare, meals, hotel expenses, and rental car.

ADDITIONAL INFORMATION

Bradbury Miller Associates is devoted exclusively to executive searches in the library field and utilizes library professionals with strong backgrounds in library administration and human resources. Five consultants are regularly engaged in the executive search work of the firm and special consultants are utilized to respond to the requirements of a specific engagement.

In all engagements, Bradbury Miller Associates works exclusively for the client library/system, never on behalf of a candidate. No known conflicts of interest exist with respect to the firm, management, agents of the firm, or other persons relative to the services to be provided. If any such actual, apparent, or potential conflicts arise, they will be immediately disclosed.

Bradbury Miller Associates carries Recruiters Professional Liability insurance, Business Liability (including Hired/Non-Owned Auto Liability) and Workers Compensation coverage sufficient to satisfy most municipal and state vendor requirements for executive search services.

We believe, by our site visits, learning about the community and the institution, and working closely with the key stakeholders, we bring value to the search process and have achieved a very high success rate. Our consultants remain active in the American Library Association and the Public Library Association and routinely work with ALA, PLA, and ACRL (American College and Research Libraries) leadership. Because our firm is known and respected—as are our consultants—our library colleagues respond and return our calls and emails when we start prospecting on behalf of a client. We have a specialized knowledge of libraries and an entrée to library leaders that generalist firms simply cannot provide.

FORM OF FINAL AGREEMENT:

When we receive word that an engagement has been awarded, we allow our proposal to stand as the basis of our agreement, and then amend any of the details that need to be changed with the simple agreement addendum (see Attachment III).

In addition to specifying any changes in scope or approach a client may desire, our professional liability insurance carrier requires us to include paragraphs 4, 5, and 6 in any agreements or contracts we execute—and paragraph 7 should give ample assurance to the client that the Library is in the driver's seat. (As a point of information, paragraphs 4-7 have never been invoked on any prior engagement.) **Our client's satisfaction is our bottom line — and we are willing to stake our reputation and our fee on ensuring that level of satisfaction.**

CONCLUSION:

We look forward to the possibility of working with the Boise Public Library to help you find your next Library Director. If you have questions or need clarification on any aspect of the proposal, please let us know.

BRADBURY MILLER ASSOCIATES

Karen Miller (Electronic Signature■)
Owner/President

Jobeth Bradbury (Electronic Signature■)
Managing Consultant

We hereby accept the foregoing proposal (pages 1 – 11).

By _____

Title _____

Date _____

**The final schedule and specific details of this engagement may be modified
by an addendum to this agreement.**

ATTACHMENT I:
TENTATIVE SEARCH SCHEDULE TIMELINE
BOISE PUBLIC LIBRARY (ID)

Please see below our estimated timeline for your Library Director search process. If we are selected to help you find your next Library Director, we will establish a firm search schedule during our first meeting with the Library. It is our intent to conduct the search within an appropriate timeframe to allow us to find high-quality candidates for you. Our standard search takes approximately 120 days once we begin the process.

The following timeline represents an illustrative search schedule based on approving the contract February 2020. The actual target dates will be determined and approved by the Library.

Activity	Target Date:
Consultant has first conversations with Boise—the Board/Search Committee; establish definitive work schedule and marketing plan	March 2020 Date TBD
Advertisement is approved by Library	March 20, 2020
Post ads, actively recruit candidate pool	Mar 22 – May 10, 2020
Applications Close	May 10, 2020
All candidate documents sent to Library Board/Search Committee	May 12, 2020
All pre-screening interviews (by consultants) completed	May 20, 2020
Meet with Board/Search Committee and present the pool of candidates; select 6-8 semifinalists-2-hour meeting (consultant present via videoconference)	May 21, 2020
Semi-final Interviews on Site or via Zoom w/Library- (consultant present in Boise)	June 2 & 3, 2020
Reference Reports to Board	June 14, 2020
Final Interviews on Site (consultant present in Carlsbad)	June 16 & 17, 2020
Negotiations Completed	June 24, 2020
New Library Director Start Date	TBD

ATTACHMENT II-REPRESENTATIVE REFERENCES

<p>Barberton (OH) Public Library (2018) 602 West Park Avenue Barberton, OH 44203 Chris White, Board President/Search Chair cwhite8@neo.rr.com Ann Hutchison, incoming Director hutchison.ann@gmail.com</p>	<p>The Enoch Pratt Free Library (MD) (2017) 400 Cathedral Street Baltimore, MD 21201 Patricia Lasher, Board Chair pjlasher@comcast.net Sayra Meyerhoff, Search Chair swmbal@gmail.com</p>
<p>Howard County (MD) Library System (2018) 9411 Frederick Rd Ellicott City, MD 21042 Andy Dalal, Board President andy@dalalhome.com Tonya Kennon, CEO Tonya.kennon@gmail.com</p>	<p>Westerville Public Library (OH) (2017) 126 South State Street Westerville, OH 43081 Jack Shinnock, Chair, Search Committee divscu@aol.com Erin Francoeur, Director erin_ortman@yahoo.com</p>
<p>Des Moines (IA) Public Library (2018) 1000 Grand Avenue Des Moines, IA 50309 Wesley Graham, President, Board of Trustees wtg@grahamlawiowa.com Sue Woody, Library Director Suewoody123@gmail.com</p>	<p>High Plains (CO) Library District (2018) 2650 W. 29th Street Greeley, CO 80631 Mary Heberlee, Search Committee Chair mlheberlee@yahoo.com Matthew Hortt, Executive Director horttma@gmail.com</p>
<p>Arapahoe Library District (2016) 12855 East Adam Aircraft Circle Englewood, CO 80112 Katie Schroeder, Board Chair schroederkatie@comcast.net Oli Sanidas, Executive Director oliversanidas@mac.com</p>	<p>Natrona County Library (2017) 307 E. 2nd Street Casper, WY 82601 Kyle True, President board@natronacountylibrary.org Lisa Scroggins, Director (307) 237-4935 x115</p>
<p>Charleston County Public Library (SC) (2019) 68 Calhoun Street Charleston, SC 29401 Andy Brack, Board/Search Chair acbrack@gmail.com Angela Craig, Incoming Executive Director angelakaycraig@gmail.com</p>	<p>Mid-Hudson (NY) Library System (2018) 103 Market Street Poughkeepsie, NY 12601 Mark Wilson, Board President rmoore49@nycap.rr.com</p>
<p>Prince George's County Memorial Library System (MD) (2018) 9601 Capital Lane Largo, MD 20774 Samuel Epps, Board President samuelepps_iv@hotmail.com Roberta Phillips, Chief Executive Officer robertaruthphillips@gmail.com</p>	<p>Public Library of Youngstown & Mahoning County (2018) 305 Wick Avenue Youngstown, OH 44503 Dr. David Ritchie, President, Board of Trustees dritchie@zoominternet.net Aimee Fifarek, Executive Director afifarek@gmail.com</p>

ATTACHMENT III:

**SAMPLE ADDENDUM AGREEMENT BETWEEN BRADBURY MILLER ASSOCIATES
AND THE BOISE PUBLIC LIBRARY (ID)**

By signed proposal dated, _____, 2020 and acceptance by the Boise Public Library (hereinafter called Library), the Library has entered into an agreement with Bradbury Miller Associates (hereinafter called Consultant) to perform an executive search for a new Library Director. That agreement is hereby amended to contain the following provisions, which shall, to the extent they are inconsistent with the terms of the _____, 2020 proposal, supersede the prior revisions:

1. All work performed under this contract shall be performed by or under the direct supervision and control of Karen Miller and Jobeth Bradbury as project co-directors.
2. The search schedule as outlined in the original proposal dated _____, 2020 will be superseded by a final schedule to be developed after the _____ 2020 meeting with the Library and mutually agreed to by both the Library and the Consultant.
3. (Add other relevant elements you wish to specify or change and adjust numbers accordingly.)
4. Regardless of which party hereto retains responsibility for conducting criminal and financial background checks on prospective candidates under the agreement, the Library and Consultant will defend and indemnify each other from all claims, lawsuits, administrative actions, and other causes of action arising from the negligence or misconduct of a party hereto in conducting such background checks and/or from the misuse of information obtained from such background checks by either party, its officers, directors, agents, servants, or employees.
5. The Library and Consultant each agree and warrant to each other that (1) any such background checks will be conducted solely for the purposes of evaluating prospective candidates' suitability for employment; (2) before a background check is conducted, the prospective candidate will be provided with and sign a clear and conspicuous written disclosure informing him/her that a criminal and/or financial report may be obtained for employment purposes; and (3) information obtained as a result of such background checks will not be used in a manner that violates any state or federal employment laws or regulations.
6. If a dispute arises between the parties relating to this Agreement, the parties agree to participate in good faith negotiations to resolve the dispute for a period of up to thirty (30) days. If the dispute is not settled during such period, the parties agree that the matter shall be settled by non-binding arbitration held in accordance with the commercial rules of the American Arbitration Association, by a panel of three (3) arbitrators. The parties shall each choose an arbitrator who will then agree on a neutral arbitrator.
7. The Library may terminate this contract at any time with 30 days of notice. If the Library terminates the contract because of being dissatisfied with the quality or amount of services provided by the Consultant, the Consultant will rely on the collective good judgment of the Library to determine what represents a fair and appropriate level of refund/rebate/discount for the work performed under the agreement.

WHEREFORE, the parties have set their hand this day of _____, 2020.

BRADBURY MILLER ASSOCIATES

BOISE PUBLIC LIBRARY (ID)

By _____

By _____

BOISE PUBLIC LIBRARY – Library Director Search- Responses to questions

1. Describe your overall project management approach/framework of a library director recruitment and search process.

- a. In our **Full Search** option, we manage the search for the City from beginning to end. We include three site visits: 1) a visit to meet staff, the Search Committee and any community constituents, etc. We do focus groups and surveys with the staff and also survey the hiring authority/Search Committee to gather information about the position, the library, and the community. We meet with the Committee to outline the process and set the schedule for the entire search; 2) we are present at the semifinal interviews, which take place via videoconference, and help the Committee select three or four finalists; and 3) we are present at the finals and work through the end of the search up to the successful candidate accepting the offer—contingent on a successful background check (included in our fee). In addition to the three site visits, we would also come in via videoconference to present the pool of candidates to the Search Committee and share our notes with them after the pool has been assembled. The process also includes all of the recruiting and advertising, generating the pool of applicants, and managing all logistics for the semifinal and final interviews. We typically have 15-20+ qualified applicants and we interview each qualified candidate by phone prior to meeting with the Search Committee. This is the meeting where the 6-8 semifinalists are selected for the first round of interviews. We can also serve as your negotiating team to extend the offer on behalf of the City. Our fee is a flat fee and includes all consultant travel, the advertising expenses, and a single background check on the final candidate of choice. We do official references on each finalist as well as “reconnaissance” and electronic searching. The full search includes a one-year guarantee.

The second type of search we offer is a “**Pool Enhancement**” process. We do the first half of the search as outlined above and the Library completes the last half. There are no visits included and no guarantee except we guarantee a minimum of ten qualified candidates. We would have a phone conversation with the Search Committee/hiring authority, set a time table for our work, develop the announcement, recruit and advertise, do all of the intake of candidate documents and meet with the Search Committee to discuss our notes on the candidates, helping select 6-8 semifinalists. At this point, our work is complete, and the Library takes it from there.

2. What approach do you take specifically regarding the outreach and search for highly qualified, best-match candidates for our organization?

- a. We submit the announcement to over 55 library-specific job sites, listservs and other electronic advertising. More importantly, we will carry out a regional and national networking effort to identify outstanding candidates who do not normally respond to ads or announcements. Many excellent people in the library and non-profit professions ARE interested in challenging jobs when approached by a respected recruitment firm. We start with a network of outstanding members of the library profession whom we know; and based on their suggestions and nominations, we broaden our search. If a prospective candidate declines our invitation to apply, we will ask him/her to identify other individuals who have the required qualifications. We have found this process is important regardless

of the size or type of library organization—and it is particularly important for identifying and attracting culturally diverse candidates. Announcements in the library media start the process, but the best candidates usually must be asked. In our previous searches, we have personally contacted 350+ potential applicants for positions resulting in at least 15-20 qualified candidates for each position.

3. What preliminary research or background information will you provide to the board on the top candidates?

- a. Throughout the search—and especially during the candidate identification phase—we will send regular, complete updates on our progress to the Board/Search Committee. We'll share candidate feedback, adjust our search strategies as needed, convey challenges and share any additional information gleaned during the process. We perform screening interviews with all qualified candidates and search the internet for potential red flags. The Search Committee will receive a cover letter, resume and a completed questionnaire from each candidate – the questionnaire is tailored to your specific library. We also develop a candidate list and a candidate matrix and share all candidate information through Dropbox for easy access and review. The matrix is a valuable tool as it provides an apples-to-apples comparison of candidate qualifications in a spreadsheet format.

4. Describe the selection process steps you recommend for a successful placement.

- a. we recommend a two-step interviewing process; the first round usually consists of the Search Committee interviewing six to nine semi-finalist candidates and then selecting three or four finalist candidates to be interviewed again by those involved in the final decision-making process. The finalist interviews usually occur two or three weeks following the semi-finalist interviews. The inclusion of two rounds of interviews represents our standard search process; however, if the hiring authority wishes to move more quickly based on the strength of the pool, the semi-finalist round of interviews may be eliminated and only a single round of finalists' interviews can be held on-site. We provide formal references for the final candidates: we ask for someone they have worked for, someone they have supervised, and someone they have worked with in a collegial capacity. When a candidate has been selected, we strongly suggest that a background investigation be contingent as part of the offer made. We include a single background investigation as part of our fee.

5. What elements of negotiation do you provide and what do you give back to the organization?

- a. We will perform an exit interview with each finalist to ask: 1) do they remain interested in the position; 2) what their current salary is; 3) their anticipated salary (we strongly recommend including a hiring salary range within the position announcement); 4) is there anything preventing them from accepting the position, if offered; and 5) a potential start date, if offered the position. When a candidate has been selected, we suggest that a successful background investigation be a contingency of the offer. We include a single

background investigation as part of our fee. We have a third-party investigation firm we work with to provide a very detailed investigation report which we can provide to the hiring authority, if desired.

6. Who would be responsible for the Boise Public Library recruitment and selection process?

- a. Our primary consultants- Karen Miller, owner, and Jobeth Bradbury, partner, would work together on this search process throughout its entirety, providing seventeen years of combined experience to the search process. You may find our individual bios on our website at <http://www.bradburymiller.com/consultants.html>

7. Provide your pricing structure, and please specify whether travel to Boise, Idaho is included in any of the steps or must be added, and associated rates.

- a. The flat fee for a **full search** would be **\$26,000**. As noted above, we provide three in-person consultant visits to Boise, which is included in this fee. The only travel not included in our fee is for your final candidates, which the Library would be responsible for reimbursing. The full search comes with our one-year guarantee and the process takes about 3-4 months once we get started. We provide our **pool enhancement** option for **\$12,000** as a flat fee, which includes no travel for consultants—all work is done remotely.

374 E. Marseilles Street
Vernon Hills, IL 60061

Phone: (847) 955-0541
john@johnkeister.com
www.johnkeister.com

January 31, 2020

Board of Trustees
Boise Public Library
715 S Capitol Blvd
Boise, ID 83702

Dear Board of Trustees:

When companies hire new CEOs, they work with professional executive recruiters. Libraries deserve no less! We are executive search consultants who work extensively with libraries, and we thank you for the opportunity to present this proposal for the hiring of your next Library Director.

As professional recruiters, we have deep knowledge of “best practices,” new technologies, and the people aspects of hiring leaders — but just as importantly, we love libraries. We love how they act as equal opportunity providers, offering services, materials, and inspiration to their customers without regard to an individual’s personal, economic, or educational status. In their role as the community centers of the 21st century, libraries are more relevant and popular than ever.

Hiring a new director is one of the most important decisions a library board will make and we would be pleased to provide advice and assistance. Library leadership is always important, and especially so when libraries must keep evolving — not just to keep up with technological change and user tastes, but to *anticipate* those events and plan proactively. In addition to identifying, evaluating, and screening candidates, we can facilitate the interview process and help the Board of Trustees reach consensus on the final candidates.

One of our strengths as a search firm is that we customize our approach to fit the wishes of our clients. The attached document is a blueprint of how we approach a search and can be easily revised to fit your particular needs. We are confident that we can help you find the right leader who will continue to expand your library’s focus, vitality, and success. We would enjoy the opportunity to further discuss our process with you via a phone or video interview.

Thank you for your consideration. We look forward to hearing from you!

Sincerely,



John Keister

Our Experience

John Keister & Associates is a full-service, nationwide executive search firm founded by John and Beth Keister in 1987. We have been identifying and recruiting top leadership talent for more than 33 years. During this time, we have completed over 300 executive searches.

Our library searches have run the gamut from small community libraries to regional libraries with dozens of branches to large consortiums. Given today's competitive environment for hiring library directors, it helps to have the assistance and guidance of knowledgeable executive search consultants.

Just as libraries have greatly evolved over the last 30 years, so has the recruiting world. We have more tools and resources than ever before, including new ways to connect with people and find information. Since communications and adaptability are key to successful searches, we continually strive to be both tech- and people-savvy. We are proud to say that the libraries we've worked with have expressed appreciation for our responsiveness and high level of customer service.

Why use Executive Recruiters?

Boards use outside consultants to bring a fresh perspective and new ideas to their organization. For example, architects and space planners are experts in physical aspects of library management; strategic planning consultants specialize in helping organizations set and meet their short- and long-term goals. Executive recruiters are crucial to personnel decisions and are skilled in providing comprehensive and highly effective search strategies.

A good executive search team will:

- excel at building relationships both with clients as well as with leaders in the library field
- develop a profile for the ideal candidate
- focus on identifying and vetting applicants to ensure that any final candidate is well-qualified, enthusiastic about the opportunity, and has the ability and leadership qualities to thrive in the role
- deliver exceptional results on time and within the client's budget

Our extensive and diverse recruiting experience enables us to identify and evaluate management and leadership traits in candidates, assets that are critical to the successful administration and guidance of today's libraries. We proactively search for and recruit top candidates, rather than relying solely on passive approaches such as job postings. Our success in locating and placing talented people is the result of networking and actively building long-term relationships with the best and brightest library leaders.

Project Team

John Keister has more than 33 years of executive search experience, working with respected global corporations and libraries of all sizes. When working with libraries, John draws upon his considerable experience as an elected public library Trustee and library Board President. He also served multiple terms on the Board of Directors of the North Suburban Library System, a library consortium of academic, public, school, and special libraries in suburban Chicago. John has advocated on behalf of libraries at the local, state, and federal levels, been an invited speaker at numerous library conferences, and has raised community awareness of library issues through town meetings, focus groups, and print and broadcast media. He is active with the Illinois Library Association (ILA) and has served on ILA's Advocacy Committee. He also provides customized coaching and training to help library boards become more efficient and effective.

Beth Keister handles many of the “behind the scenes” functions of our firm, designing and maintaining our databases and websites, conducting research for the search process, and using social media to create awareness. Previously, Beth trained the staffs of several libraries and library organizations on a variety of software products and consulted with libraries on creating programs and reports that support daily operations.

Sarah Keister Armstrong specializes in providing community needs assessments and strategic planning services to libraries and other organizations through her own firm, Sarah Keister Armstrong & Associates. Her awareness of library trends and issues, coupled with a keen understanding of each library’s unique circumstances and demographics, helps us focus our efforts on the type of leader who will be most effective for every library search we undertake. Sarah has Public Library Trustee experience and served on the Board of RAILS (Reaching Across Illinois Library System) and as a Director-at-Large of the Illinois Library Association.

For more information on our backgrounds and experience, please visit www.johnkeister.com.

References

The Society of the Four Arts

Palm Beach, Florida
Kathy Mardamek
Director of Finance and Administration
561-659-8508
kmardambek@fourarts.com
Director of Libraries: Rachel Schipper

Cape Girardeau Public Library

Cape Girardeau, Missouri
Amy Trueblood
President, Board of Trustees
312-404-3461
amytrueblood@gmail.com
Library Director: Katie Hill

Northville District Library

Northville, Michigan
Alan Somershoe
Chair, Board of Trustees
248-349-0919
alan@somershoe.net
Library Director: Laura Mancini

Wheaton Public Library

Wheaton, Illinois (Chicago area)
Christine Fenne
President, Board of Trustees
630-653-2442
cfenne@alphagraphics.com
Library Director: Betsy Adamowski

Hussey-Mayfield Memorial Public Library

Zionsville, Indiana (Indianapolis area)
Sandy Cha Sifferlen
President, Board of Trustees
317-847-3598
s.siff@lilly.com
Library Director: Sarah Moore

Stillwater Public Library

Stillwater, Minnesota (Twin Cities area)
Michael Kelliher
Board of Trustees
651-324-0213
mjkeliher@gmail.com
Library Director: Mark Troendle

Testimonials

Peoria Public Library

Peoria, Illinois
Jeanne Williamson
President, Board of Trustees
Phone: 309-360-1398
jwilliamson54@gmail.com
Library Director: Randall Yelverton

The Peoria Public Library serves about 115,000 residents with a 102,000 square foot main library, four branches, and an operating budget of \$7.4 million. The search was conducted due to the retirement of the previous Director.

Your firm was very flexible fitting into our needs. You shared different perspectives on how we could proceed and willingly let us pick our own way. We were delighted with how much front work your firm did in the recruitment of the candidates, it took the heavy lifting off of us. Your engaging personality was very helpful with the various backgrounds and personalities of our board membership. You responded to our questions with expertise and in a very timely manner. We appreciated your candid remarks about the "state of affairs" of our own library system. Your interaction with the staff through meetings and the survey provided an opportunity for the staff to have a voice, which was necessary. We consistently felt confident in your process and abilities.

I would definitely recommend your firm. You are so well connected with the library world. You have tons of experiences. You are a gentle, but firm leader. You are receptive to input from the board, yet you know what exactly has to be done and what is an appropriate time frame and salary/benefit package. We relied upon your sage, but we still felt that we were making the crucial decision. Your ability to say what needs to be said to get the job done was very remarkable, your honesty definitely won the respect from the board. We found your cost was very reasonable and worth its weight in gold. We could not have been happier with your guidance and the ultimate choice of a new library director. Thank you so very much.

Jeanne Williamson, President, Board of Trustees

Putnam County Public Library

Greencastle, Indiana
Alan Zerkel
President, Board of Trustees
765-721-1253
azerkel67@gmail.com
Director: Matthew McClelland

Please know that I am most definitely not just speaking for myself, but also for each and every board member in expressing my appreciation for the service and guidance you provided to the Putnam County Public Library Board of Trustees during the recent director search. We were impressed with your

professionalism, attention to detail, passion for locating the best possible leader to blend with the PCPL climate and culture, as well as your knowledge of library operations and your availability to answer questions and offer direction. A huge plus for the board was the personal touch you offered during the search process. The personal interest you took in the Putnam County Public Library, including the board and the staff, gave us a great deal of confidence and assurance. We are very pleased with the outcome of the search process and the candidates you provided for our consideration. Each candidate possessed excellent leadership qualities. I also want you to know that we will highly recommend John Keister and Associates to any library that is seeking professional assistance in hiring a director.

John, it was a pleasure to work with you and learn from you. I am truly impressed with the work you did for our library. Matt's first days on the job appear to be very successful and the atmosphere among staff is highly positive. All of us are looking forward to the future prospects for PCPL under Matt's leadership.

Alan Zerkel, President, Board of Trustees

Beloit Public Library

Beloit, Wisconsin

John Watrous

President, Board of Trustees

Phone: 608-363-9179

watrousj@gmail.com

Library Director: Nick Dimassis

Beloit Public Library serves 48,000 residents with a 55,000 square foot building and an operating budget of \$2.2 million. We were asked to conduct the search for a Director after failed attempts by another library executive search firm.

Our first contacts with you were extremely positive and confirmed for the board that you were a good fit for us. You showed enthusiasm for our library and our community, and you made it clear to us that you were eager to work with us on this search.

We were looking for a bold and creative leader more than a competent manager. You understood this and designed a search process that identified leadership and networking skills. There were doubtless a lot of things that you did on the back end that we never saw, but what we did see pleased us. For example, the website that you created to advertise the Director position was very professional. There were important instances when you gave us excellent advice.

Everyone I've spoken to (including board members, library staff, members of the Friends and Foundation, and people in city government) agrees that the three finalists we did bring to the library were by far the most impressive group we could remember from a Director search. The candidate we hired has been wonderful, and we are extremely pleased to have him at our library. Nick is providing us with the kind of creative leadership and community outreach that we wanted all along in our new Director.

John Watrous, President, Board of Trustees

Current and Completed Searches (2018 to Present)

Arlington Heights Memorial Library, Arlington Heights, Illinois
Ascension Parish Library, Gonzales, Louisiana
Bellwood Public Library District, Bellwood, Illinois
Cape Girardeau Public Library, Cape Girardeau, Missouri
Charles County Public Library, La Plata, Maryland

Defiance Public Library System, Defiance, Ohio
Des Plaines Public Library, Des Plaines, Illinois
Ella Johnson Memorial Public Library Hampshire, Illinois
Equinox Open Library Initiative, Atlanta, Georgia
Farmington Community Library, Farmington Hills, Michigan

Freeport Public Library, Freeport, Illinois
Galesburg Public Library, Galesburg, Illinois
Goshen Public Library, Goshen, Indiana
Grayslake Area Public Library District, Grayslake, Illinois
Hussey-Mayfield Memorial Public Library, Zionsville, Indiana

Kanawha County Public Library System, Charleston, West Virginia
Morris Area Public Library, Morris, Illinois
Lincolnwood Public Library District, Illinois
Northville District Library, Northville, Michigan
Olathe Public Library, Olathe, Kansas

Park Ridge Public Library, Park Ridge, Illinois
Peoria Public Library, Peoria, Illinois
Porter County Public Library System, Valparaiso, Indiana
Putnam County Public Library, Greencastle, Indiana
Russell Library, Middletown, Connecticut

Stark County District Library, Canton, Ohio
Teton County Library, Jackson, Wyoming
Town and Country Public Library District, Elburn, Illinois
Waukegan Public Library, Waukegan, Illinois

For information on some of our other past searches, please visit johnkeister.com/clientlist.

Executive Search Proposal

Library Director Boise Public Library

Thank you for considering this proposal to help you find and hire the next Library Director of the Boise Public Library. Each search we undertake is customized to fit the unique circumstances of our client. The following is a general plan that may be easily altered.

Recruitment Process

We have the resources in place and are prepared to initiate the search upon selection by the library board. John Keister will be the primary contact representing our firm, while Beth Keister and Sarah Keister Armstrong will provide project support.

Though each search is different and presents its own characteristics, we find that the search process from our initial client meeting to candidate offer and acceptance generally takes 3½ to 4 months. This schedule is variable and may be revised to fit your particular situation and requirements.

Initial Meeting

Every library is unique. Our first step is to thoroughly understand *your* needs, organizational culture, and current concerns. We will visit the library to gain an understanding of your environment and to find out what is expected of the new director. Such knowledge will be useful when forming interview questions and evaluating candidates within the framework of your organization and setting.

Website for the Director Search

For each of our library searches, we design and host a website that includes information on the position, the library, and the local community. The website is a helpful tool for sharing information with potential candidates and it allows for easy updates as the search progresses. Using a separate website to market the library and community and to recruit for the position has proven to be far more effective for our searches than a conventional job posting.

Examples of our custom websites include johnkeister.com/pcpls/, johnkeister.com/apl/, and johnkeister.com/charlescounty/.

Strategy

Our strength as a search firm lies in our personal contacts with individuals in the library field. In addition to attracting candidates through traditional advertising and use of the custom website, we will carry out a thorough networking and social media effort to identify outstanding candidates who do not normally respond to ads or announcements.

We also enjoy and excel at recruiting. This is one of the strengths of a good search firm: we like learning about people and are very successful at identifying, vetting, and recruiting library leaders who may not necessarily be looking at job ads or actively seeking a new position. Many excellent people become intrigued and excited by new opportunities when approached by a respected search firm.

We make a special effort to recruit candidates of diverse backgrounds. This includes announcing the

opportunity on culturally diverse library websites and listservs such as REFORMA and BCALA. As a result, we have successfully recruited and placed several diversity candidates.

With this multi-pronged approach, we will ensure that we locate the best candidate(s) for your position.

Candidate Process

Resumes are just one piece of what we consider when evaluating candidates. People can look great on paper — but they may be a terrible fit for your library. Conversely, sometimes a resume does not do justice to someone who might be terrific. We love going deeper, learning more about applicants, and assessing if and how they would work for your situation.

Candidate Qualifying and Presentation

Once we have identified candidates, we will conduct in-depth interviews. When possible, these conversations will be in person. If that is not practical, we will conduct detailed virtual interviews. Our conversations with candidates allow us to thoroughly evaluate their personality, work ethic, and how they may fit into your particular organization.

After the initial interviewing/qualifying work has been completed, we will present you with resumes and additional information for the top candidates. Usually, this means we will have a slate of approximately 3 to 5 candidates. We'll be ready to discuss each candidate in some detail, and to answer any questions from the search committee.

We think and work creatively, and this is an area where we challenge some of the status quo in library executive search. We'll be upfront with you: not all applicants will be qualified. Our role is to implement a vetting process so that we can identify those individuals who we believe could immediately step into the position and be successful. Our clients have repeatedly expressed appreciation for our ability to focus on candidates who are truly qualified, specifically interested in your library, and who will thrive in the director role.

Finalist Interviews

It is very beneficial for us to be on-site at the library during the finalist interviews to answer questions, make suggestions, and facilitate the process. We strongly recommend that candidates meet with staff, the board, and other key stakeholders as part of the process. The board will be making important decisions at this time, and unfamiliar issues may arise. We can provide whatever support is needed, including providing ideas for interview questions and approaches, advising what questions to avoid for legal reasons, and warning of potential pitfalls.

Final Steps

Many boards have never gone through the final steps of hiring a director and find that this is where our expertise can be particularly helpful.

We can make suggestions on how to handle salary negotiations and benefits questions, deal with relocation issues, and “close” the most desired candidate. Staff input is particularly important and we can help the board use that information wisely. Bridging the step between final interviews and making an offer can be stressful and occasionally contentious. We have the experience and strategies to make this part of the process go smoothly and even enjoyably.

Verifying Employment Duties and Performance Levels

We will interview references for the final candidates and will present summaries of the reference investigation. Our reference questions help us understand the character of each candidate. We look for first-hand accounts of how an individual works with staff and patrons, what they do to stay on top of library trends, and information illuminating how they've dealt with challenges. We are seeking leaders, and a candidate's references assist us in evaluating how he/she will perform in that role.

Pre-Employment Background Investigation

If the library does not have a pre-employment background investigation process in place, we can assist with those arrangements for the final candidate. This investigation should include verification of credentials and an examination of professional, personal, financial, and criminal records. We can set up such an investigation with a professional firm should you need assistance with this piece.

Project Schedule

The following schedule is flexible and may be adjusted according to the needs of the library.

<i>Month</i>	<i>Tasks</i>
Month 1	<ul style="list-style-type: none">• Initial meeting with Board/Selection Committee to discuss needs• Meet with key staff members and other constituencies for their insights• Create and post custom search website• Advertise position through various national and local channels• Begin recruiting candidates using contacts within our library network
Months 2 - 3	<ul style="list-style-type: none">• Conduct interviews with possible candidates• Compile documentation on most viable candidates• Present resumes and additional information on 3 to 5 of the best candidates to Board/Selection Committee• Schedule interviews with Board/Selection Committee• Advise on interview process and questions
Months 3 - 4	<ul style="list-style-type: none">• Final candidate interviews at library• Conduct reference checks• Presentation of offer (Board to Candidate)

Fee

Our fee for search services is \$24,500. Part of this fee (\$8,100) will be payable upfront, to help us defray our search expenses and to initiate the search. The balance of the fee will be payable in two equal installments: one payment will be due upon your acceptance of a slate of candidates and the last payment will be billable upon selection of the new Director, payable within 30 days after acceptance of the offer by the new Director.

Our professional fee covers:

- Design, development, and hosting of a custom website for the director search (see examples: johnkeister.com/pcpls/, johnkeister.com/apl/, and johnkeister.com/charlescounty/).
- Advertising expenses
- All consultant expenses, including travel, for on-site attendance at up to three library meetings
- Unlimited “virtual” access via video or audio calls at other meetings, as needed.

Not included in our fee are costs incurred by candidates who are asked to interview in-person with the library (i.e., mileage reimbursement, lodging, meals, etc.).

Guarantee

If the new Library Director leaves the position within the first year after acceptance, we will, on a one-time basis, reactivate the search upon your request. Such a reactivation must assume that we will be allowed to pursue our own approach to achieve the reasonable results you anticipate. The library will assume all expenses directly related to a reactivated search, but we will expect no additional search fee.

Thank you for your interest in John Keister & Associates. Please contact us if you have any questions. We look forward to working with you.

John Keister & Associates



John W. Keister
President

If these terms are acceptable, please sign this letter and return one copy to us. Thank you.

Boise Public Library Board

By: _____ Title: _____ Date: _____

Our firm is committed to Equal Employment Opportunities, and will not discriminate against any candidate because of race, color, religion, national origin, age, gender, disability, veteran status, or sexual orientation.

Describe your overall project management approach/framework of library director recruitment and search process.

We are executive recruiters who have extensive experience conducting searches for library directors. For over 33 years, we have been identifying and recruiting top leadership talent, completing more than 300 executive searches for leading technology companies, libraries, regional library systems of all sizes, and non-profits. Our backgrounds combine technical expertise, library knowledge, and executive search skills.

We have a deep understanding of libraries through our service on library boards, including roles as trustee and president of multiple boards. We also consult on a wide range of issues including library board effectiveness and succession planning, and are actively engaged as advocates for the library community.

Our experience differentiates us from some other library search firms, whose partners are often retired librarians. We approach each project within an executive search framework, which entails first looking at the big picture: What is the organization like? What is your community like and what role does your organization play in the community? Within this broader framework, we begin to glean an understanding of what the search will be like and how to proceed.

What approach do you take specifically regarding the outreach and search for highly qualified, best-match candidates for our organization?

Each search we undertake is customized to reflect the special character of the place and people a particular organization serves.

Our first step to gaining more detailed knowledge of what will make your library search unique will be to meet with you and visit the library. Here, we will learn answers to some specific questions: What are you looking for in the next director (both soft skills and specific responsibilities)? How do you see the new director's role with regard to staff and the board? Why would someone be interested in this position?

Our in-person visit gives us first-hand knowledge of your organizational culture, the physical aspects of the library, and the vision you have for your library and your next director. Every organization has its strengths and challenges, and understanding those at the beginning of a search is key to finding the right person to lead your organization.

After that, we will develop a profile of an "ideal" candidate and a strategy for how to find that person. We will create and post a custom website that we'll use to share information on the library and the community with potential candidates (please see attached proposal for examples). We will employ a mix of traditional advertising on state and national library

employment sites, announcements on social media, and good old-fashioned recruiting. We are first and foremost recruiters — so we enjoy letting people know what we’re working on and asking who they know who might be a good fit for a particular situation. Having successfully completed countless library director searches, we have a large network of friendly library leaders to ask for information and help.

What preliminary research or background information will you provide to the board on top candidates?

Before we present the board with any candidate, we’ll already have had several conversations with them —in person or by video, plus written communications. When we present our top candidates, we will supply their resume and a packet of essay answers they’ve provided from questions we’ve asked (much like we are doing here!). We’ll also be available to discuss with the board what we’ve learned about the candidates from our conversations with them, including details and impressions that may not be discernable from just written communications.

Describe the selection process steps you recommend for a successful placement.

The specifics of the next steps in the selection process depend in part on where the candidates are located and your budget for their travel. If candidates are all local (which sometimes happens in more densely populated markets), we help the board set up an in-person interview process. In other cases, we may recommend that a board conducts video interviews with the candidates before deciding who to bring in for in-person interviews. We will work with you on the process that best fits your organization, and will assist with scheduling, advice on interview questions and procedures, and how to effectively seek staff input. We can also help with background and reference checks and closing the final candidate.

What elements of negotiation do you provide and what do you give back to the organization?

Our objective is to have an offer accepted when the board, in public session, votes on who to hire as the next Director. To date we have never had an offer rejected by a chosen candidate.

After the final interviews, we debrief the candidates. Once the board has discussed and reached consensus on who to hire, but prior to a public vote, we let the candidate know that you are considering them while gauging their interest and understanding their priorities. This will enable the board to quickly identify and address any obstacles that might prevent the candidate from accepting an offer. Effectively pre-closing a candidate allows the library to meet expectations in the hiring process, deliver a wonderful candidate experience, and land top talent.

Who would be responsible for the Boise Public Library recruitment and selection process?

John Keister will be the primary contact for the Board/selection committee and candidate recruitment process. Beth Keister will be the contact for website development and the other “behind-the-scenes” aspects of the search.

Provide your pricing structure, and please specify whether travel to Boise is included in any of the steps or must be added, and associated rates.

Please see attached proposal, where we detail a schedule and what is included in our fee.

BOISE PUBLIC LIBRARY
CUSTOMER COMMENT CARD
STATISTICS
FOR
October - December
Fiscal Year 2020

**Boise Public Library
Customer Comment Card Statistics - Main Library
FY 2020 Oct-Dec**

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	I just moved to Boise 5 weeks ago. The first thing I did was to get a library card. I have done so many things with my card; checking out books, studying for my driver's test, checking out email plus more.			Yes	No contact information listed	No
1 - Oct - Dec	I love this lovely library!			Yes	No contact information listed	No
1 - Oct - Dec	Compliment on Information Services staff.			Yes	Emailed customer	No
1 - Oct - Dec	Another compliment for Information Services staff. Staff has a lot of knowledge to share.			Yes	Emailed customer	No
1 - Oct - Dec	The best Western Area + National Coverage is the "Los Angeles Times." Please try to subscribe. They may be computer generated out of Utah. Or air-lifted at night.			Yes	Emailed customer	No
1 - Oct - Dec	It stinks in here.				No contact information listed	No

Boise Public Library
Customer Comment Card Statistics - Main Library
FY 2020 Oct-Dec

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	It is way too hot on 3rd floor. I had to move to the 2nd floor or pass out. Please lower the heat.				Emailed customer	No
1 - Oct - Dec	Great customer service. Friendly helpful staff.			Yes	Emailed customer	No
1 - Oct - Dec	People are coughing and hacking with out covering their mouths! Everyone is going to get sick. You should have signs to help with this. It's not fair for everyone else to suffer!				Emailed customer	No
1 - Oct - Dec	Customer would like more eBooks rather than a fancy new main library. Due to mobility issues eBooks are more convenient.				Phone call	No
1 - Oct - Dec	Boise Public Library letters are invisible when wet. Should be re-painted white or neon lighted letters. Be proud of our great library.				None necessary	No
1 - Oct - Dec	Eagle has a section of popular book club books. You can check out single copies. It would be nice to have the option to see all the popular book club books in one area.				No contact information listed	No

**Boise Public Library
 Customer Comment Card Statistics - Main Library
 FY 2020 Oct-Dec**

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	Concerned that he was unable to use the handicap restroom stall when he needed to. Stall was being used by people who were not disabled.				Investigate	No
2 - Oct - Dec	To many smokers hang outside by the front doors. The entire library stinks of old body odor and ashtrays on all three floors.				No contact information listed	No

Boise Public Library

Customer Comment Card Statistics - Bown

FY 2020 Oct-Dec

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	I was disappointed at all the cement surrounding the entrance of the Bown library. What a waste of space. It is too hot in the summer and too cold in the winter to sit out on those uncomfortable blocks of more cement. My big complaint is the need of a drive by drop off/return box. Nothing can be done about the cement but please consider the drive by/return box.			Yes	No contact information listed	No
2 - Oct - Dec	Nampa and Eagle library have Kanopy. Hoping that Boise Public Libraries will add the Kanopy service, which will allow patrons to view independent films.			Yes	None necessary	No
3 - Oct - Dec	Great customer service!			Yes	None necessary	No
4 - Oct - Dec	Wonderful staff. They helped my boys (9 & 10) find new books and get even more excited about reading. Thank you for your time and heart!			Yes	None necessary	No

**Boise Public Library
 Customer Comment Card Statistics - Collister
 FY 2020 Oct-Dec**

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	We would like more books, movies ext.. At our local regional library. Possibly more hours Mondays.			Yes	None necessary	No
1 - Oct - Dec	Please put more effort in expanding funding for local library improvements.			Yes	None necessary	No
1 - Oct - Dec	Having a design contest for a new library cards. I think having designs that appeal to a younger (teen age, young adult) would be a good step towards getting them more engaged.				None necessary	No

Boise Public Library
Customer Comment Card Statistics - Cole and Ustick
FY 2020 Oct-Dec

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
	NO COMMENTS					

**Boise Public Library
Customer Comment Card Statistics - Hillcrest
FY 2020 Oct-Dec**

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	We have a lot of Swahili + Farsi speaking folks in this area. It would be nice to have some books for them in your foreign language section.				No contact information listed	No
1 - Oct - Dec	Staff compliment in showing customers how to use their Kindle.			Yes	None necessary	No
1 - Oct - Dec	It would be very helpful if the key chain library card was made available. This would open joint parent access for kid visits to the library without losing the kids member cards.				None necessary	No
1 - Oct - Dec	Loves the staff and the library. Keep up the great work!				None necessary	No
1 - Oct - Dec	There is absolutely no acceptable reason for receiving a text message notification at 4:52 a.m. Please fix whatever problem caused this!				Investigate	No

**Boise Public Library
 Customer Comment Card Statistics - Hillcrest
 FY 2020 Oct-Dec**

Quarter	Comment	Overall Experience			Response to patron	
		Purpose in coming to Library today?	Did you find what you needed?	Was a staff member particularly helpful?	Library Response	Further follow up necessary
1 - Oct - Dec	Great staff!				No contact information listed	No

OPEN ACCESS COMPENSATION AGREEMENT
Between Garden City and Boise City

This Open Access Compensation Agreement (“Open Access Agreement”) is made and effective on the date of final mutual execution (“Effective Date”) by and between the **City of Garden City** (“Garden City”), an Idaho municipal corporation, and the **city of Boise City** (“Boise City”), an Idaho municipal corporation (collectively “the Parties”).

WHEREAS, Garden City and Boise City have each established a public library for use by their respective residents pursuant to Idaho Code § 33-2603; and

WHEREAS, the Parties, in conjunction with several other libraries in southern Idaho, executed an Agreement for LYNX! Consortium Services dated March 29, 2016 (the “LYNX! Agreement”) for the purpose of providing greater library services to their residents through cost and resource sharing between participating libraries; and

WHEREAS, the Parties are both Open Access members of the LYNX! Consortium as described in the LYNX! Agreement; and

WHEREAS, the LYNX! Agreement, at Appendix B therein, establishes the procedure through which an Open Access member library that provides a certain percentage of lending services to borrowers of another Open Access member library may be compensated by the latter library; and

WHEREAS, Boise City and Garden City wish to establish a compensatory formula between themselves to be applicable when Garden City is due open access compensation from Boise City pursuant to Appendix B of the LYNX! Agreement.

NOW THEREFORE, the Parties hereby agree as follows:

I. In conformance with the obligations, duties and responsibilities of their open access membership in the LYNX! Consortium as set forth in the LYNX! Agreement, the Parties agree:

A. Compensation:

The LYNX! Agreement Revised Open Access Compensation Procedure, at Appendix B therein, shall be used to determine if Boise City is required to compensate Garden City on an annual basis. If compensation is required, Boise City will compensate Garden City, and Garden City will accept as full and sufficient compensation for the service, a base payment of \$55,000 (fifty-five thousand dollars) in 2019 (for usage that occurred January 1, 2017 through December 31, 2017). In addition, in-kind compensation in the form of access to Overdrive service subscription shall be granted to Garden City

Public Library patrons provided Boise Public Library is subscribed to the service and is permitted to provide the access pursuant to its agreement with Overdrive.

During the term of this Agreement, including any renewal terms, if the Boise Public Library receives a one percent (1%) increase in its Maintenance and Operations Budget, then, for every future year compensation is required under Appendix B of the LYNX! Agreement, a one percent (1%) increase of the then existing base compensation for the service, plus continued in-kind compensation in the form of access to Overdrive service subscription subject to the above noted conditions, shall be added as full and sufficient compensation (subjecting the then existing compensation base to a one percent (1%) multiplier).

B. Term of Agreement:

This Open Access Agreement shall become effective on the date of the last signature set forth below, and shall remain in effect through September 30, 2020.

This Open Access Agreement shall automatically renew for successive one (1) year periods hereafter unless either party gives the other written notice of termination at least thirty (30) days prior to expiration of the then current term.

Either party may terminate this Open Access Agreement in the event of material breach upon provision of at least thirty (30) days' notice to the other party. In addition, if sufficient funds are not appropriated or allocated for payment under this Open Access Agreement for any current or future fiscal period, then Boise City, at its option, may terminate the Open Access Agreement on the last day of any calendar month upon thirty (30) days prior written notice to Garden City, without future obligations, liabilities, or penalties to Garden City, except for amounts due up to the time of termination. In addition, Boise City shall certify and warrant in writing that sufficient funds have not been appropriated to continue the Open Access Agreement for the next fiscal year.

- II. The LYNX! Agreement shall remain in full force and effect and to the extent it may be construed to be contradictory to this Open Access Agreement, the terms and conditions of the LYNX! Agreement shall control.
- III. This Open Access Agreement shall be in full force and effect as of the Effective Date and only upon approval of the Library Board of Trustees for each city and City Council for each party and upon execution by the Mayor for each party with attestation as provided.

IV. This Open Access Agreement may be executed by the Parties in counterparts, each of which shall be deemed an original but all of which shall constitute one and the same Agreement. Facsimile signatures and e-mailed PDF copies of original signatures shall be deemed original signatures for purposes of this Open Access Agreement.

IN WITNESS WHEREOF, the Parties have executed this Open Access Agreement as of the date first above written.

Approved by action of the Boise Public Library Board of Trustees, and sent with a recommendation for approval to the Boise City Council on _____, 20__.

BOISE PUBLIC LIBRARY by

Margo Healy, President
Board of Trustees

ADOPTED by the Council of the City of Boise City, Idaho this ___ day of _____, 20__.

APPROVED by the Mayor

Lauren McClean, Mayor of Boise City

ATTEST:

City Clerk

Approved by action of the Garden City Public Library Board of Trustees, and sent with a recommendation for approval to the Garden City Council on _____, 20__ .

GARDEN CITY PUBLIC LIBRARY by

Kate Souza, Chair
Board of Trustees

ADOPTED by the Council of the city of Garden City, Idaho this ___ day of _____, 20__ .

APPROVED by the Mayor

John Evans, Mayor of Garden City

ATTEST:

City Clerk

Miscellaneous

Customer Responses to Purchase Suggestions FY20, Quarter 1

Tally of simple "Thank You" responses: 57

10/7/19	Thank you!! You guys are aces.
10/8/19	Thank you so much! I love the BPL! I will continue to spread the word and bring my daughter on a weekly basis.
10/8/19	Thanks, so much for responding with a personalized message. No worries at all about the game and I'm just happy to hear back from someone. The staff at the BPL is great and I am constantly spreading the word about the amazing resources available to every resident. Best Public Library I've used compared to every city I've lived in and visited.
10/21/19	You guys are awesome! Thank you!
10/22/19	Yay! Thanks so much!
10/23/19	Thank you! I appreciate the follow up and thorough response.
11/4/19	Thanks to the staff, appreciate their help on this - this made my day!
11/12/19	Thanks to the staff. I really appreciate the quick response for this great service!
11/14/19	Fantastic! Thank you for the fast response and for adding this title to the library's OverDrive collection!
11/14/19	Thank you, so considerate of you. 😊
11/19/19	Thanks so much. I appreciate your help.
11/20/19	Thank you wonderfully.
11/22/19	As far as "Thank you for thinking of the library!" I often think of the library. I love the Library! Sometimes I even capitalize it, just as it is capitalized on the outside of the building. Thanks again and thank you for the good work you do.
11/27/19	Thanks! I love the library!
12/6/19	Goodness gracious, for the great staff! This is the first time I have ever requested from the library, and I must say I'm thrilled with the results. :) Have a wonderful holiday season.
12/6/19	I truly appreciate the help!
12/9/19	Thank you much :-) May many enjoy and benefit from it being there.

Statistics

**BOISE PUBLIC LIBRARY
SYSTEM STATISTICS REPORT
December 2019**

	<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	56,344	51,862	8.64	170,066	157,646	7.88
Young Adult	7,302	6,551	11.46	22,843	19,329	18.18
Juvenile	62,150	50,227	23.74	199,932	176,278	13.42
Sub Total	125,796	108,640	15.79	392,841	353,253	11.21

<u>CIRCULATION /Audio Visual</u>						
Adult	42,441	42,281	0.38	129,063	127,224	1.45
Young Adult	1,712	1,520	12.63	5,175	4,394	17.77
Juvenile	12,417	11,463	8.32	38,890	34,921	11.37
Sub Total	56,570	55,264	2.36	173,128	166,539	3.96

<u>CIRCULATION/Digital</u>						
eAudio	18,699	14,859	25.84	56,687	46,443	22.06
eBooks	18,061	16,519	9.33	52,438	48,151	8.90
eVideo	47	94	-50.00	163	214	-23.83
eMusic	9,490	9,918	-4.32	26,859	27,890	-3.70
eMagazine	1,970	1,762	11.80	6,581	5,910	11.35
Sub Total	48,267	43,152	11.85	142,728	128,608	10.98
TOTAL CIRCULATION	230,633	207,056	11.39	708,697	648,400	9.30

<u>CIRCULATION SUMMARY</u>						
Main Library	92,451	83,449	10.79	281,047	261,869	7.32
Collister	15,289	14,139	8.13	48,162	44,169	9.04
Hillcrest	13,324	11,762	13.28	42,175	37,629	12.08
Cole & Ustick (C&U)	29,529	26,495	11.45	93,066	85,938	8.29
Bown	29,900	27,012	10.69	95,542	87,208	9.56
Home Service	1,873	1,047	78.89	5,977	2,979	100.64
Digital Collection	48,267	43,152	11.85	142,728	128,608	10.98
TOTAL CIRCULATION	230,633	207,056	11.39	708,697	648,400	9.30

<u>PATRON COUNT</u>						
Main Library	75,642	75,834	-0.25	228,549	237,294	-3.69
Collister	7,285	7,751	-6.01	23,333	24,618	-5.22
Hillcrest	6,960	7,213	-3.51	23,941	17,566	36.29
Cole & Ustick	11,926	12,124	-1.63	39,303	40,282	-2.43
Bown	12,016	10,140	18.50	39,771	38,116	4.34
TOTAL PATRON COUNT	113,829	113,062	0.68	354,897	357,876	-0.83

<u>POLARIS CATALOG</u>						
System External Use Counts	288,931	295,256	-2.14	890,988	911,164	-2.21
Main Internal Use Counts	77,262	86,957	-11.15	234,943	259,674	-9.52
Collister Internal Use Counts	2,793	3,091	-9.64	9,325	8,818	5.75
Hillcrest Internal Use Counts	2,585	2,588	-0.12	8,468	8,956	-5.45
C&U Internal Use Counts	6,502	7,191	-9.58	21,894	23,897	-8.38
Bown Internal Use Counts	6,460	5,567	16.04	20,579	19,518	5.44

	<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	652	775	-15.87	2,318	2,670	-13.18
Non-Resident	7	2	250.00	23	22	4.55
Internet Only	1	5	-80.00	4	15	-73.33
TOTAL CARDS ISSUED	660	782	-15.60	2,345	2,707	-13.37

INTERLIBRARY LOANS

Out-of-State	75	97	-22.68	128	303	-57.76
In-State	59	74	-20.27	81	208	-61.06

INTERLIBRARY BORROWING

Out-of-State	194	195	-0.51	607	556	9.17
In-State	62	86	-27.91	192	191	0.52

REFERENCE SUMMARY

Main Adult Desk	2,573	2,670	-3.63	7,719	7,909	-2.40
Main Adult Telephone	576	588	-2.04	1,740	1,792	-2.90
Main Adult Electronic	129	170	-24.12	417	529	-21.17
Sub Total Adult Reference	3,278	3,428	-4.38	9,876	10,230	-3.46

Main Youth Desk	967	1,169	-17.28	3,359	4,086	-17.79
Main Youth Telephone	42	129	-67.44	155	244	-36.48
Main Youth Electronic	0	1	0.00	1	3	-66.67
Sub Total Youth Reference	1,009	1,299	-22.32	3,515	4,333	-18.88

Information Desk

Readers Advisory	11	12	-8.33	37	42	-11.90
Directional/Informational	1,566	2,091	-25.11	5,066	6,416	-21.04
Sub Total Information Desk	1,577	2,103	-25.01	5,103	6,458	-20.98

Collister Desk	1,636	1,627	0.55	5,042	5,426	-7.08
Collister Phone	130	161	-19.25	398	461	-13.67
Sub Total Collister Reference	1,766	1,788	-1.23	5,440	5,887	-7.59

Hillcrest Desk	1,438	1,007	42.80	4,678	3,411	37.14
Hillcrest Phone	101	86	17.44	348	289	20.42
Sub Total Hillcrest Reference	1,539	1,093	40.81	5,026	3,700	35.84

Cole & Ustick Desk	2,050	2,353	-12.88	6,655	7,754	-14.17
Cole & Ustick Phone	118	155	-23.87	400	447	-10.51
Sub Total C&U Reference	2,168	2,508	-13.56	7,055	8,201	-13.97

Bown Desk	934	1,146	-18.50	3,637	3,561	2.13
Bown Phone	78	76	2.63	244	248	-1.61
Sub Total Bown Reference	1,012	1,222	-17.18	3,881	3,809	1.89
TOTAL REFERENCE	12,349	13,441	-8.12	39,896	42,618	-6.39

	<u>This Month</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
MEETING ROOM USE SUMMARY						
Programs						
Main Adult Programs	91	63	44.44	236	171	38.01
Main Youth Programs	39	75	-48.00	156	303	-48.51
Main Community Programs	368	270	36.30	1,588	781	103.33
Sub Total Main	498	408	22.06	1,980	1,255	57.77
Collister Adult Programs	24	31	-22.58	86	109	-21.10
Collister Youth Programs	38	42	-9.52	117	150	-22.00
Collister Community Programs	63	72	-12.50	284	223	27.35
Sub Total Collister	125	145	-13.79	487	482	1.04
Hillcrest Adult Programs	19	20	-5.00	65	45	44.44
Hillcrest Youth Programs	33	23	43.48	101	66	53.03
Hillcrest Community Programs	72	44	63.64	356	99	259.60
Sub Total Hillcrest	124	87	42.53	522	210	148.57
C&U Adult Programs	12	7	71.43	47	21	123.81
C&U Youth Programs	19	48	-60.42	75	188	-60.11
C&U Community Programs	9	86	-89.53	192	284	-32.39
Sub Total Cole & Ustick	40	141	-71.63	314	493	-36.31
Bown Adult Programs	19	8	137.50	82	47	74.47
Bown Youth Programs	69	29	137.93	216	103	109.71
Bown Community Programs	73	58	25.86	342	241	41.91
Sub Total Bown	161	95	69.47	640	391	63.68
TOTAL PROGRAMS	948	876	8.22	3,943	2,831	39.28

Program Attendance						
Main Adult Attendance	416	339	22.71	1,224	941	30.07
Main Youth Attendance	2,279	1,627	40.07	6,093	8,652	-29.58
Main Comm Attendance	1,434	1,177	21.84	6,330	3,529	79.37
Sub Total Main	4,129	3,143	31.37	13,647	13,122	4.00
Collister Adult Attendance	214	233	-8.15	767	879	-12.74
Collister Youth Attendance	983	770	27.66	3,209	2,669	20.23
Collister Comm Attendance	298	378	-21.16	1,682	1,020	64.90
Sub Total Collister	1,495	1,381	8.25	5,658	4,568	23.86
Hillcrest Adult Attendance	177	98	80.61	449	326	37.73
Hillcrest Youth Attendance	534	477	11.95	1,703	1,755	-2.96
Hillcrest Comm Attendance	686	472	45.34	3,227	1,012	218.87
Sub Total Hillcrest	1,397	1,047	33.43	5,379	3,093	73.91
C&U Adult Attendance	153	114	34.21	572	300	90.67
C&U Youth Attendance	436	573	-23.91	1,833	2,241	-18.21
C&U Comm Attendance	86	569	-84.89	2,801	2,244	24.82
Sub Total Cole & Ustick	675	1,256	-46.26	5,206	4,785	8.80
Bown Adult Attendance	204	93	119.35	758	504	50.40
Bown Youth Attendance	1,458	874	66.82	4,634	3,592	29.01
Bown Comm Attendance	759	484	56.82	4,137	2,449	68.93
Sub Total Bown	2,421	1,451	66.85	9,529	6,545	45.59
TOTAL PROGRAM ATTENDANCE	10,117	8,278	22.22	39,419	32,113	22.75

BOISE PUBLIC LIBRARY

RECIPROCAL BORROWING STATISTICS

December 2019

Items checked out at BPL by consortium members' patrons.

	Percent of This Month				Percent of To Date			
	<u>This Month</u>	<u>Circulation</u>	<u>Last Year This Month</u>	<u>Percent Change</u>	<u>This Year To Date</u>	<u>Circulation</u>	<u>Last Year To Date</u>	<u>Percent Change</u>
CHECKOUTS								
Ada Community	4,136	1.79	5,179	-20.14	13,420	1.89	13,075	2.64
Caldwell	478	0.21	331	44.41	1,642	0.23	1,315	24.87
Eagle	814	0.35	747	8.97	2,663	0.38	2,510	6.10
Emmett	156	0.07	151	3.31	417	0.06	523	-20.27
Garden City	1,843	0.80	1,692	0.00	6,059	0.85	5,332	13.63
Hailey	0	0.00	2	-100.00	2	0.00	3	-33.33
Kuna	173	0.08	0	0.00	410	0.06	0	0.00
Meridian	3,659	1.59	2,795	30.91	11,326	1.60	8,948	26.58
Mountain Home	276	0.12	253	9.09	1,121	0.16	914	22.65
Nampa	1,301	0.56	794	63.85	3,584	0.51	3,164	13.27
Twin Falls	22	0.01	34	-35.29	139	0.02	203	-31.53
Total	12,858	5.58	11,978	7.35	40,783	5.75	35,987	13.33

Total BPL Circulation	230,633	207,056	708,697	648,400
-----------------------	---------	---------	---------	---------

Items checked out at consortium member locations by BPL patrons.

	<u>This Month</u>	<u>Last Year This Month</u>	<u>This Year To Date</u>	<u>Last Year To Date</u>
CHECKOUTS				
Ada Community	11,817	11,300	38,252	36,188
Caldwell	143	192	568	537
Eagle	6,960	7,068	22,422	22,694
Emmett	209	16	632	38
Garden City	8,167	8,139	25,548	26,484
Hailey	0	0	19	32
Kuna	73	0	311	0
Meridian	9,660	9,936	30,637	32,639
Mountain Home	33	25	92	131
Nampa	825	653	2,488	1,864
Twin Falls	16	11	40	18
Total	37,903	37,340	121,009	120,625