

BOISE PUBLIC LIBRARY BOARD OF TRUSTEES

April 11, 2019, Meeting Packet Cover Page

AGENDA

DIRECTOR'S REPORT

SUPPORTING DOCUMENTS

- Boise Public Library Policy Review: Section 4.00, Use of the Library, Subsections 4.02b-4.03
 - Policy Review Coversheet
 - Regulation 4.02b, Limits on Borrowing Services
 - Policy 4.03, Fines and Fees
 - Fine-Free Analysis for Boise Public Library

- Fiscal Year 2020 Budget
 - Library Budget Narrative
 - Library General Fund-101 Summary
 - Major Equipment Plan
 - Major R&M (Repair and Maintenance)

(Note: The February statistics reports will be available at the board meeting.)

Agenda



BOISE PUBLIC LIBRARY

MAYOR: David H. Bieter | DIRECTOR: Kevin Wayne Booe

Boise Public Library Board of Trustees Regular Meeting Agenda

Thursday, April 11, 2019, 11:30 a.m. • Main Library, 715 S. Capitol Blvd, Boise, ID 83702

BOARD OF TRUSTEES Dwaine Carver, Acting President Denise Baird Margo Healy Tonya Westenskow Mae Davis, Youth member Sage Warner, 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.
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AGENDA

1. **Call to Order and Introductions**
2. **Communications**
None
3. **Minutes-Action Item**
March 21, 2019, Regular Meeting
4. **Consent Agenda-Action Item**
All matters on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately.
 - a. **Payment of Bills and Payroll**
 - b. **Financial Reports**
Year-to-Date through February 28, 2019
Gift Fund activity for February 28, 2019
5. **Library Trends and Issues**
Joni Hansen, Bown Crossing Branch Supervisor, and Hailey Roberts, Bown Crossing Librarian, will present an overview of health related programming and partnerships based on the evaluation of the health impact assessment at the Library! at Bown Crossing.
6. **Reports**
 - a. Friends of the Boise Public Library
 - b. Boise Public Library Foundation
 - c. Library Director including administration and management

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

7. Old Business

a. Boise Public Library Policy Review: Section 4.00, Use of the Library, Subsections 4.02b-4.03-Action Item

Sarah Kelley-Chase, Library Public Services Manager, will review section 4.00, Use of the Library, specifically subsections 4.02b-4.03 of the Boise Public Library Policy Manual with the Trustees. Recommended changes to regulation 4.02b are highlighted and included in the supporting documentation section of the meeting packet. Regulation changes do not require the Board's approval and is included for information purposes only.

Kelley-Chase will also review staff recommended changes to policy 4.03, Fines and Fees to be effective October 1, 2019, if approved by the Trustees. Recommended changes are included in the supporting documentation section of the meeting packet. A motion to approve, revise, or reject recommended changes to policy 4.03 of the Boise Public Library policy manual will be requested. This continues the Library Board of Trustees annual policy review for Fiscal Year 2019 as stipulated by the Board's bylaws.

b. Main Library Vision Project Update

Staff will provide an update on the Main Library Vision Project. This is a discussion item only and requires no action.

8. New Business

a. Fiscal Year 2020 Budget-Action Item

Denise McNeley, Library Operations and Outreach Manager, will present Fiscal Year 2020 proposed narrative, major equipment, major repair and maintenance, and maintenance and operating budgets for the Board's review, discussion, and adoption. Highlights of changes in various line items will be reviewed. A motion to approve, amend, or reject the Fiscal Year 2020 budget narrative, major equipment, major repair and maintenance, and maintenance and operating budget will be requested. The proposed budget will be submitted to the City's budget office if adopted by the Board and forwarded to City Council for approval.

9. Selection of Trustee to Review Payment Vouchers

Trustee review for April vouchers by Baird.

10. Selection of Meeting Date

Next regular meeting May 9, 2019.

11. Adjourn

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



Director's Report

BOISE PUBLIC LIBRARY

Library Director's Report

April 2019

COMMUNICATIONS

Boise Public Library staff conducted a Customer Experience Survey during Boise's Treefort event testing a new method for survey collecting. Four-hundred thirty-six surveys were collected; results are currently being tabulated. The Library relevance campaign continues with customer stories and radio advertising. April 7-13 is National Library Week, which celebrates the value libraries have in building strong communities. Following we will host a Library Celebration on April 20, 12-4 p.m. with live music, food trucks, and opportunities to experience all aspects of the Library, from tech demonstrations to storytelling.

TREEFORT MUSIC FESTIVAL

Friday, March 22, library staff attended Storyfort (a subset of the Treefort Music Festival) to share resources including Creative Bug, the Half-gig audio collection of local music, and Boise Speaks. They talked with over 40 people and collected surveys from attendees about library services. In the afternoon there was a presentation on zine-making, and the Library helped support a post-presentation zine-making workshop, providing materials and tools.

Administration and Management Reports:

CRAFT CAFÉ AT COLE AND USTICK

The Library! at Cole & Ustick has begun hosting a weekly "Craft Café" on Tuesday mornings at 10:30 a.m. The café offers a craft, coffee, and chat time for older adults to have the opportunity to learn a skill, make new friends, and build connections in the community. The group currently averages ten per week, staff is looking forward to building it even further.

CHILDREN'S MYSTERY NIGHT: HAPPILY NEVER AFTER!

Twenty-six costume-clad kids ages 10-15 enjoyed an enchanted evening in the Kingdom of Once Upon a Time at the Fairest of Them All Ball at the Library! at Collister. The evening was full of accusations, promises, spells, and magic. Participants worked together to find out who was responsible for the tragic fate of one of our most beloved characters.

ALICE IN WONDERLAND TEA PARTY

Spring is here, time for a visit to Wonderland. Staff at the Library! at Collister hosted an afternoon of fun crafts and activities based on *Alice in Wonderland* for ages 3 and up. Over 50 attendees made un-birthday cupcakes, Mome Raths (bi-pedal, flower-like creatures), and Mad Hatter hats.

INTRODUCTION TO KOREAN

The Library! at Collister has been hosting guest instructors, Park Chang-sook and Kim Dae-sig, who have been taking participants on an eight-week trip through the alphabet, pronunciation, simple sentences, and honorifics. Weekly sessions have averaged 25-30 participants.

FIRST THURSDAY FAMILY NIGHT: DR. PICKLESTEIN

On March 7, local favorite Dr. Picklestein wowed 40 children and their families with an entertaining and educational science show.

KINDERGARTEN LIONS, YOUTH SERVICES

March was the start of the "Kindergarten Lions" series (funded by the Idaho Commission for Libraries), hosted by Trisha Mick. Running seven weeks, the program provides stepping stones to prepare children and their families with skills to help them transition into kindergarten in the fall. Two offerings are held at the Main Library each week and one session at Hawthorne Elementary. The 65 children registered for these learning sessions will also receive supportive materials, which include books, puppets, and a backpack complete with school supplies. The series runs from March 24 through May 11.

KINDERGARTEN REGISTRATION

Districtwide kindergarten registration events happened throughout the city on March 7. Staff from all locations tabled at local schools, providing programming information and library card sign-up opportunities to all the future kindergartners who attended. Each child also received a copy of the bi-lingual book, *What Will We Build Today?/Que Construiremos Hoy?*, to keep as a forever book.

TREASURE VALLEY READS 2019

June Meissner from Information Services has been instrumental in providing programs for the public to support Treasure Valley Read's 2019 title: *There, There* by Tommy Orange. On March 7, local activist and advocate Tai Simpson discussed contemporary local and national indigenous activism while American Civil Liberties Union of Idaho's Molly Kafka presented tips for planning community actions. On March 12, a panel of students from Boise State University's Intertribal Native Council discussed and presented on various themes and contexts relevant to the novel.

Supporting Documentation

Boise Public Library

Policy Review April 11, 2019

Policy items reviewed and presented are as follows:

SECTION 4.00, USE OF THE LIBRARY

- Regulation 4.02b, Limits on Borrowing Services
- Policy 4.03, Fines and Fees
- Fine-Free Analysis for Boise Public Library

Staff Recommendations:

Recommended changes to regulation 4.02b is attached. Regulation changes do not require the Board's approval and is included for discussion and information purposes.

Recommended changes to policy 4.03 is attached for review and if the Trustees approve, the policy change will go into effective October 1, 2019. Following policy 4.03 is the fine-free analysis report conducted by staff.

Document Type: Regulation
Number: 4.02b
Effective: 03-01-11
Revised: ~~10-01-14~~ 3-29-19

LIMITS ON BORROWING SERVICES

A cardholder may have ~~no more than~~ up to 10 items from any of the following categories checked out at one time:

- Books on CD
- Holiday CDs
- All other CDs
- AV Kits
- Feature DVDs
- Feature Blu-ray
- Non-Fiction DVDs
- Non-Fiction Blu-ray
- TV Series DVDs
- TV Series Blu-ray
- Video Games

~~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~~ up to 2 Kidpacks checked out at one time.

FINES AND 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 ~~finer and~~ fees to ~~assure the timely return of materials,~~ help fund the replacement of materials that are lost or damaged, and offset costs for document delivery.

The Board has established the following ~~finer and~~ fees:

~~1. Overdue items~~

~~Fines on overdue items owned by the Library from the following categories are charged at 1.00 per day:~~

- ~~• Feature films~~
- ~~• TV Series~~
- ~~• Video Games~~
- ~~• Kidpacks~~
- ~~• Reference materials~~

~~Fines for all other overdue items are charged at \$.25 per item per day.~~

~~2. 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.

~~3. 2. Card Replacement~~

The Library will assess a ~~\$1.00~~ \$1.05 fee to replace a lost card.

~~4. 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:

- ~~\$5.00~~ \$5.25 for Idaho Statesman obituary and death notices delivered to patrons, limited to four obituaries and/or death notices per request.
- ~~\$5.00~~ \$5.25 per article from the Idaho clipping files delivered to patrons, limited to four articles per request.
- ~~\$1.00~~ \$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.

~~5. 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.

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 outstanding ~~finer and~~ 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 ~~finer,~~ 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 ~~finer or~~ fees, nor to any patron who has unresolved charges on an account referred to a collection agency.

STRATEGIC GOAL

Complete analysis of lost revenue if fines and fees were eliminated.
Ensure a process/method to retrieve library materials when overdue.
Evaluate auto renewals.

BACKGROUND

In 2018, the American Library Association (ALA) passed and recently revised the Resolution on Monetary Fines as a Form of Social Inequity. It asserts that monetary fines present an economic barrier to access of library materials and services and ultimately do not serve the core mission of the modern library. On behalf of its members, the American Library Association has resolved to:

1. Add a statement to the Policy Manual that establishes that “The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.”;
2. Urge libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and
3. Urge governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.

To date locally Meridian Library District, Eagle Public Library, and Caldwell Public Library have gone fine free. Across the country, scores of public libraries including Salt Lake City Public Library (UT), Denver Public Library (CO), and Columbus Metropolitan Library (OH), have reported success in moving to a fine-free model.

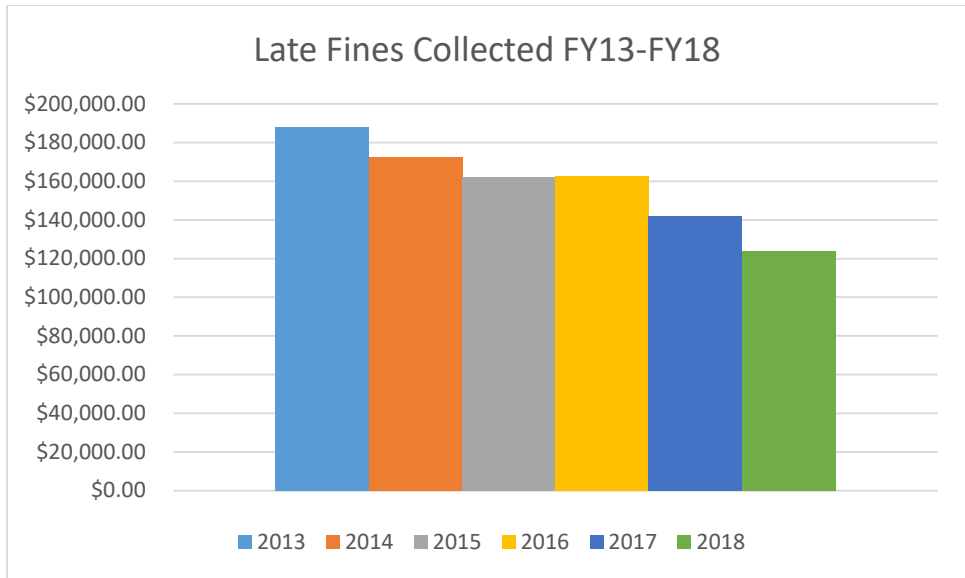
As established by the Board, Boise Public Library charges overdue fines as follows:

DVD's, Video Games, and Kid Packs	\$1.00 per day, per item
Books and Music CD's	\$0.25 per day, per item
Maximum Fine	\$10.00 per item, per loan period

As of March 2019, approximately 11,042 Boise Public Library cardholders were blocked from checking out materials due to late fee fines over \$10.00 (Information retrieved from Simply Reports 3/11/19). This breaks down to 2,134 customers under age 18 and 8,926 customers 18 and older. Cardholders blocked due to other fees (replacement costs, damage) were not included (unless they also happened to have fines). On March 15, 2019, the total monetary amount for outstanding fines for Boise Materials was \$201,991.95.

FINANCIAL IMPACT

Over the past six years, Boise Public Library has experienced a downward trend in the amount of late fines collected. This may be attributed to a number of factors: financial burden for cardholders, waiving of fines by staff to enable access to materials, auto renewal* by consortium libraries, and higher rate of checkout for e-materials which do not accumulate fines.



FY20 BUDGET

For FY19, we were anticipating approximately \$124,000 in fines, but based on the current downward trend, we expect to take in approximately \$70,000. It is likely that this trend will accelerate with the addition of auto-renewal therefore the FY20 budget is being built to assume \$0.00 in late fines. In exchange, we are carving out \$124,000 within our own budget to cover the revenue loss.

LONG TERM BENEFITS AND SOFT COST GAINS

As more libraries have eliminated fines, research continues to emerge showing the following trends when going fine-free:

- Cardholder registrations go up
- Circulation numbers go up
- There is no significant negative impact to the return of materials
- Customer satisfaction increases
- Cardholders who were blocked from checking out materials due to fines are able to access the library again

While investigating the financial impact of going fine free, San Rafael Public Library (CA) determined that “each *transaction* requires approximately ten minutes of staff time when factoring in payment, processing at service desks, counting and processing of cash at service points, counting of cash for deposit, and processing and reconciliation by their finance department.”

For FY18, Boise Public Library Locations logged 112,542 transactions dealing with late fines. See breakdown below:

Transaction Branch Name	Fee Description	Number Of Transactions
Boise Bown Crossing Branch	Overdue Item	17,301
Boise Cole and Ustick Branch	Overdue Item	20,368
Boise Collister Branch	Overdue Item	9,585
Boise Hillcrest Branch	Overdue Item	8,143

Boise Main Library	Overdue Item	57,144
Boise Homebound Services	Overdue Item	1

RETRIEVAL OF LIBRARY MATERIALS WHEN OVERDUE

Current Model:

Customers can sign up to receive text or email notifications two days before items are due. There is a two-day grace period on overdue items and late fines begin accumulating on day three. The first overdue notice is sent at day 5, a second notice at day 15, and at day 30 a bill is sent. If items are still out at day 36, they are considered “lost”. At this point, customers are billed for the cost of the item and a \$7.50 processing fee. If the customer returns the item within 90 days in good shape, it can be checked in. The lost fees will be waived, but late fines apply. If a customer pays for a lost item, then finds it within 90 days, they may return it for the cost of the item, processing fee is not returned.

Customers with fees equaling \$24.99 and over for a period of 45 days will trigger “Collections”. At that point, Unique Patron Service Solutions takes over using their “Gentle Nudge Process”. The process takes 154 days and includes a letter at day 1, phone call at day 22, second letter between days 36 and 49, second phone call at day 64, letter 3 between days 78 and 91, final phone call at day 120, and letter 4 between days 141 and 154.

Proposed Model:

If fines were dropped, we could continue to use a similar model with some exceptions. Customers would still receive text or email notifications two days before items were due, but the two-day grace period would be eliminated. Accounts with overdue items would be blocked until the item was returned. Two overdue notices would be sent as above. At day 30 of being overdue, a third overdue notice could be sent along with a notification that at day 36 the item will be considered lost and the customer will be billed at that time. At day 36, item is changed to lost and a bill is sent (cost of item and \$7.50 processing fee). As before, if the item is returned in good shape within 90 days, the cost of the book will be refunded but the processing fee will not.

The cardholder would not be able to check out more materials until the item was returned or the replacement charges were paid.

Below are some examples from other libraries that have gone late fine-free. Their timelines vary a bit from ours. For Salt Lake City Public Library, items are changed to lost at 4 weeks (28 days) and at that time the customer’s card is blocked. San Diego Public Library blocks customer cards the first day an item is overdue and considers items lost at day 28. Denver Public Library blocks accounts on the 14th day an item is overdue and considers items lost at day 28.

More information on Salt Lake City Public Library (SLCPL), San Diego Public Library (SD), and Denver Public Library (DPL) :

SLCPL (retrieved 3/12/19)

Without fines, will library materials be returned in a timely manner?

Several other library systems that have eliminated overdue fines have reported that books, movies, and other materials still get returned by their due date. Library cardholders understand

that it is their duty to return materials so other people can use them. The Library will issue reminders (through email or text message) when due dates are approaching and when an item is overdue. If an item is four weeks overdue, we will charge the account for the item's replacement cost plus a processing fee; the Library account will be blocked from checking out more materials until the items are returned or the replacement charges are paid.

SD (retrieved 3/12/19)

Materials are considered late one day after they are due to the library. If you have an overdue item, your library card will be blocked and you will not be able to check-out any additional items. You are still able to use the Library and renew other materials you have checked out. At 7 days overdue, the Library will send you an email alerting you that your Library materials are overdue and must be returned or renewed. At 14 days overdue, we will email you a second reminder to return or renew your items.

At 30 days overdue, the Library will consider the items lost and email you an invoice for the cost of the overdue item, applicable service fees, and your library card will be barred, preventing you from renewing or checking out items.

At 60 days overdue, if you haven't returned the item or paid the invoice, the debt will be transferred to the City Treasurer. Your library card will be barred until we are notified by the City Treasurer that the fine has been paid.

DPL (retrieved 3/12/19)

Avoid overdues. Use "My Account" to sign up for email or text notification and receive courtesy reminders 1 day before an item is due. Please return items on or before the due date. It's not just the right thing to do, it's how libraries work.

Denver Public Library does not charge overdue fines for late returns, however, your account will be blocked from further checkout on the 14th day overdue. Please return overdue items immediately to resume borrowing privileges.

Overdue items are considered lost at 28 days overdue and replacement fees charged to your account. If you still have the items, return them immediately, at no penalty.

If you have lost an item, you will be responsible for paying the replacement fee. Replacement copies are not accepted for lost or damaged materials. Please be sure that items are truly lost before paying replacement fees as we are unable to issue refunds.

AUTO RENEWAL

When the LYNX Consortium migrated our Integrated Library System (ILS) to iii (Innovative Interfaces, Inc) Polaris in 2016, auto renewal became available for libraries who wished to turn it on. Auto renewal automatically renews a cardholder's checked out materials if the items are not returned by the due date. Items are only renewed if the material is not on a hold list for another customer and if the cardholder's account is in good standing (currently that means fines and fees under \$10). Auto renewal is a customer service enhancement that is currently trending across the country to mitigate the amount of late fees a cardholder may acquire if they fail to return items by the due date. It also simplifies the renewal process if a cardholder wishes to keep an item for a longer period of time. Implementing the auto renewal feature does have a direct financial impact on late fine revenue. Peter Bromberg, Director of the Salt Lake City Public Library noted in his recommendations to the SLCPL board for implementing auto-renewal that he was anticipating an approximately 50% drop in fine revenue "as the experience of other libraries who have implemented auto-renewal report similar drops in collection of late fees."

*See above for Auto Renewal description and evaluation

RESOURCES

ALA Resolution on Monetary Library Fines as a Form of Social Inequity (pdf)

<https://tinyurl.com/ycgc3pch>

Urban Libraries Council Fine-Free Map, retrieved 3/12/19

<https://www.urbanlibraries.org/member-resources/fine-free-map%E2%80%8B>

Recommendations and Research for Fine-Free Policy at Salt Lake City Public Library

https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADvJVNQt0hWKZmprErd_9sa?dl=0

Salt Lake City Public Library FAQ on Being Fine-Free

<http://www.slcppl.org/finefree>

Library

Kevin Booe
Director



Administration

Library
Outreach

Main Library
Services

Neighborhood
Library Services

Acquisitions &
Collections

CORE SERVICES

- PROVIDE RELEVANT AND DYNAMIC INFORMATION MATERIALS AND SERVICES
- ESTABLISH EDUCATIONAL, CREATIVE, AND DISCOVERY PROGRAMMING THAT INSPIRES AND INFORMS THE PUBLIC
- IMPROVE AND ENHANCE THE LIBRARY CUSTOMER EXPERIENCE AND FACILITIES



DEPARTMENT DESCRIPTION

The Boise Public Library (Library) includes five facilities: a downtown main library and four neighborhood branch libraries. Library also provides reference, database, and digital material services via an extensive library website. Services available to citizens include traditional book loans, periodicals,

robots, DVD and Blu-ray loans, makers' and DIY programs, public Internet access, 3D printing, laser cutters, educational programs for all ages, and one-on-one computer instruction for everyone.

MISSION STATEMENT

Library improves community members' quality of life by supporting their efforts to enhance knowledge, realize creative potential, and share ideas and stories.

PAST ACCOMPLISHMENTS

- During Fiscal Year 2018, Library circulated over 2.6 million items to the public, generated over 1.3 million customer visits, and answered over 221,000 reference questions. In FY 2018 the library system experienced growth in library programming and reported its highest program attendance in Boise Public Library history with over 100,000 Boiseans attending a library or community program. Library also had over 119,000 registered borrowers.
- Library continued to increase funding from existing resources for library materials, designating 10% of its operating budget for materials. In 2014, a digital branch was opened at the Boise Airport which serves visitors and

citizens with online books and periodicals for all ages. Library continues to operate five locations with excellent customer service feedback via satisfaction surveys done semi-annually each year, with the most recent branch library opening in May 2017.

- In FY 2019 Library completed an expansion of space at the Library! at Hillcrest. Part of that space will be used in partnership with Step Ahead Idaho, a local non-profit company that provides college preparatory services to local high school students. The expanded space for Library provides more opportunities for library customers using meeting rooms, virtual reality, and other library services.

BUDGET HIGHLIGHTS/BUDGET OUTLOOK

- In FY 2020, Library will continue focusing on six key areas; 1) delighting readers and sharing stories, 2) engaging learners and enhancing knowledge, 3) inspiring innovators and fostering creativity, 4) building community, 5) increasing access, operational excellence, and fiscal sustainability, and 6) training staff to provide a world-class library experience.

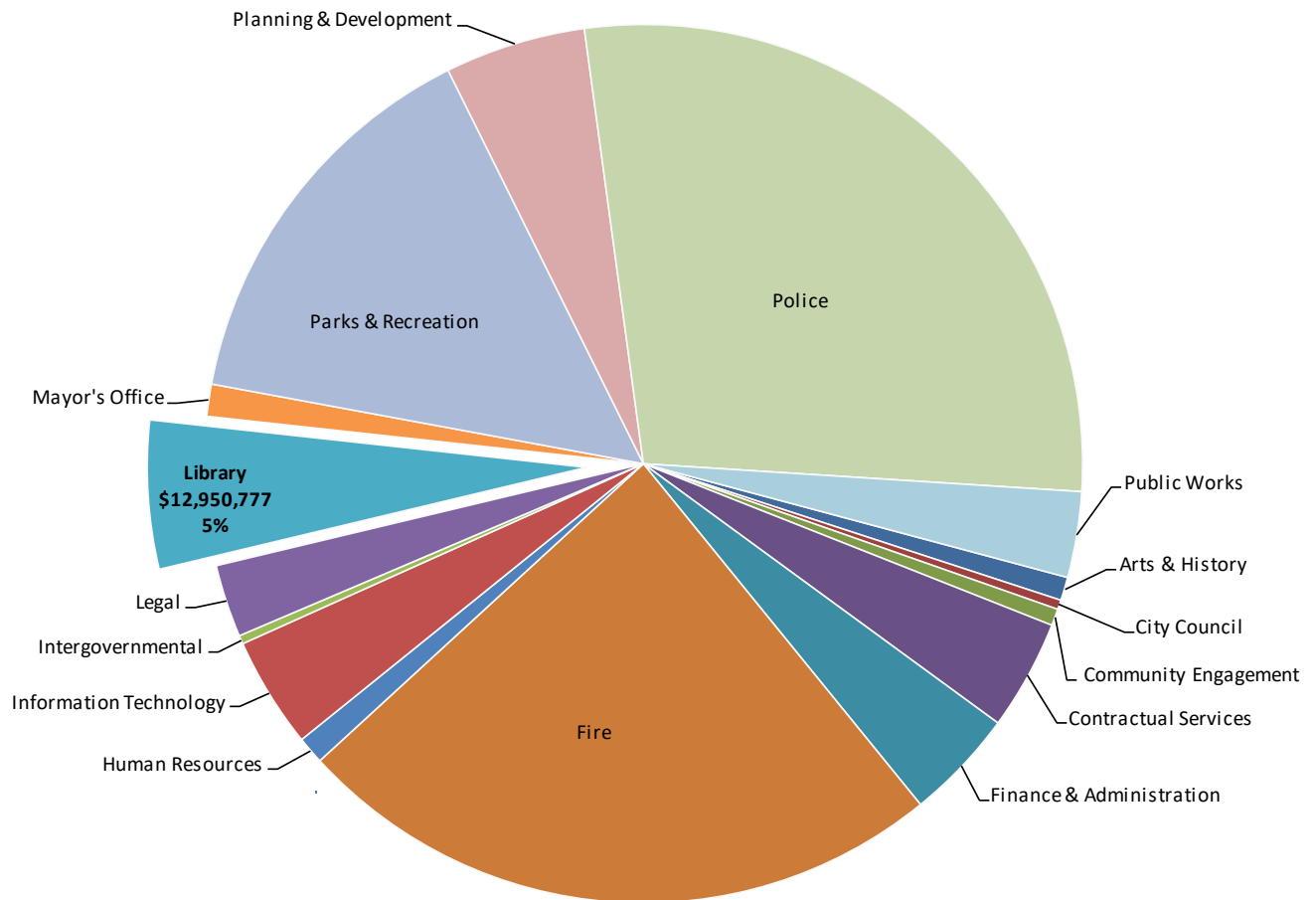
- Library will continue to focus on creating facilities that provide flexibility, reading spaces, program spaces, and community spaces, working on options for replacement or renovation of the main library, partnering with Safdie Architects and CSHQA.
- In FY 2020, Library will continue to improve services through Virtual Reality technologies, adding more 3-D printing equipment at all locations and adding laser cutters in two locations.
- Library will focus on diversity in materials selection by maintaining a dynamic print collection, enhancing the e-book collection, and cultivating the digital music collection. Library operations will continue to keep pace with customer needs, educational and media trends and technology are an integral part of the City realizing its strategic initiatives. Library programming will continue to be a major priority for Library, with new programs offered to the multi-cultural community. A focus on improving online service added e-payments, enhanced self-checkout, refreshed web presence, and social media applications.



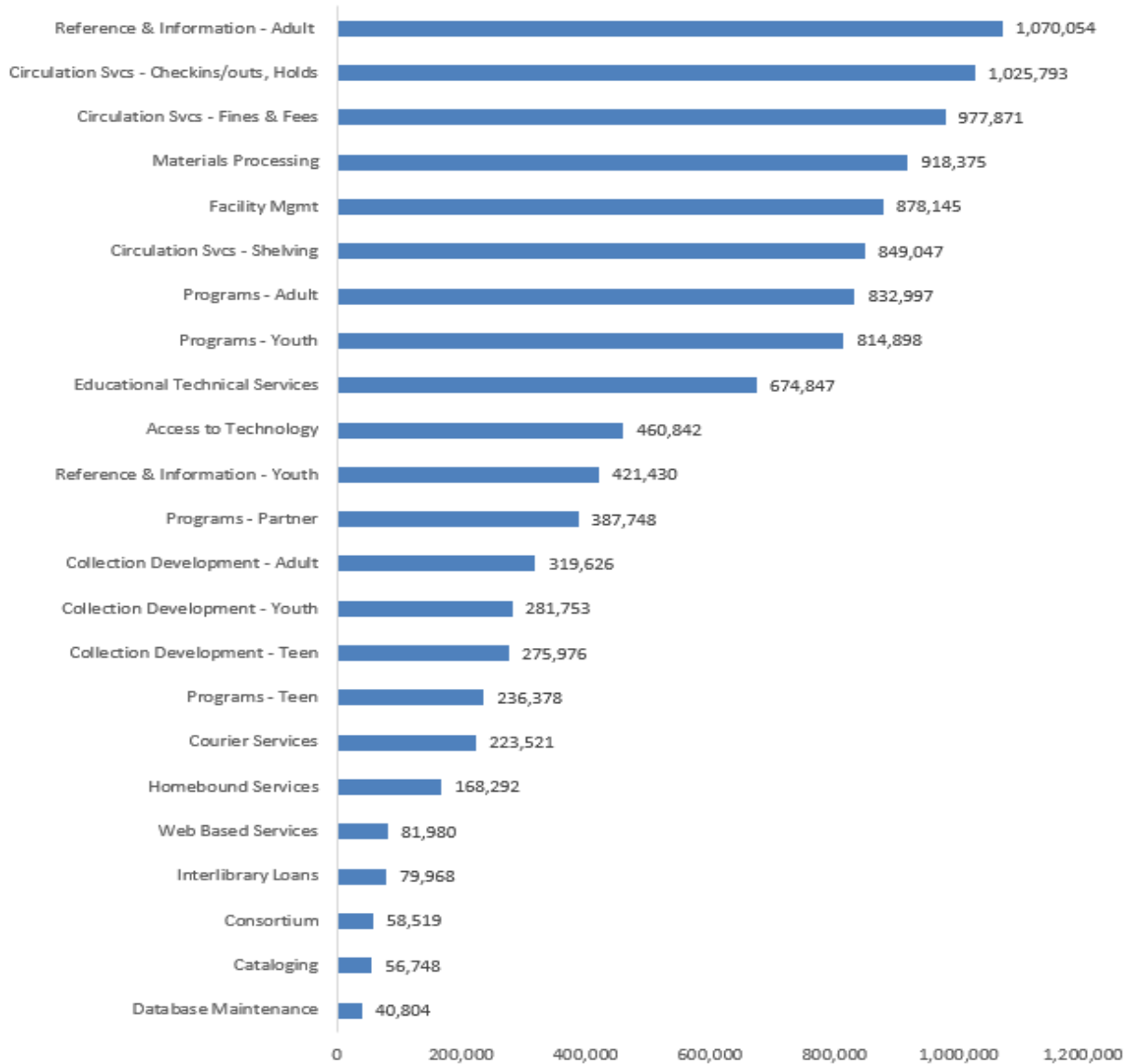
Revenue by Category	2016 Actuals	2017 Actuals	2018 Adopted	2019 Proposed	Change from FY 2018		% of Total
					\$	%	
Carry Forward	287,632	202,007	0	0	0	0%	0%
General Fund Contribution	11,140,260	11,046,566	11,278,787	12,354,211	1,075,424	10%	95%
Charges for Services	302,179	284,895	343,479	367,553	24,074	7%	3%
Fines & Forfeitures	162,387	141,834	185,150	124,139	(61,011)	-33%	1%
Grants & Donations	154,769	165,873	108,916	79,950	(28,966)	-27%	1%
Licenses & Permits	0	0	0	0	0	0%	0%
Miscellaneous	42,737	32,255	40,373	24,924	(15,449)	-38%	0%
Total Revenue	12,089,964	11,873,430	11,956,705	12,950,777	994,072	8%	100%

Expenditures by Category	2016 Actuals	2017 Actuals	2018 Adopted	2019 Proposed	Change from FY 2018 \$	Change from FY 2018 %	% of Total
Personnel	5,342,676	5,688,246	6,363,690	6,444,782	81,092	1%	50%
Maintenance & Operations	2,422,443	2,467,369	2,787,906	2,796,707	8,801	0%	22%
Miscellaneous	454,853	9,934	50,000	50,000	0	0%	0%
Major Equipment	1,129,753	1,160,085	1,190,186	1,177,103	(13,083)	-1%	9%
Cost Allocation Plan	1,257,949	1,393,453	1,564,923	2,482,185	917,262	59%	19%
Total Expenditures	10,607,675	10,719,088	11,956,705	12,950,777	994,072	8%	100%

Fund Balance Surplus/(Use)	1,482,289	1,154,343	0	0	0	0%	
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Programs & Costs



This data is a programmatic view of departmental activities. The costs represented in this chart do not equal total costs included in the "Expenditures by Category" table from the previous page. The figures on this page are reflective of FY 2018 and do not include transfers, indirect charges, or depreciation.

**General Fund-101
Library Department
Summary**

Description	2014	2015	2016	2017	2018	2019	2020
	Actual	Actual	Actual	Actual	Actual	Revised	Budget
Revenue:							
333999-IGR Transfers	8,719,893	9,029,550	11,140,260	11,046,566	11,289,223	12,422,068	10,097,462
308001-IOLS	68,809	66,450	66,450	67,410	78,431	66,660	66,660
308002-Replacement Cards	2,836	2,668	2,144	2,022	1,856	2,890	3,035
308003-System Share	101,278	110,410	104,167	76,415	76,413	140,000	140,000
308004-Non Resident Fees	5,396	6,112	5,403	6,015	6,013	5,888	5,888
308005-Interlibrary Loan	491	375	253	(275)	284	127	127
308006-Materials Recovery	41,205	38,409	36,533	38,040	30,100	44,154	44,154
309021-Sponsorships	0	0	0	1,000	7,350	0	0
312003-Courier	54,717	55,613	49,187	59,474	75,427	63,294	63,294
318002-Computer Services	0	3	0	0	0	0	0
318004-Staff Reimbursement	(157)	0	0	0	0	0	0
318005-Printing & Copy Charges	9,257	13,798	13,858	34,795	34,764	44,540	44,540
318007-Internet Printing	28,951	26,407	24,183	0	0	0	0
320006-Overdue Books	172,541	162,200	162,387	141,834	142,515	124,139	0
323002-Auditorium	4,720	4,705	4,311	4,368	5,460	0	0
323007-Facility Rental	6,101	6,101	6,001	6,101	4,502	1	0
325001-Federal and Flow Through Operati	900	900	0	0	0	0	0
325002-State Operation Grants	0	0	0	0	5,742	0	0
325003-Other Operation Grants	0	1,000	(0)	0	0	0	0
328001-Donations	219,802	89,656	154,769	165,873	196,583	79,950	50,000
329001-Miscellaneous Revenue	27,413	23,888	24,237	21,786	16,121	24,923	17,291
329006-Utility Reimbursement	24,300	0	0	0	0	0	0
329008-Surplus Sales Non-Asset	0	154	0	0	1	0	0
330001-Miscellaneous Rebates/Refunds	0	0	0	0	20,137	0	0
331001-Accident Insurance Reimbursemer	0	0	1,989	0	0	0	0
333200-Fund Balance - Prior Year Resourc	1,100,494	1,427,911	287,632	202,007	186,877	0	0
340100-Interest & Penalty	0	(7)	0	0	0	0	0
341001-Asset Sales	845	1,638	6,200	0	0	0	0
Total Revenue	10,589,794	11,067,939	12,089,964	11,873,430	12,177,798	13,018,634	10,532,451
Personnel							
511101-Salaries	3,553,625	3,661,502	3,751,532	3,916,799	4,181,064	4,391,783	4,417,259
511109-Flex Rewards	73,848	74,189	72,142	74,640	85,947	89,619	88,345
516001-Temp & Recreation Wages	4,786	2,027	1,862	8,863	9,130	12,551	12,978
517001-Department Recognition	8,892	7,523	6,944	5,297	7,493	9,516	14,177
517004-Bonus Grocery Certs	2,058	2,030	2,072	2,002	2,212	0	2,090
517005-Nonbase Pay	0	0	0	0	52	0	20
513001-Overtime	4,533	5,919	4,224	7,422	6,431	6,193	7,300
525201-Benefit Credit - Medical	658,500	767,435	766,944	882,810	922,631	1,112,415	1,026,847
525202-Wellness Credit	0	0	0	0	0	0	0
521001-FICA	275,586	283,973	286,617	302,115	321,197	335,970	347,484
522001-Retirement	360,489	377,609	384,526	418,058	451,411	428,603	449,640
527001-Def Comp	38,611	33,050	34,612	32,900	29,488	82,980	43,778
529016-PEHP-General	28,238	18,635	26,658	32,413	26,569	30,038	32,183
525050-LTD	2,962	2,862	3,556	3,907	4,123	11,567	10,200
525100-Life Ins	957	908	987	1,021	1,107	1,404	1,444
529018-Other Fringes	0	0	0	0	38	0	0
Total Personnel	5,013,086	5,237,662	5,342,676	5,688,246	6,048,894	6,512,639	6,453,745
Maintenance and Operations							
531001-Office Supplies	15,783	24,584	12,694	15,659	18,139	16,533	15,492
531002-Program Supp	0	0	184	56	0	0	0
532001-Spec Dep Sup	20,484	24,483	29,356	21,738	31,457	23,943	28,943
532031-Processing Supplies	37,399	35,996	37,084	25,281	34,023	32,420	32,420
532045-Cleaning Supplies	37,919	30,984	39,196	39,356	46,444	40,548	44,756
534001-Minor Equip	112,177	77,351	96,269	113,321	94,240	61,603	54,805
534002-Software	46,216	16,441	12,600	1,886	145	26,025	26,285
534201-PCs/Laptops/Tablets	114,687	119,077	124,980	104,629	49,449	110,000	125,000
534202-Laptops	7,600	10,957	10,000	20,379	69,953	32,000	0
535001-Motor Fuels	12,930	10,634	7,869	9,837	12,750	6,616	12,568
535003-Oil & Lubes	0	0	0	0	45	0	50

**General Fund-101
Library Department
Summary**

Description	2014	2015	2016	2017	2018	2019	2020
	Actual	Actual	Actual	Actual	Actual	Revised	Budget
535008-Oth Fuel	0	0	35	12	0	0	0
536001-Postage	7,060	7,009	9,884	4,170	4,322	(12,973)	5,053
536005-BPL Friends Postage	909	1,537	(0)	0	0	0	0
536006-BPL Foundation Postage	511	1,847	0	0	0	0	0
537000-Books & Materials Budget	30	70	0	0	0	0	0
537001-Books	165	0	0	30	286	0	280
537002-Adult Materials	451,447	180,144	0	0	0	0	0
537003-MCA AS Books	26,545	7,846	0	0	0	0	0
537004-Brown Trust/Large Print	42	0	0	0	0	0	0
537005-Microforms	6,286	7,199	0	0	0	0	0
537007-Youth Materials	227,294	68,843	0	0	0	0	0
537008-MCA YS Books	11,616	1,663	0	0	0	0	0
537009-Periodicals	39,550	(7,198)	0	0	0	0	0
537011-Professional Materials	870	2,442	1,380	1,206	1,181	1,950	2,100
537012-Subscriptions	0	0	0	120	0	0	0
537013-Book Binding	6,968	9,559	7,059	6,357	12,375	7,000	7,000
537014-Digital Materials	192,795	142,028	0	0	241,860	287,105	289,976
539001-Uniform or Clothing	0	0	0	806	0	0	0
540001-Travel/Meetings	11,443	9,901	20,292	10,293	23,993	26,000	23,000
540002-Registration	0	0	829	0	0	0	0
540003-Travel/Training	0	0	254	0	0	0	0
540004-Motor Pool Charges	0	0	0	0	28	0	0
540005-Pers Train	17,349	23,148	24,461	13,034	20,354	18,180	18,180
540008-Dues and Subscriptions	3,909	3,561	16,283	5,382	8,767	5,446	5,946
540012-Meetings & Transportation	9,619	3,100	5,395	6,753	2,847	6,800	6,900
540014-Mileage Reimbursement	0	0	0	230	55	1,010	310
540016-Parking	0	0	0	5	0	0	0
541000-Professional Services Budget	150,081	170,210	152,335	7,846	2,000	5,685	6,685
541009-Marketing & Public Relations	12,506	4,335	5,699	15,204	629	5,755	5,755
541010-Artists/Graphic Design	4,690	7,175	5,366	0	193	5,475	5,475
542002-Advertising	34,157	31,366	26,857	6,110	13,619	30,667	30,667
542003-Promotions	2,093	6,221	5,596	0	4,697	6,565	6,565
542007-Print/Bind	13,230	10,698	13,499	12,709	4,143	9,620	10,220
542008-Janitorial Services	0	0	0	161,660	204,287	216,159	224,342
542009-Alarm Monitor	0	0	264	663	2,396	0	1,145
542014-Employee Wellness Program	24	0	0	0	0	0	0
542015-Misc Serv	611,942	602,840	598,020	593,589	603,947	608,000	608,215
542020-Program Cost	65,883	88,792	94,412	108,602	108,740	39,975	67,625
542022-Recruitment	0	0	0	960	0	0	0
542026-Public Education	0	0	96	47	0	0	0
542027-Bibliographic utility	58,705	50,175	25,527	17,629	19,005	22,725	22,725
542028-IOLS Fund	2,219	6,870	100	100	0	66,660	66,660
542029-Collection Fees	22,769	21,095	23,789	23,530	23,512	23,860	23,860
542030-Interlibrary Loans	12,344	11,754	8,723	15,158	16,606	13,363	13,363
542044-Contract Labor	76,482	86,872	95,289	101,435	167,564	123,734	149,780
542045-ACS Dispatch	0	291	0	0	0	0	0
543001-Fees/Assess	0	0	25	20	9	0	50
543003-Credit Card Fees	8,594	10,646	9,409	8,708	11,932	11,999	13,499
543005-Licenses	12,534	20,554	19,966	35,065	30,940	21,649	21,649
546020-Risk Management	82,611	86,863	64,264	59,235	55,732	60,746	66,821
546021-Workers Compensation Insurance	12,323	12,692	10,859	12,221	14,964	17,353	19,088
552001-Tele/Commun	12,228	18,549	24,650	28,313	29,917	27,844	28,679
552003-Power	118,548	118,315	114,100	115,893	121,981	146,451	143,162
552004-Gas	8,086	6,736	7,578	6,657	10,169	10,216	13,006
552005-Water	7,532	6,988	7,690	9,792	10,404	9,818	11,613
552006-Sewer	4,935	5,626	5,041	1,903	2,070	5,710	1,405
552007-Trash	6,556	6,703	6,680	2,832	0	7,453	1
552008-Trash/Sewer/Geo	0	0	0	12,659	20,333	1,000	20,415
552012-Cellular Phones	3,271	3,525	2,727	2,635	2,917	4,062	4,684
552014-Geothermal	6,665	4,733	5,343	2,174	0	5,178	0
552015-Long Distanc Phone	0	0	261	0	0	0	0
552016-Internet Connect (Frame Relay)	22,782	7,009	0	0	0	0	0
552018-Internet	505	513	2,684	4,461	3,989	4,831	4,976

**General Fund-101
Library Department
Summary**

Description	2014	2015	2016	2017	2018	2019	2020
	Actual	Actual	Actual	Actual	Actual	Revised	Budget
552023-Cell Phone Stipend	1,440	1,440	130	2,015	1,740	2,340	2,410
554001-Rent Equipment	0	0	0	138	0	0	0
554002-Rent Building or Land	263,159	285,579	274,351	313,783	415,589	414,976	421,626
556001-Software/System Maintenance	84,008	100,594	115,828	56,412	189,905	165,754	169,932
556002-R/M Software Maintenance	0	0	0	35,860	22,971	3,599	2
558001-R/M-Office	51,530	53,757	57,995	58,139	(4,684)	70,855	69,565
558006-R/M Copier-Interne	0	0	573	107	19	0	0
559000-R&M Buildings & Grounds Budget	87	603	160	122	401	0	0
559001-R&M Structural/Electrical/Plumbir	172,401	246,075	142,391	155,359	126,481	171,893	172,331
559002-R&M Landscape/Irrigation	12,781	19,436	13,894	46,551	24,979	24,047	24,528
559009-R&M Paint/Signage	0	0	371	0	0	0	0
561001-R/M Vehicle	454	1,004	38	45	385	672	699
561003-R/M-Fleet Services	14,570	9,110	9,432	11,790	5,955	11,159	11,605
561004-Fleet Admin Assessment	0	0	0	0	0	0	0
564005-Computr Serv	505,258	519,152	0	0	0	0	0
564105-Ind Cst Reim	0	0	1,257,949	1,393,453	1,540,798	2,482,185	0
564110-Print & Copy Services	22,789	18,836	14,138	18,229	20,417	15,758	15,916
566101-Bad Debt Exp	0	0	27	202	37	0	0
566115-Cash Ov Shrt	331	(11)	159	(376)	8	0	0
570005-Contingency Mgmt Target	850	91,797	0	0	0	0	0
Total Maintenance and Operations	3,923,555	3,568,723	3,680,393	3,860,182	4,504,408	5,565,997	3,179,808
573001-Operational	199	1,000	0	0	0	50,000	0
580001-Pcard Default	0	0	0	105	(1,153)	0	0
581001-Equipment	0	897,458	0	0	0	0	0
581002-Adult Materials	0	0	527,900	569,235	642,110	556,768	562,336
581005-Microforms	0	0	5,577	7,717	10,408	8,000	8,080
581007-Youth Materials	0	0	253,503	277,606	309,921	282,230	285,052
581008-MCA YS Books	0	0	0	0	6,758	0	0
581009-Periodicals	0	0	39,156	39,319	39,562	43,000	43,430
581014-Digital Materials	0	0	303,617	266,209	0	0	0
595001-Transfers Out	9,125	12,854	454,853	9,829	12,045	0	0
Total Expense	8,945,964	9,717,697	10,607,675	10,718,448	11,572,953	13,018,634	10,532,451
Net Surplus/(Shortfall)	1,643,829	1,350,243	1,482,289	1,154,982	604,845	-	0

**Boise Public Library - Major Equipment Plan
(Tax Supported)
5-Year Outlook**

Fiscal Year							
2020	2021	2022	2023	2024	<u>5-Year Totals</u>	Comments	

Library Equipment

<i>Funding Item</i>								
<i>GF</i>	Courier vans	27,761					27,761	
<i>GF</i>	Homebound Van			28,718			28,718	
<i>GF</i>	Maintenance Van			56,253			56,253	
<i>GF</i>	Self Checks	45,000						Upgrade all units
<i>GF</i>	Holds Kiosk	47,000	48,410					City Hall unit, City Hall west, Gowen
<i>GF</i>	Pharos/Scannx replacement	53,000						
<i>GF</i>	Internet Connection - Collister	40,000						Collister
<i>GF</i>	Singlecard/TBS/Scann x	55,000						6 Scann x units
<i>GF</i>	server upgrades			24,000				
<i>GF</i>	Pharos kiosk	25,000						
<i>GF</i>	Laptop Kiosks		16,500	18,000	50,000		84,500	Main, Bown, Hillcrest, Cole, Main
Library Equipment Total		\$ 292,761	\$ 64,910	\$ 126,971	\$ 50,000	\$ -	\$ 534,642	

**Boise Public Library
Major R&M 2020-2024**

Carpet
Painting
HVAC Replacements

	2020	2021	2022	2023	2024	Details
	70,000	95,000	97,850	45,000	46,350	Replacements at libraries - Hillcrest, Cole & Ustick + Bown, attic stock
	11,025	11,576	12,155	12,763	13,146	As needed - system wide
	55,000	57,750	60,638	63,669	66,853	Collister, Hillcrest, Cole, Bown, Collister
Total	136,025	164,326	170,643	121,432	126,348	