



**LIBRARY BOARD OF TRUSTEES  
REGULAR MONTHLY MEETING  
4/20/2022 amended agenda posted 4/18/22**

The regular meeting of the Board of Trustees of the Meridian Library District will be held at 7:00 p.m. on Wednesday, April 20, 2022. The meeting will be held at the main library building located at 1326 W. Cherry Lane in the large conference room and streamed online.

**JOIN WEBEX MEETING**

<https://meridianlibrary.my.webex.com/meridianlibrary.my/j.php?MTID=m3a9ad46155a7d647c2862afa5ee26d50>

Meeting number (access code): 2650 729 0774 Meeting password: 12345678

JOIN BY PHONE +1-650-215-5228

**MEETING AGENDA:**

1. **Guest comments:** Individuals in person will be given three minutes to speak. Comments are not accepted via WebEx during the meeting. Comments may be submitted to the Board in writing. Written comments regarding an agenda item for a specific meeting date, must be received 24-hours in advance of the applicable meeting to allow for routing and board member review. Messages are shared with the full Board and included in the public record. <https://www.mld.org/message-board-trustees>
2. **Consent Agenda:** Consent agenda items are considered to be routine and are acted on with one motion. There will be no separate discussion on these items unless a member of the library board requests an item to be removed from the Consent agenda for discussion. [ACTION ITEM]
  - a. Regular Meeting Minutes March 16, 2022
  - b. Special Meeting Minutes March 29, 2022
  - c. Special Meeting Minutes April 11, 2022
  - d. Finance/Accounting Manager Job Description Revision
  - e. Updated salary schedule
3. **Library Director Report**
4. **March 2022 Financial Reports Approval** [ACTION ITEM]
5. **Staff Presentation:** MLD Fleet Vehicles, Jason Su, District Support Services Manager
6. **Capital Projects Update**
7. **South Branch Project Budget & Financing Discussion**
8. **Discuss and Approve Social Media Policy Revision** [ACTION ITEM]
9. **Discuss and Approve Display Policy Revision** [ACTION ITEM]
10. **Treasurer Appointment** [ACTION ITEM]
11. **Library Director Recruitment Discussion**
12. **LYNX Consortium Change Recommendations Discussion**
13. **Authorize Interim Director to be a signer on All bank accounts.** [ACTION ITEM]
14. **Future Agenda Items**

*The Board Meeting will be held in accordance with the Idaho Code Title 74, Chapter 3 201-208, Open Meetings Law. Any person needing special accommodations to participate in the above noticed meeting should contact the Library Director seven days prior to the meeting.*

*Public Comments regarding an agenda item for a specific meeting date, must be received 24-hours in advance of the applicable meeting to allow for routing and board member review. Messages are shared with the full Board and included in the public record.*

<https://www.mld.org/message-board-trustees>



**LIBRARY BOARD OF TRUSTEES  
REGULAR MONTHLY MEETING MINUTES  
3/16/2022**

The regular meeting of the Board of Trustees of the Meridian Library District was held at 7:00 p.m. on Wednesday, March 16, 2022. The meeting was held at the main library building located at 1326 W. Cherry Lane in the large conference room and streamed online.

**JOIN WEBEX MEETING**

<https://meridianlibrary.my.webex.com/meridianlibrary.my/j.php?MTID=m25dc676297f52a56141eac73ced4a7da>

Meeting number (access code): 2650 410 6540 Meeting password: 12345678

**TRUSTEES PRESENT:** Megan Larsen, Chair; Jeff Kohler, Vice-Chair; Christina Hirsch, Treasurer; Tyler Ricks, Trustee (Virtual); Laura Knutson, Trustee

**LIBRARY STAFF PRESENT:** Gretchen Caserotti, Library Director; Nick Grove, Assistant Director; Caren Massari, Finance Manager (virtual)

**GUESTS:** Lisa McGrath, New Media Law

CHAIR LARSEN CALLED MEETING TO ORDER AT 7:00 p.m.

**MEETING AGENDA:**

1. **Guest Comments** – 16 guests in attendance. 2 offered comments arguing to restrict items in the library collection and offering a greeting to the board.

2. **Consent Agenda:** Consent agenda items are considered to be routine and are acted on with one motion. [ACTION ITEM]

- a. Regular Meeting Minutes February 16, 2022
- b. Special Meeting Minutes March 4, 2022
- c. Employee Handbook Revision
- d. Employee Handbook COVID Addendum Revision

MOTION to approve the consent agenda was made by Trustee Hirsch, seconded by Trustee Kohler. All ayes, none opposed. MOTION carried.

3. **Board Training: First Amendment and Social Media Policies:** Lisa McGrath, New Media Law. Attorney specializing in digital media and the law conducted a training for the Trustees on the First Amendment, policies, and social media use by government entities including elected officials. She highlighted the difference between a public and a limited public forum. On a public forum free expression cannot be regulated whereas in a limited public forum, so long as clearly identified as such, speech can be reasonably regulated as long as remains viewpoint neutral. A policy needs to articulate where and how and be openly posted. Trustees are elected officials and are encouraged to create official social media accounts so as to keep personal accounts private as personal accounts that express public business in the role as a Trustee would be subject to Idaho's Public Records Act. Even personal email use can be subject to Public Records law if conducting official business. Include disclosures for policies & public records openly on official library accounts. Open Meeting Law applies to digital environment also including emails

and social media. Trustees are not permitted to discuss library business outside of an Open Meeting. The attorney will be working with the Communications and Marketing Manager to propose revisions to MLD's current social media policies for the public and employees, and will recommend creating one for the Board as elected officials.

4. **Library Director Report** - The Annual Public Budget Hearing will be noticed in our regular practice of hosting before the Regular Monthly Meeting in August. Director Caserotti has submitted to the county for Wednesday, August 17, 2022 at 6:45 p.m.. HR is working hard to fill vacancies so the library can offer a full slate of programs over the summer, currently short staffed with numerous vacancies. 300 new library cards were issued in February.

5. **February 2022 Financial Reports Approval [ACTION ITEM]** - Finance Manager Massari provided a summary of the library's financial position. Overall trending positive on revenue and under on expenses. Professional Services is over budget due to the unplanned outsourcing of accounting services while the Finance Manager position was vacant. FY23 budgeting is underway. Numerous small expenses on credit cards were in lieu of having a catered lunch at the Annual Staff Day, staff were offered a credit on GrubHub to have lunch delivered to their homes during the all day virtual training. Lunches and the raffle prizes are supported by the Friends of the Library. MOTION made by Trustee Kohler, seconded by Trustee Knutson. All ayes, none opposed. MOTION carried.

6. **Capital Projects Update** - Orchard Park is preparing final packages, FFE bids are back and the sign package is being prepared. Construction scheduled to start at the end of March.

7. **South Branch Project Budget & Financing Discussion** - Financial Advisor Michael Keith is no longer with Piper Sandler, now working with Eric Heringer. Stiefel has sent updated financing documents in the current market conditions. Rising interest rates against our locked repayment revenue (the dedicated plant levy) is resulting in fewer dollars available to the project, about \$282,000 less.

8. **Approve MSR Service Order 008 (South Meridian Branch) [ACTION ITEM]** - Letter from architect summarizes the status of work performed on the South Branch, even though project budget and land donation are stalled, architects have been preparing construction drawings for cost-estimating with CM Company. Under the Master AIA Agreement, MLD would not have to pay for work not performed if anything happened to the project. MOTION made by Trustee Knutson, seconded by Trustee Hirsch. All ayes, none opposed. MOTION carried.

9. **Approve Consensus 500.1 contract with CM Company [ACTION ITEM]** - This is the service order for Orchard Park construction and includes the Guaranteed Maximum Price previously approved by the Board. MOTION made by Trustee Hirsch, seconded by Trustee Knutson. All, ayes, none opposed. MOTION carried.

10. **Executive Session: Pursuant to Idaho Code §74-206 (1)(b)** the Board shall retire into Executive Session 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 [ACTION ITEM] - MOTION to go into Executive Session made by Larsen at 7:56 p.m. Larsen – YES, Kohler – YES, Hirsch – YES, Ricks – YES, Knutson – YES. Trustees exited Executive Session at 8:09 p.m.

11. **Future Agenda Items** – Capital projects, South branch. Social Media & Display policies next for revisions.

MEETING ADJOURNED AT 8:12 p.m.

The next regular meeting is scheduled for 7:00 p.m., Wednesday, April 20, 2022.

RESPECTFULLY SUBMITTED AND APPROVED

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Gretchen Caserotti, Library Director

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Megan Larsen, Board Chair

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**LIBRARY BOARD OF TRUSTEES  
SPECIAL MEETING MINUTES  
3/29/2022**

A Special Meeting of the Board of Trustees of the Meridian Library District was held at 12:00 p.m. on Tuesday, March 29th, 2022. The meeting was held at the main library building located at 1326 W. Cherry Lane in the large conference room and streamed online via WebEx.

**JOIN WEBEX MEETING**

<https://meridianlibrary.my.webex.com/meridianlibrary.my/j.php?MTID=mc43555fbe05915009b84321370e906dc>

By Phone +1-650-215-5228 | Meeting number (access code): 2653 160 7061 | Meeting password: 12345678

**TRUSTEES PRESENT:** Megan Larsen, Chair; Jeff Kohler, Vice-Chair; Tyler Ricks, Trustee (Virtual, no audio); Laura Knutson, Trustee (Virtual) **ABSENT:** Christina Hirsch, Treasurer

**LIBRARY STAFF PRESENT:** Gretchen Caserotti, Library Director; Nick Grove, Assistant Director

**GUEST:** Lisa Zeiter

MEETING CALLED TO ORDER BY CHAIR LARSEN AT 12:00 P.M.

**MEETING AGENDA:**

- 1. Library Director Resignation Discussion** – Director Caserotti submitted resignation having accepted a position in another state. Caserotti last day will be May 13 and made recommendations on a succession plan to the Board including hiring an Interim Director and a consultant to conduct a search for a new director. A resume for local former library director Lisa Zeiter was provided to the Trustees as a potential Interim Director as well as a proposal for recruitment services from June Garcia.
- 2. Executive Session: Pursuant to Idaho Code 74-206 (1)(a)** To consider hiring a public officer, employee, staff member or individual agent, wherein the respective qualities of individuals are to be evaluated in order to fill a particular vacancy or need. MOTION to go into Executive Session made by Larsen at 12:01 p.m. Larsen – YES, Kohler – YES, Knutson – YES. Trustees exited Executive Session at 12:13 p.m.
- 3. Interim Director Candidate Selection, Lisa Zeiter [ACTION ITEM]** – MOTION made by Trustee Kohler to approve the terms in offer letter draft appointing Lisa Zeiter as Interim Director, seconded by Trustee Knutson. All in favor, none opposed. MOTION carried.
- 4. Library Consultant Executive Director Search Firm, June Garcia, LLC [ACTION ITEM]** – MLD used June Garcia back in 2013, she also filled the Boise Library Director position recently, has vast experience with successful searches. Proposed fees are in market. While not budgeted, can be accommodated in FY22 budget amendment. MOTION made to accept proposal and engage June Garcia to conduct a Director search was made by Trustee, seconded by Trustee Kohler. All ayes, none opposed. MOTION carried.

MEETING ADJOURNED AT 12:20 p.m.

The next regular meeting is scheduled for 7:00 p.m., Wednesday, April 20, 2022.

RESPECTFULLY SUBMITTED AND APPROVED

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Gretchen Caserotti, Library Director

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Megan Larsen, Board Chair



**LIBRARY BOARD OF TRUSTEES  
SPECIAL MEETING  
4/11/2022**

A Special Meeting of the Board of Trustees of the Meridian Library District was held at 12:00 p.m. on Monday, April 11th, 2022. The meeting was held at the main library building located at 1326 W. Cherry Lane in the large conference room and streamed online via WebEx.

**JOIN WEBEX MEETING**

<https://meridianlibrary.my.webex.com/meridianlibrary.my/j.php?MTID=mda86a0eb53bf49b218a1d7e427b7db11>

Meeting number (access code): 2652 377 9429 | Meeting password: 12345678

JOIN BY PHONE +1-650-215-5228

**Board Present:** Megan Larsen; Chair, Jeff Kohler; Vice-Chair, Christina Hirsch; Treasurer, Laura Knutson; Trustee

**Staff Present:** Gretchen Caserotti; Director, Lisa Zeiter; Interim Director, Nick Grove; Assistant Director, Jason Su; District Support Services Manager, Travis Porter; Branch Manager

**Absent:** Tyler Ricks; Trustee

Chair Larsen called to order the meeting at 12:00

**MEETING AGENDA:**

1. Award FFE Bid Package Responses to lowest bidders [ACTION ITEM]
  - a. Group E: Andreu World
  - b. Group F: Bernhardt
  - c. Group J: Forms & Surfaces
  - d. Group U: Paul Brayton

FFE went to the lowest bidder, summary approved by MSR and a copy is in your packet. Hirsch made a MOTION to approve the FFE Package listed, Kohler seconded. All in favor, none opposed, MOTION carries.

2. Approve AIA Purchase Contracts for Orchard Park Furniture [ACTION ITEM]
  - a. Business Interiors of Idaho
  - b. Henricksen Butler
  - c. Library Furniture International
  - d. OEC

Knutson made a MOTION to Approve AIA Purchase Contracts for Orchard Park Furniture with possible 2 tables that will be included and may bring the total cost slightly higher.

Hirsch seconded to Approve AIA Purchase Contracts for Orchard Park Furniture with possible 2 tables with a slightly higher cost. All in favor, none opposed. MOTION carries.

Meeting adjourned at 12:05 p.m.

The next regular meeting is scheduled for 7:00 p.m., Wednesday, April 20, 2022.

RESPECTFULLY SUBMITTED AND APPROVED

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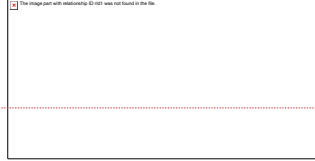
Gretchen Caserotti, Library Director

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Megan Larsen, Board Chair

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# Accounting Manager



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## Position Summary

The Accounting Manager is responsible for managing the overall finances of Meridian Library District including but not limited to accounts payable, accounts receivable, payroll, budgeting, coordination and communication with external consultants (i.e. auditors) banks and vendors. This position posts, reviews, and reconciles financial information (receipts, invoices, etc.) posted to accounting software to ensure accuracy. The Accounting Manager also reviews payroll and provides support for proper benefit processing. The Accounting Manager assists the Library Director with financial analysis in such areas as forecasting, budgeting, engaging in cost reduction analysis and reviewing operational performance.

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## Duties and Responsibilities

### Essential

#### Accounting and Finance

Provides on-going government accounting for the day-to-day business operations of the Library. Works extensively in QuickBooks Online, bill.com, Divvy and Paylocity reviewing and/or posting receipts and disbursements, inputting organizational and project budgets, and performing other accounting duties. Ensures accurate invoicing with vendors. Monitors balances, transfers funds as needed and balances monthly bank statements. Maintains budgets and accounting records for all funds. Manages all financial activity, including receipts and disbursements, in accordance with federal and state regulations; complies with state and federal reporting requirements. Applies government accounting principles.

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#### Board Management and Financial Reporting

Prepares regular financial reports including budget to actual income and expense, cash disbursement and cash summary reports. Prepares regular and special financial reports as needed by the administrative team and Library Board of Trustees. Works extensively with auditors to collect relevant financial documents needed to ensure completion of the annual audit. Calculates variances from the budget and reports significant issues to management.

#### Payroll

Review payroll as part of internal control process. Prepare and post payroll journal entries to the general ledger. Transfer bank funds for payroll processing. Review payroll tax returns. Coordinate with HR for payroll tax compliance. Maintains accurate timekeeping and payroll records according to record retention requirements. Works to ensure the accuracy of W2 processing and timely distribution to current and former staff.

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#### Fundraising and Development

Board Approved: 7-21-2021



Assist in the oversight and management of database records and reports for all event-related and fundraising activities including revenue and expense budgets, gift records and acknowledgement processes.

**Benefits**

Responsible for timely reporting and administration of retirement benefits (PERSI). Knows and understands the retirement plan rules for withholding contributions and works closely with PERSI to research and resolve anomalies; ensures accurate hours and contribution reporting. Coordinates benefit changes, working closely with HR to ensure benefit changes are processed timely.

**Customer Service**

Provides high quality internal customer service to other staff and vendors, and is responsive to requests. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity.

*Marginal*

Recommends and informs the Library administrative team of current or needed financial and benefit policies as they relate to operations, programs, and special activities. Develop financial policies and procedures. Streamlines and creates efficiencies and automation of the financial information flow.

Performs other duties as assigned.

**Minimum Qualifications**

*Knowledge, Skills, and Abilities:* This position requires good knowledge of accounting and generally accepted accounting principles. Is detail-oriented and accurate, using good judgment and discretion in managing the library's funds. Proficient with standard Microsoft applications (specifically Microsoft Excel and other Office applications). Ability to learn and adapt to new software and equipment technologies. Proficiency with accounting software such as Peachtree and QuickBooks, or similar software. This position requires accurately maintaining library filing systems.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, co-workers, managers, and employees. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations. Demonstrated commitment to diversity, equity, and inclusion.

*Experience:* 5 years of relevant finance or accounting experience, preferably in a nonprofit or governmental setting.

*Education:* Bachelor's degree in accounting, business administration, or equivalent training, education, and experience

*Training, Licenses, or Certifications:* None

*Supervisory Responsibility:* No

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Software: Quickbooks Online, Paylocity, Bill.com, Divvy, Square, Paypal, Google Docs, Microsoft Suite

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**Preferred Qualifications:** Certified Public Accountant (CPA)

**Working Conditions**

*Physical Requirements:* The job requires the employee to constantly sit, see, and hear; seldom stand, kneel, walk, squat, and crouch; occasionally stoop/bend, and twist/turn; perform manual dexterity movements; and frequently listen. This job requires occasionally lifting 10-25 lbs. and carry 10 lbs; reaching at, above, and below shoulder height; grasping objects weighing 10-25 lbs and pushing/pulling objects weighing 50 lbs.

*Mental Requirements:* The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical sorting, and perform math.

*Technology, Equipment, and Devices:* The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used applications, email, payroll and timekeeping software, and the internet. The job requires the employee to operate and troubleshoot general office equipment.

*Work Environment:* The job requires repetition, working alone, working remotely, working around others, working with vendors, having verbal and face-to-face contact with others, and be subject to inside and occasionally outside environments.

*Expected Hours of Work:* The job requires employee to work a flexible daytime schedule throughout the week.

*Expected travel:* Occasional travel to and from related events or meetings.

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**Disclaimers:** The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

### MLD Salary Schedule - December 2021

Grade	Position	Minimum			Midpoint			Maximum		
		Hourly	Monthly	Annual	Hourly	Monthly	Annual	Hourly	Monthly	Annual
1	Library Page	\$10.98	\$1,903.20	\$22,838.40	\$13.73	\$2,379.87	\$28,558.40	\$16.47	\$2,854.80	\$34,257.60
2		\$12.08	\$2,093.87	\$25,126.40	\$15.10	\$2,617.33	\$31,408.00	\$18.11	\$3,139.07	\$37,668.80
3	Library Asst, Jr Librarian, Substitute, ILL Asst, Library Courier	\$13.05	\$2,262.00	\$27,144.00	\$16.31	\$2,827.07	\$33,924.80	\$19.57	\$3,392.13	\$40,705.60
4	Admin Asst, Finance Asst, Specialist, Library Assistant (unBound)	\$15.06	\$2,610.40	\$31,324.80	\$19.57	\$3,392.13	\$40,705.60	\$24.09	\$4,175.60	\$50,107.20
5	Associate Librarian, Maintenance Spec, Volunteer Coor, Digitization Technician	\$16.50	\$2,860.00	\$34,320.00	\$20.63	\$3,575.87	\$42,910.40	\$24.76	\$4,291.73	\$51,500.80
6	Resource Coordinator/Materials Distribution Coordinator	\$18.16	\$3,147.73	\$37,772.80	\$22.70	\$3,934.67	\$47,216.00	\$27.24	\$4,721.60	\$56,659.20
7	HR Coordinator	\$19.52	\$3,383.47	\$40,601.60	\$24.40	\$4,229.33	\$50,752.00	\$29.29	\$5,076.93	\$60,923.20
8	System Administrator, Page Supervisor, Librarian	\$21.28	\$3,688.53	\$44,262.40	\$26.59	\$4,608.93	\$55,307.20	\$31.92	\$5,532.80	\$66,393.60
9	Comm Mktg Mgr, Foundation Mgr, Senior HR Generalist, YS Sup, RS Sup, ISS	\$24.25	\$4,203.33	\$50,440.00	\$30.32	\$5,255.47	\$63,065.60	\$36.39	\$6,307.60	\$75,691.20
10	Manager	\$25.43	\$4,407.87	\$52,894.40	\$33.05	\$5,728.67	\$68,744.00	\$40.67	\$7,049.47	\$84,593.60
11		\$29.09	\$5,042.27	\$60,507.20	\$36.36	\$6,302.40	\$75,628.80	\$43.63	\$7,562.53	\$90,750.40
12	Assistant Director	\$32.28	\$5,595.20	\$67,142.40	\$40.35	\$6,994.00	\$83,928.00	\$48.42	\$8,392.80	\$100,713.60
13	Director	\$38.74	\$6,714.93	\$80,579.20	\$48.42	\$8,392.80	\$100,713.60	\$58.10	\$10,070.67	\$120,848.00

Specialist Job Titles: Resource Specialist, Community Specialist, Teen Specialist

Coordinator Job Titles: Materials Distribution Coordinator, HR Coordinator, Volunteer Coordinator

Librarian Job Titles: Community Librarian, Collection Development Librarian, Youth Services Librarian, Digital Services Librarian, Public Services Librarian, Business Liaison Librarian

Supervisor Job Titles: Page Supervisor, Youth Services Supervisor, Reader Services Supervisor, Information Services Supervisor

Manager Job Titles: Main Library Manager, Branch Manager, Tech Library Manager, Outreach Manager, Materials Services Manager, District Programs Manager, **Finance Manager**, **Accounting Manager** District Support Services Manager, Communications and Marketing Manager

Revised: April 18, 2022

Board Approved: 12/15/2021

Effective:

## **March 2022 Library Director's Report**

Gretchen Caserotti, Library Director

Lisa Zeiter, Interim Director

April 20, 2022

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This report offers a summary of activities taking place at Meridian Library in March 2022. I will be glad to answer any questions about the items below or anything included in the monthly departmental reports. The [Library Use Stats Dashboard March 2022](#) indicates library use has increased across all services.

In March, I submitted my official letter of resignation, having accepted a new position in another state. With transition plans in place, the second half of March was spent preparing to onboard our Interim Library Director, Lisa Zeiter. Consultant June Garcia has been retained, and preparation is underway for a national search for my replacement. A recruitment plan has been prepared. June will be on site at the end of April to meet with stakeholders, which will inform the final materials for the recruitment. The job opening will be posted in May and applications will be accepted through the month.

### **Operations**

As Ada County moved into Low levels of COVID, our committees began planning to resume programs in earnest. While we remain at very low staffing levels compared to pre-pandemic, our staff are eager to bring in-person programs back. The Summer Reading Program will feel much more like “normal,” with a kick-off at Settlers Park on the last day of school. I am pleased to see the increased attention and use of unBound resources and support for the business community. Our efforts to embed ourselves within the community are paying dividends. Please see the unBound report for those highlights.

We were honored to be selected for a tour by the Idaho Commission for Libraries. Each year the board visits several libraries as a way to better understand the needs of Idaho libraries and see first-hand all the wonderful things librarians are doing on a regular basis. The ICfL board and some staff members came for a tour of unBound, and we had a chance to share the great work Nick, Yuki, and the staff there are doing to serve the business community.

MLD still has June 1 as our target to resume full hours of operation. Every effort is being made to fill vacancies and train new staff by then.

### **Finance/Budget**

I submitted the public budget hearing date and time to Ada County in mid-March (deadline April 30). We received the preliminary values from the county, which will help as we start to put

the FY23 budget draft together. Assistant Director Nick Grove has gathered updated staffing models from managers and worked with HR to prepare a comprehensive draft of our personnel needs for resuming full operations this year and for FY23.

Trustees are invited to the 2022 Budget and Levy Training Workshops hosted by the state Tax Commission. This workshop provides guidance for calculating the maximum allowable property tax budget increases for taxing district officials. Changes during the 2021 and 2022 legislative sessions to this process will be covered in detail. The workshop is offered at the College of Western Idaho Nampa campus on May 19, 2022. [Register online](#) no later than May 12, 2022.

Revenues are trending over budget, mostly due to a healthy local economy. We are tracking budget categories that will need to be considered when a budget amendment happens (August), such as Professional Services, which includes the unanticipated expenses for outsourcing accounting during the Finance Manager vacancy period. We will expect to see more expenses posted under Programs now that in-person programs are resuming.

### **HR/Personnel**

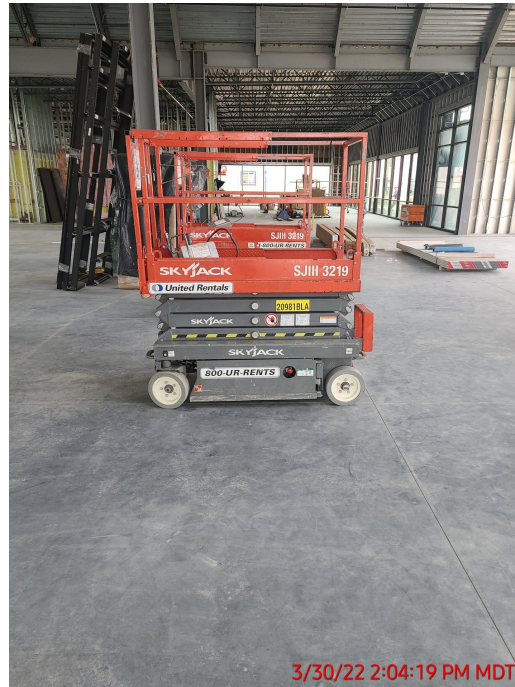
With an eye toward the return of full hours of operation and the return of the Summer Reading Program, HR has been very busy trying to fill vacancies. In March, HR reviewed and evaluated 82 applications! Lindsay and Mari (HR) were also able to finalize the integration between Employee Navigator and Paylocity. Their proficiency with Paylocity continues to increase, and they also successfully updated and applied the changes to the holiday pay in the system (after appropriate communication to staff about the policy change, of course).

HR and our Assistant Director are implementing a multi-month project: a Listening Tour. As MLD continues to experience major changes, a Listening Tour is a means to gather feedback from staff, establish deeper connections, and improve communication between administration and library workers. A survey was conducted, the results were evaluated, and themes were identified. Next, they will attend department meetings to explore those findings further. Then lastly, they will develop an action plan with the intent to make improvements in the organization. We hope this feedback and exercise will help a new Director when they start late summer or early fall. And we hope the improvements help MLD remain a positive, healthy work environment!

### **Capital Projects**

Orchard Park tenant improvements began at the end of March. CM Company has loaded in their trailers, and supplies are being delivered and staged. Travis has wrapped up the FFE bids and contracts. As expressed at the March 29th Special Meeting, we concluded it was financially better to get the orders placed now and deal with the staggered delivery/storage issues

compared to the continued escalation of prices due to market forces. Many thanks to Travis and Jason for keeping that on track and in budget! Eryn has started coordinating site tours for potential corporate sponsors in April. Trustees are all welcome to schedule a tour when it suits your schedules.



In March, MSR and CM Company worked hard to redesign the South branch to try to get us back into budget. This involved changing to a rectangular design for the building and shrinking the total size from 15,000 down to 12,000 square feet. We hope to be able to schedule time with the team, including Brighton, in the last week of April to review the project design and get the go-ahead to proceed on the project and land donation.

# Meridian Library District

## Budget vs. Actuals: Budget FY22 by Class - FY22 P&L Classes

October 2021 - September 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
<b>Revenue</b>				
40000 Tax Revenue	4,404,424.77	7,056,972.00	-2,652,547.23	62.41 %
42000 Non-tax Revenue	52,976.19	137,600.00	-84,623.81	38.50 %
<b>Total Revenue</b>	<b>\$4,457,400.96</b>	<b>\$7,194,572.00</b>	<b>\$ -2,737,171.04</b>	<b>61.96 %</b>
<b>GROSS PROFIT</b>	<b>\$4,457,400.96</b>	<b>\$7,194,572.00</b>	<b>\$ -2,737,171.04</b>	<b>61.96 %</b>
<b>Expenditures</b>				
50000 PERSONNEL	1,866,869.32	4,210,930.00	-2,344,060.68	44.33 %
51000 COLLECTIONS	272,152.42	1,121,450.00	-849,297.58	24.27 %
52000 OPERATING EXPENSES	480,626.43	1,367,863.00	-887,236.57	35.14 %
72000 CAPITAL EXPENSES	17,751.33	89,387.00	-71,635.67	19.86 %
9800 Transfer Out -Capital Projects Fund	101,235.51	404,942.00	-303,706.49	25.00 %
Uncategorized Expense	55.14		55.14	
<b>Total Expenditures</b>	<b>\$2,738,690.15</b>	<b>\$7,194,572.00</b>	<b>\$ -4,455,881.85</b>	<b>38.07 %</b>
<b>NET OPERATING REVENUE</b>	<b>\$1,718,710.81</b>	<b>\$0.00</b>	<b>\$1,718,710.81</b>	<b>0.00 %</b>
<b>Other Revenue</b>				
8000 Plant Facilities Levy Revenue	882,000.00	1,400,000.00	-518,000.00	63.00 %
8338 Capital Projects Interest	1,651.16	7,849.00	-6,197.84	21.04 %
8995 Finance Proceeds		8,000,000.00	-8,000,000.00	
8999 Transfer In -From General Fund	101,235.51	404,942.00	-303,706.49	25.00 %
<b>Total Other Revenue</b>	<b>\$984,886.67</b>	<b>\$9,812,791.00</b>	<b>\$ -8,827,904.33</b>	<b>10.04 %</b>
<b>Other Expenditures</b>				
9288 Orchard Park Project Costs	27,353.46	2,674,016.00	-2,646,662.54	1.02 %
9289 South Branch Project Costs	71,275.54	7,341,580.00	-7,270,304.46	0.97 %
<b>Total Other Expenditures</b>	<b>\$98,629.00</b>	<b>\$10,015,596.00</b>	<b>\$ -9,916,967.00</b>	<b>0.98 %</b>
<b>NET OTHER REVENUE</b>	<b>\$886,257.67</b>	<b>\$ -202,805.00</b>	<b>\$1,089,062.67</b>	<b>-437.00 %</b>
<b>NET REVENUE</b>	<b>\$2,604,968.48</b>	<b>\$ -202,805.00</b>	<b>\$2,807,773.48</b>	<b>-1,284.47 %</b>

# Meridian Library District

## Budget vs. Actuals: Budget FY22 by Class - FY22 P&L Classes

October 2021 - September 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
<b>Revenue</b>				
40000 Tax Revenue				
4000 Tax levy	4,241,208.08	6,667,318.00	-2,426,109.92	63.61 %
4010 Ag. Replacement	485.00	1,940.00	-1,455.00	25.00 %
4020 Pers Prop Replacement	14,989.61	29,979.00	-14,989.39	50.00 %
4025 Recovered Homeowner's Exemption	78.00	156.00	-78.00	50.00 %
4060 Tort Tax Levy	23,789.52	47,579.00	-23,789.48	50.00 %
4100 Sales tax income	123,874.56	310,000.00	-186,125.44	39.96 %
<b>Total 40000 Tax Revenue</b>	<b>4,404,424.77</b>	<b>7,056,972.00</b>	<b>-2,652,547.23</b>	<b>62.41 %</b>
42000 Non-tax Revenue	2,393.49		2,393.49	
4200 Fines and fees	8,444.90	10,000.00	-1,555.10	84.45 %
4220 Meeting Room income	634.40	1,000.00	-365.60	63.44 %
4221 Donations & Memorials	6,404.00	19,000.00	-12,596.00	33.71 %
4300 Interest income	545.68	2,300.00	-1,754.32	23.73 %
4339 Capital Replace & Repair Int	2,356.25	4,000.00	-1,643.75	58.91 %
4400 Copy/Print income	5,899.50	11,300.00	-5,400.50	52.21 %
4500 Grants	26,297.97	90,000.00	-63,702.03	29.22 %
<b>Total 42000 Non-tax Revenue</b>	<b>52,976.19</b>	<b>137,600.00</b>	<b>-84,623.81</b>	<b>38.50 %</b>
<b>Total Revenue</b>	<b>\$4,457,400.96</b>	<b>\$7,194,572.00</b>	<b>\$ -2,737,171.04</b>	<b>61.96 %</b>
<b>GROSS PROFIT</b>	<b>\$4,457,400.96</b>	<b>\$7,194,572.00</b>	<b>\$ -2,737,171.04</b>	<b>61.96 %</b>
<b>Expenditures</b>				
50000 PERSONNEL	100.00		100.00	
5000 Salaries and wages	1,356,810.59	3,040,961.00	-1,684,150.41	44.62 %
5005 Termination salaries	8,713.39	16,000.00	-7,286.61	54.46 %
<b>Total 5000 Salaries and wages</b>	<b>1,365,523.98</b>	<b>3,056,961.00</b>	<b>-1,691,437.02</b>	<b>44.67 %</b>
5010 Payroll benefits	105.51	1,153,969.00	-1,153,863.49	0.01 %
5010a Benefits - Retirement	129,565.02		129,565.02	
5010b Benefits - PR Taxes	101,352.76		101,352.76	
5010c Benefits - Health	270,222.05		270,222.05	
<b>Total 5010 Payroll benefits</b>	<b>501,245.34</b>	<b>1,153,969.00</b>	<b>-652,723.66</b>	<b>43.44 %</b>
<b>Total 50000 PERSONNEL</b>	<b>1,866,869.32</b>	<b>4,210,930.00</b>	<b>-2,344,060.68</b>	<b>44.33 %</b>
<b>51000 COLLECTIONS</b>				
5110 Adult fiction	125.72		125.72	
5115 Adult Print Books	33,399.77	221,000.00	-187,600.23	15.11 %
5121 Electronic databases	31,152.20	38,450.00	-7,297.80	81.02 %
5122 eContent	177,802.22	335,000.00	-157,197.78	53.08 %
5125 Print Reference	71.67	3,000.00	-2,928.33	2.39 %
5130 Children's books	13,852.35	231,500.00	-217,647.65	5.98 %
5135 Young Adult books	3,033.13	117,500.00	-114,466.87	2.58 %
5149 Media	10,438.55	122,000.00	-111,561.45	8.56 %
5150 Circulating devices & kits	797.42	45,000.00	-44,202.58	1.77 %



# Meridian Library District

## Budget vs. Actuals: Budget FY22 by Class - FY22 P&L Classes

October 2021 - September 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
5151 Periodicals	1,479.39	8,000.00	-6,520.61	18.49 %
<b>Total 51000 COLLECTIONS</b>	<b>272,152.42</b>	<b>1,121,450.00</b>	<b>-849,297.58</b>	<b>24.27 %</b>
<b>52000 OPERATING EXPENSES</b>				
52020 Professional Services				
5202.1 Audit	12,250.00	9,500.00	2,750.00	128.95 %
5202.4 Legal fees	8,660.50	15,100.00	-6,439.50	57.35 %
5202.5 Consulting	24,166.00	8,750.00	15,416.00	276.18 %
5202.6 Other	1,300.00		1,300.00	
5202.7 Accounting Svcs	16,497.50		16,497.50	
<b>Total 52020 Professional Services</b>	<b>62,874.00</b>	<b>33,350.00</b>	<b>29,524.00</b>	<b>188.53 %</b>
52025 Banking fees				
5202.2 Bankcard fees	1,122.84	6,600.00	-5,477.16	17.01 %
5202.3 Financial fees	13,953.59	184,120.00	-170,166.41	7.58 %
<b>Total 52025 Banking fees</b>	<b>15,076.43</b>	<b>190,720.00</b>	<b>-175,643.57</b>	<b>7.91 %</b>
5211 Copy/Print	10,030.82	29,600.00	-19,569.18	33.89 %
52120 Consortium				
5212.A Consortium-Adv/Prog	-624.34		-624.34	
5212.C Consortium-Courier		31,000.00	-31,000.00	
5212.H Consortium-Hardware/Software	1,927.07	55,421.00	-53,493.93	3.48 %
<b>Total 52120 Consortium</b>	<b>1,302.73</b>	<b>86,421.00</b>	<b>-85,118.27</b>	<b>1.51 %</b>
5216 Equipment & Furnishings Not Cap		3,900.00	-3,900.00	
52200 Information Technology				
5220.1 IT Infra -Software/Licensing	30,079.62	102,044.00	-71,964.38	29.48 %
5220.2 IT Infra -Support	31,672.38	24,200.00	7,472.38	130.88 %
5220.3 IT PCs, Printers & Hardware	9,300.91	32,472.00	-23,171.09	28.64 %
5220.5 IT Utilities	14,438.31	64,780.00	-50,341.69	22.29 %
5220.6 IT Collection Licensing	9,231.66	19,400.00	-10,168.34	47.59 %
5220.7 IT Technology Maintenance	4,903.50	21,000.00	-16,096.50	23.35 %
<b>Total 52200 Information Technology</b>	<b>99,626.38</b>	<b>263,896.00</b>	<b>-164,269.62</b>	<b>37.75 %</b>
5225 Marketing & advertising	5,295.02	18,710.00	-13,414.98	28.30 %
5228 Miscellaneous	3,351.43	7,100.00	-3,748.57	47.20 %
52290 Materials Processing				
5229.1 Materials-OCLC	6,259.52	8,250.00	-1,990.48	75.87 %
5229.2 Materials-Processing	7,251.44	75,000.00	-67,748.56	9.67 %
<b>Total 52290 Materials Processing</b>	<b>13,510.96</b>	<b>83,250.00</b>	<b>-69,739.04</b>	<b>16.23 %</b>
5230 Phone Service	1,400.00	4,800.00	-3,400.00	29.17 %
5232 Postage	3,652.58	11,000.00	-7,347.42	33.21 %
52340 Professional Development				
5234.1 Conferences	5,678.61	17,512.00	-11,833.39	32.43 %
5234.2 Education	500.00	2,775.00	-2,275.00	18.02 %
5234.3 Materials	317.47	1,400.00	-1,082.53	22.68 %
5234.4 Memberships	2,554.68	3,989.00	-1,434.32	64.04 %

# Meridian Library District

## Budget vs. Actuals: Budget FY22 by Class - FY22 P&L Classes

October 2021 - September 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
5234.5 Staff Mtg & Training	2,867.60	3,920.00	-1,052.40	73.15 %
5234.6 Webinar/Ecourses	4,083.54	6,900.00	-2,816.46	59.18 %
<b>Total 52340 Professional Development</b>	<b>16,001.90</b>	<b>36,496.00</b>	<b>-20,494.10</b>	<b>43.85 %</b>
52360 Program Expense				
5236.1 Programs - Outreach	100.00		100.00	
5236.AD Programs - Adult	1,315.65	26,100.00	-24,784.35	5.04 %
5236.BR Programs -Brochures		2,000.00	-2,000.00	
5236.CH Programs - Children				
5236.PC Pet Care	103.56	1,300.00	-1,196.44	7.97 %
<b>Total 5236.CH Programs - Children</b>	<b>103.56</b>	<b>1,300.00</b>	<b>-1,196.44</b>	<b>7.97 %</b>
5236.EL Programs - Early Learning 0-5	2,479.90	23,710.00	-21,230.10	10.46 %
5236.FA Programs -Family All Ages	448.41	15,300.00	-14,851.59	2.93 %
5236.SA Programs -School Age 6-12	620.37	23,900.00	-23,279.63	2.60 %
5236.TN Programs -Teen 13-18	240.10	15,020.00	-14,779.90	1.60 %
5236.VO Programs -Volunteers		1,500.00	-1,500.00	
5236.YA Programs - Teen	1,399.00		1,399.00	
<b>Total 52360 Program Expense</b>	<b>6,706.99</b>	<b>108,830.00</b>	<b>-102,123.01</b>	<b>6.16 %</b>
5237 Recruiting/Background Checks	763.00	7,650.00	-6,887.00	9.97 %
524000 Supplies				
5240 Supplies - general	1,057.27	26,500.00	-25,442.73	3.99 %
5245 Supplies - marketing	317.89	5,000.00	-4,682.11	6.36 %
5246 Supplies - office	1,323.77	12,300.00	-10,976.23	10.76 %
<b>Total 524000 Supplies</b>	<b>2,698.93</b>	<b>43,800.00</b>	<b>-41,101.07</b>	<b>6.16 %</b>
5250 Taxes and insurance	14,780.67	26,000.00	-11,219.33	56.85 %
52600 Vehicle Expense	0.00		0.00	
5260.1 Vehicle - Bookmobile	955.72	17,300.00	-16,344.28	5.52 %
5260.2 Vehicle - Sprinter	114.52	6,200.00	-6,085.48	1.85 %
5260.3 Vehicle - Van	3,757.80	7,650.00	-3,892.20	49.12 %
<b>Total 52600 Vehicle Expense</b>	<b>4,828.04</b>	<b>31,150.00</b>	<b>-26,321.96</b>	<b>15.50 %</b>
62240 Facility Expense				
6224.2 Bldg-Repairs	550.10	26,500.00	-25,949.90	2.08 %
6224.3 Bldg-Small Tools	287.47	2,500.00	-2,212.53	11.50 %
6224.4 Bldg-Supplies	7,298.34	19,300.00	-12,001.66	37.82 %
6250 Bldg-Insurance	47,579.00	47,579.00	0.00	100.00 %
6255 Bldg-Rent	67,428.15	115,297.00	-47,868.85	58.48 %
6258 Bldg-Utilities	25,519.07	61,100.00	-35,580.93	41.77 %
6224.1 Bldg-Maintenance	70,064.42	108,914.00	-38,849.58	64.33 %
<b>Total 6258 Bldg-Utilities</b>	<b>95,583.49</b>	<b>170,014.00</b>	<b>-74,430.51</b>	<b>56.22 %</b>
<b>Total 62240 Facility Expense</b>	<b>218,726.55</b>	<b>381,190.00</b>	<b>-162,463.45</b>	<b>57.38 %</b>
<b>Total 52000 OPERATING EXPENSES</b>	<b>480,626.43</b>	<b>1,367,863.00</b>	<b>-887,236.57</b>	<b>35.14 %</b>
72000 CAPITAL EXPENSES				

# Meridian Library District

## Budget vs. Actuals: Budget FY22 by Class - FY22 P&L Classes

October 2021 - September 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
7216 Equipment & Furnishings	880.40	3,000.00	-2,119.60	29.35 %
7220 IT - Infrastructure - Hardware	4,000.00	52,787.00	-48,787.00	7.58 %
7220.3 IT PCs, Hardware Printers	12,870.93	31,100.00	-18,229.07	41.39 %
7295 Major improvements		2,500.00	-2,500.00	
<b>Total 72000 CAPITAL EXPENSES</b>	<b>17,751.33</b>	<b>89,387.00</b>	<b>-71,635.67</b>	<b>19.86 %</b>
9800 Transfer Out -Capital Projects Fund	101,235.51	404,942.00	-303,706.49	25.00 %
Uncategorized Expense	55.14		55.14	
<b>Total Expenditures</b>	<b>\$2,738,690.15</b>	<b>\$7,194,572.00</b>	<b>\$ -4,455,881.85</b>	<b>38.07 %</b>
<b>NET OPERATING REVENUE</b>	<b>\$1,718,710.81</b>	<b>\$0.00</b>	<b>\$1,718,710.81</b>	<b>0.00%</b>
Other Revenue				
8000 Plant Facilities Levy Revenue	882,000.00	1,400,000.00	-518,000.00	63.00 %
8338 Capital Projects Interest	1,651.16	7,849.00	-6,197.84	21.04 %
8995 Finance Proceeds		8,000,000.00	-8,000,000.00	
8999 Transfer In -From General Fund	101,235.51	404,942.00	-303,706.49	25.00 %
<b>Total Other Revenue</b>	<b>\$984,886.67</b>	<b>\$9,812,791.00</b>	<b>\$ -8,827,904.33</b>	<b>10.04 %</b>
Other Expenditures				
9288 Orchard Park Project Costs	27,353.46	2,674,016.00	-2,646,662.54	1.02 %
9289 South Branch Project Costs	71,275.54	7,341,580.00	-7,270,304.46	0.97 %
<b>Total Other Expenditures</b>	<b>\$98,629.00</b>	<b>\$10,015,596.00</b>	<b>\$ -9,916,967.00</b>	<b>0.98 %</b>
<b>NET OTHER REVENUE</b>	<b>\$886,257.67</b>	<b>\$ -202,805.00</b>	<b>\$1,089,062.67</b>	<b>-437.00 %</b>
<b>NET REVENUE</b>	<b>\$2,604,968.48</b>	<b>\$ -202,805.00</b>	<b>\$2,807,773.48</b>	<b>-1,284.47 %</b>

# Meridian Library District

## Statement of Financial Position

As of March 31, 2022

	TOTAL
<b>ASSETS</b>	
Current Assets	
Bank Accounts	
1000 Petty cash	200.00
1000BKM Petty cash - Bookmobile	50.00
1000BR Petty cash - Branch	300.00
1010 Cash on hand - Circulation	216.90
1010BR Cash on hand - Branch	243.15
1013 Cash on Hand - Change	50.80
1014 Cash on hand - Public copier	29.45
1016 Cash on Hand - unBound	50.00
1071 Bill.com Money In Clearing	511.82
1072 Bill.com Money Out Clearing	-9,280.68
1120 Checking - USBank	4,380,877.67
1150 Chkg payroll -1st Interstate	38,313.34
1160 Savings payroll -1st Interstate	55,182.29
1170 Checking HRA -1st Interstate	157,467.52
1200 Paypal account	-324.51
1937 StatePool-General Operations	679,079.96
1938 StatePool-Capital Project Fund	2,610,132.55
1939 StatePool-Cap Replacement &Repr	5,130,976.74
<b>Total Bank Accounts</b>	<b>\$13,044,077.00</b>
Other Current Assets	
1500 Deposits/Prepaid expenses	31,274.72
1550 Refunds pending	46.23
1600 Property Tax Receivable	8,157,193.00
1627 LGIP Interest Receivable	-749.70
1633 Receivable-Foundation	10,500.00
1634 Grants Receivable	3,000.00
1652 Sales Tax Receivable	23,406.20
1800 Fines Receivable	51,386.04
1850 Allowance	-40,594.98
<b>Total Other Current Assets</b>	<b>\$8,235,461.51</b>
<b>Total Current Assets</b>	<b>\$21,279,538.51</b>
<b>TOTAL ASSETS</b>	<b>\$21,279,538.51</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	<b>\$ -15,113.66</b>
Equity	
1170.1 Restricted HRA balances	157,268.12
2536 Meridian Historical Society Funds	13,113.76
2900 Investment in GFA	9,844,884.00
2910 Contra Accum Deprec	-4,890,205.00
2912 Accum Dep - Buildings	1,574,929.00

# Meridian Library District

## Statement of Financial Position

As of March 31, 2022

	TOTAL
2913 Accum Depr - Equipment	2,464,684.00
2914 Accum Depr - Improvements	738,822.00
2915 Accum Depr - Leasehold Improv	111,770.00
2988.4 17929 Leisure Lane	-53,000.00
2988.5 Buildings	-4,474,133.00
2988.6 Improvements	-1,001,737.00
2988.7 Leasehold Improvements	-171,997.00
2988.8 Equipment	-3,030,521.00
2990 Deferred Inflows	8,114,897.00
2995 Advanced Revenue	36,269.00
2998.1 Jewitt property	-210,996.69
2998.2 Cherry/Leisure property	-449,588.00
2998.3 1326 Cherry Lane	-192,604.00
2998.9 Artwork	-25,500.00
2999 Retained Earnings	6,968,933.24
2999.1 Construction in Progress	-234,806.00
32000 Owners Equity	3,275,352.34
Net Revenue	2,728,817.40
<b>Total Equity</b>	<b>\$21,294,652.17</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$21,279,538.51</b>

Date	Merchant	Clean Merchant Name	Amount
3/31/2022 14:29	AMZN Mktp US*1H0CO1F81	Amazon	(\$14.49)
3/31/2022 11:41	AMZN MKTP US AMZN.COM/BIL	Amazon	\$175.98
3/30/2022 15:05	VIOC 090136	Valvoline	(\$96.54)
3/30/2022 14:53	ID STATESMAN CIRCULATI	Circulati	(\$330.20)
3/30/2022 14:53	ID STATESMAN CIRCULATI	Circulati	(\$330.20)
3/30/2022 14:46	MOBILE BEACON	Mobile Beacon	(\$537.60)
3/30/2022 14:46	MOBILE BEACON	Mobile Beacon	(\$480.00)
3/30/2022 14:36	SYSCLOUD, INC	Syscloud Inc	(\$3,240.00)
3/30/2022 11:37	MCW#506	Mcw	(\$22.00)
3/30/2022 11:30	THE HOME DEPOT #1804	The Home Depot	(\$47.76)
3/29/2022 14:50	IN *MERIDIAN KIWANIS CLUB	Meridian Kiwanis	(\$40.00)
3/29/2022 14:36	AMZN Mktp US*1607N9OX2	Amazon	(\$34.99)
3/29/2022 11:41	WM SUPERCENTER #5841	Walmart	(\$138.91)
3/29/2022 11:32	ALASKA AIR 0272133069634	Alaska Airlines	(\$30.00)
3/28/2022 14:43	AMZN Mktp US*1N64G7WO2	Amazon	(\$7.99)
3/28/2022 14:43	AMZN Mktp US*165127AGO	Amazon	(\$87.34)
3/28/2022 14:31	GRUBHUBBREAKFASTBEAUT	Grubhub	(\$23.34)
3/28/2022 14:28	INN AT THE CONVENTION CE	Inn At The Convention	(\$563.76)
3/28/2022 14:28	COURTYARD LLOYD	Courtyard Lloyd	(\$996.82)
3/28/2022 14:28	COURTYARD LLOYD	Courtyard Lloyd	(\$1,096.20)
3/28/2022 14:26	CAPERS CAFE ET LE BAR	Capers Cafe Et Le Bar	(\$19.80)
3/28/2022 12:03	AMZN MKTP US*1N4H04W62 AM	Amazon	(\$107.35)
3/28/2022 12:02	ACORN SELF STORAGE	Acorn Self Storage	(\$91.80)
3/28/2022 12:02	ACORN SELF STORAGE	Acorn Self Storage	(\$80.00)
3/28/2022 11:58	THE HOME DEPOT #1804	The Home Depot	(\$163.94)
3/27/2022 13:39	COURTYARD LLOYD	Courtyard Lloyd	(\$30.00)
3/27/2022 13:38	ROUTIFIC.COM	Routific.com	(\$102.41)
3/27/2022 13:37	GRUBHUBANNABANNANAS	Grubhub	(\$17.91)
3/26/2022 14:42	GRUBHUB* DEVILSDILLSAN	Grubhub	(\$32.99)
3/25/2022 16:09	GRUBHUBMUMBOGUMBOPDXM	Grubhub	(\$25.76)
3/25/2022 15:59	JAMF SOFTWARE, LLC	Jamf Software	(\$32.00)
3/25/2022 15:57	SESAME DONUTS	Sesame Donuts	(\$11.48)
3/25/2022 15:57	SESAME DONUTS	Sesame Donuts	(\$12.93)
3/25/2022 15:23	GRUBHUBTOASTYSBREAKFA	Grubhub	(\$16.42)
3/25/2022 15:10	MAGICJACK.COM	Magicjack.com	(\$90.85)
3/25/2022 11:47	WAL-MART #2862	Walmart	(\$15.84)
3/24/2022 14:34	GRUBHUBCAFHEYUMMPSU	Caf� Yumm! via Grubhub	(\$25.69)
3/24/2022 13:33	BOI AIRPORT GREENBELT	Boi Airport Greenbelt	(\$17.76)
3/24/2022 12:01	MCDONALD'S F6774	McDonald's	(\$12.65)
3/24/2022 12:01	MCDONALD'S F6774	McDonald's	(\$10.09)
3/23/2022 15:51	TRIMET TVM	TriMet	(\$2.50)
3/23/2022 15:51	TRIMET TVM	TriMet	(\$2.50)
3/23/2022 15:36	CITY OF MERIDIAN, ID	City Of Meridian	(\$471.02)
3/23/2022 15:26	SQ *BANGKOK PALACE PORTLA	Square Bangkok Palace Por	(\$19.77)
3/23/2022 15:25	SQ *BANGKOK PALACE PORTLA	Square Bangkok Palace Por	(\$25.80)
3/22/2022 14:30	AMZN Mktp US*1N18B03Y2	Amazon	(\$29.98)

3/22/2022 14:26 IN *T-ZERS SHIRT SHOP, IN	T Zers Shirt Shop	(\$90.50)
3/22/2022 14:26 IN *T-ZERS SHIRT SHOP, IN	T Zers Shirt Shop	(\$2,000.00)
3/22/2022 14:23 MEETING ROOM 365	Meeting Room	(\$27.00)
3/22/2022 14:16 LOWES #00907*	Lowe's	(\$42.40)
3/21/2022 15:04 AMZN Mktp US*1N4VF5FA2	Amazon	(\$18.98)
3/19/2022 15:51 MATTERHACKERS, INC.	Matterhackers Inc	(\$667.55)
3/19/2022 12:05 ADOBE CREATIVE CLOUD	Adobe	(\$359.88)
3/18/2022 12:26 AMZN MKTP US*1Z9WL3DO2 AM	Amazon	(\$175.98)
3/17/2022 14:25 INNOVATIVE USERS GROUP	Innovative Users Group	(\$50.00)
3/16/2022 15:02 AMZN Mktp US*1N0R78Z91	Amazon	(\$29.19)
3/16/2022 14:54 AMZN Mktp US*1N7QV4LQ1	Amazon	(\$27.78)
3/16/2022 14:51 AIRTABLE.COM/BILL	Airtable.com	(\$14.37)
3/15/2022 14:03 MEETING ROOM 365	Meeting Room	(\$27.00)
3/13/2022 14:37 MAILCHIMP *MISC	Mailchimp	(\$69.99)
3/13/2022 14:22 APPLE.COM/US	Apple	(\$159.00)
3/12/2022 16:16 STERICYCLE ENVIROMENTAL	Stericycle Enviromenta	(\$148.50)
3/12/2022 16:14 AMZN Mktp US*1Z2WN6P30	Amazon	(\$104.00)
3/12/2022 16:14 APPLE.COM/US	Apple	(\$899.00)
3/12/2022 15:43 Amazon.com*1Z1AQ48G1	Amazon	(\$18.95)
3/11/2022 23:27 TMOBILE*AUTO PAY	T-Mobile	(\$30.10)
3/11/2022 23:15 AMZN Mktp US*1Z6NX5AV0	Amazon	(\$9.69)
3/11/2022 22:58 AMZN Mktp US*1W95H3S32	Amazon	(\$90.78)
3/11/2022 22:54 AMZN Mktp US*1Z0KI8MU1	Amazon	(\$14.74)
3/11/2022 22:33 AMZN Mktp US*1W5XU6Q32	Amazon	(\$14.95)
3/11/2022 22:26 AMZN Mktp US*1W8Z80QS2	Amazon	(\$36.07)
3/11/2022 22:22 WWW.VOLGISTICS.COM	Volgistics.com	(\$81.00)
3/11/2022 14:54 BRIDGETOWER SUBSCRIPTION	Bridgetower Subscripti	(\$169.00)
3/10/2022 15:55 AMZN Mktp US*1Z9HX2PM1	Amazon	(\$19.99)
3/10/2022 15:55 AMZN Mktp US*1Z9HX2PM1	Amazon	(\$35.69)
3/10/2022 15:17 AMZN Mktp US*1Z47U10V1	Amazon	(\$16.99)
3/10/2022 15:13 VZWRLSS*APOCC VISB	Verizon	(\$393.61)
3/10/2022 12:39 AMZN MKTP US*1W8QK45A2 AM	Amazon	(\$269.00)
3/10/2022 12:39 AMAZON.COM*1Z8DI7PG1 AMZN	Amazon	(\$33.81)
3/9/2022 15:24 CHASE *CONV FEE	Chase Conv Fee	(\$1.46)
3/9/2022 15:24 MICHIGAN BUS*TAX	Michigan Bus Tax	(\$52.94)
3/9/2022 12:33 B&H PHOTO 800-606-6969	B&H Photo	(\$265.58)
3/8/2022 12:38 GOVERNMENT FINANCE OFFIC	Government Finance Offic	(\$160.00)
3/6/2022 15:26 ADOBE *800-833-6687	Adobe	(\$29.99)
3/4/2022 16:16 PAYFLOW/PAYPAL	Paypal Payflow	(\$1.60)
3/4/2022 15:33 GOOGLE *SVCSmld.org	Svcsmld.org	(\$60.55)
3/3/2022 15:42 Amazon web services	Amazon Web Services	(\$2.66)
3/3/2022 15:40 AMZN Mktp US*1I0JB2D22	Amazon	(\$14.99)
3/3/2022 15:08 SQ *SWEET SENSATIONS DONU	Square Sweet Sensations D	(\$25.44)
3/3/2022 12:57 USPS PO 1557750642	US Postal Service	(\$12.00)
3/3/2022 12:54 WAL-MART #5841	Walmart	(\$161.54)
3/3/2022 12:35 CISCO SYSTEMS INC	Cisco Webex	(\$15.00)
3/2/2022 12:38 GOOGLE*GSUITE MLD.ORG	Google Workspace	(\$10.00)

# Meridian Library District

Bill Listing  
March 2022

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT #	ACCOUNT	DEBIT	CREDIT
03/01/2022	Bill	24532	FATBEAM, LLC	Internet Service Period covers this current month of invoicing Monthly Recurring Charges for Dedicated Internet Access-Silverstone	2380 5220.1	2380 Accounts Payable 5220.1 OPERATING EXPENSES:Information Technology:IT Infra -Software/Licensing	\$1.00	\$1.00
							<b>\$1.00</b>	<b>\$1.00</b>
03/01/2022	Bill	24552	FATBEAM, LLC	Internet Service Period covers this current month of invoicing Monthly Recurring Charges for Dedicated Internet Access-Silverstone	2380 5220.1	2380 Accounts Payable 5220.1 OPERATING EXPENSES:Information Technology:IT Infra -Software/Licensing	\$1.00	\$1.00
							<b>\$1.00</b>	<b>\$1.00</b>
03/01/2022	Bill	24599	FATBEAM, LLC	Internet Service Period covers this current month of invoicing Monthly Recurring Charges for Dedicated Internet Access-Silverstone	2380 5220.1	2380 Accounts Payable 5220.1 OPERATING EXPENSES:Information Technology:IT Infra -Software/Licensing	\$800.00	\$800.00
							<b>\$800.00</b>	<b>\$800.00</b>
03/01/2022	Bill	24617	FATBEAM, LLC	Internet Service Period covers this current month of invoicing Monthly Recurring Charges for Dedicated Internet Access-Silverstone	2380 5220.1	2380 Accounts Payable 5220.1 OPERATING EXPENSES:Information Technology:IT Infra -Software/Licensing	\$500.00	\$500.00
							<b>\$500.00</b>	<b>\$500.00</b>
03/01/2022	Bill	24634	FATBEAM, LLC	Internet Service Period covers this current month of invoicing Monthly Recurring Charges for Dedicated Internet Access-Silverstone	2380 5220.1	2380 Accounts Payable 5220.1 OPERATING EXPENSES:Information Technology:IT Infra -Software/Licensing	\$1.00	\$1.00
							<b>\$1.00</b>	<b>\$1.00</b>
03/01/2022	Bill	24630	FATBEAM, LLC	Internet Service Period covers this current month of invoicing Monthly Recurring Charges for Dedicated Internet Access-Silverstone	2380 5220.1	2380 Accounts Payable 5220.1 OPERATING EXPENSES:Information Technology:IT Infra -Software/Licensing	\$500.00	\$500.00
							<b>\$500.00</b>	<b>\$500.00</b>
03/01/2022	Bill	07003-2022-2	ICRMP	21-22 Policy Premium 10/1/21-09/30/22 21-22 Policy Premium 10/1/21-09/30/22	2380 6250	2380 Accounts Payable 6250 OPERATING EXPENSES:Facility Expense:Bldg-Insurance	\$23,789.50	\$23,789.50
							<b>\$23,789.50</b>	<b>\$23,789.50</b>
03/01/2022	Bill	5773	JAN-PRO CLEANING SYSTEMS OF ID	Janitorial Services Extra Clean	2380 6224.1	2380 Accounts Payable 6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance	\$4,950.00	\$4,950.00
							<b>\$4,950.00</b>	<b>\$4,950.00</b>
03/01/2022	Bill	0041023598	PENGUIN RANDOM HOUSE LLC	MLD Adult Print	2380 5115	2380 Accounts Payable 5115 COLLECTIONS:Adult Print Books	\$3.00	\$3.00
							<b>\$3.00</b>	<b>\$3.00</b>
03/01/2022	Bill	Mar2022	WILLAMETTE DENTAL	Dental benefits Dental benefits	2380 5010c	2380 Accounts Payable 5010c PERSONNEL:Payroll benefits:Benefits - Health	\$313.00	\$313.00
							<b>\$313.00</b>	<b>\$313.00</b>
03/01/2022	Bill	02945DA22071764	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent	\$385.37	\$385.37
							<b>\$385.37</b>	<b>\$385.37</b>
03/01/2022	Bill	02945DA22071765	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent	\$154.39	\$154.39
							<b>\$154.39</b>	<b>\$154.39</b>
03/01/2022	Bill	INV-3487	Integrated Payments	bankcard fees	2380 5202.2	2380 Accounts Payable 5202.2 OPERATING EXPENSES:Banking fees:Bankcard fees	\$35.00	\$35.00
							<b>\$35.00</b>	<b>\$35.00</b>
03/01/2022	Bill	1915905	CENTER POINT LARGE PRINT		2380 5115	2380 Accounts Payable 5115 COLLECTIONS:Adult Print Books	\$87.48	\$87.48
							<b>\$87.48</b>	<b>\$87.48</b>
03/02/2022	Bill	Feb2022	Intermountain Gas - Cherry Ln	Utilities - Gas Utilities - Gas	2380 6258	2380 Accounts Payable 6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$1,059.71	\$1,059.71
							<b>\$1,059.71</b>	<b>\$1,059.71</b>
03/02/2022	Bill	Feb2022	INTERMOUNTAIN GAS COMPANY-Annex	Utilities - Gas Utilities - Gas	2380 6258	2380 Accounts Payable 6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$583.79	\$583.79
							<b>\$583.79</b>	<b>\$583.79</b>
03/02/2022	Bill	02945C022074816	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent	\$3,979.17	\$3,979.17
							<b>\$3,979.17</b>	<b>\$3,979.17</b>
03/05/2022	Bill	L6950000000042022	L695-NCPERS IDAHO	Group Life Insurance Group Life Insurance	2380 2350	2380 Accounts Payable 2350 Persi Life withholding payable	\$176.00	\$176.00
							<b>\$176.00</b>	<b>\$176.00</b>
03/07/2022	Bill	357197828	UNIFIRST CORP	mat cleaning mat cleaning	2380 6224.1	2380 Accounts Payable 6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance	\$43.48	\$43.48
							<b>\$43.48</b>	<b>\$43.48</b>



# Meridian Library District

Bill Listing  
March 2022

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT #	ACCOUNT	DEBIT	CREDIT
03/07/2022	Bill	02945DA22079574	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$130.00
							<b>\$130.00</b>	<b>\$130.00</b>
03/07/2022	Bill	02945C022078829	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$2,255.67
							<b>\$2,255.67</b>	<b>\$2,255.67</b>
03/08/2022	Bill	Mar 2022 Rent	SUNDANCE INVESTMENTS LLLP	Silverstone Lease - Mar 2022	2380	2380 Accounts Payable		\$9,608.05
				Silverstone Lease - Mar 2022	6255	6255 OPERATING EXPENSES:Facility Expense:Bldg-Rent	\$9,608.05	
							<b>\$9,608.05</b>	<b>\$9,608.05</b>
03/08/2022	Bill	02945DA22082045	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$95.00
							<b>\$95.00</b>	<b>\$95.00</b>
03/08/2022	Bill	02945DA22082046	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$1,675.74
							<b>\$1,675.74</b>	<b>\$1,675.74</b>
03/08/2022	Bill	02945DA22082044	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$190.00
							<b>\$190.00</b>	<b>\$190.00</b>
03/09/2022	Bill	02945DA22083210	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$65.00
							<b>\$65.00</b>	<b>\$65.00</b>
03/09/2022	Bill	22012716200000263	IDAHO POWER - 1620	Payment for 1326 Cherry Lane - 2201271620	2380	2380 Accounts Payable		\$2,636.07
				Payment for 1326 Cherry Lane - 2201271620	6258	6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$2,636.07	
							<b>\$2,636.07</b>	<b>\$2,636.07</b>
03/09/2022	Bill	03/09/2022	IDAHO POWER - 7016	1250 W Cherry Ln - 2204237016	2380	2380 Accounts Payable		\$118.18
				1250 W Cherry Ln - 2204237016	6258	6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$118.18	
							<b>\$118.18</b>	<b>\$118.18</b>
03/10/2022	Bill	572472	AFLAC	Mar Aflac	2380	2380 Accounts Payable		\$481.12
				AFLAC deductions	2360	2360 AFLAC	\$124.68	
				AFLAC deductions	2360	2360 AFLAC	\$356.44	
							<b>\$481.12</b>	<b>\$481.12</b>
03/10/2022	Bill	112061	Ednetics	VoiP	2380	2380 Accounts Payable		\$350.00
				VoiP	5220.2	5220.2 OPERATING EXPENSES:Information Technology:IT Infra -Support	\$350.00	
							<b>\$350.00</b>	<b>\$350.00</b>
03/10/2022	Bill	112060	Ednetics	VoiP	2380	2380 Accounts Payable		\$400.00
				VoiP	5220.2	5220.2 OPERATING EXPENSES:Information Technology:IT Infra -Support	\$400.00	
							<b>\$400.00</b>	<b>\$400.00</b>
03/14/2022	Bill	357 0198419	UNIFIRST CORP	mat cleaning	2380	2380 Accounts Payable		\$40.33
				mat cleaning	6224.1	6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance	\$40.33	
							<b>\$40.33</b>	<b>\$40.33</b>
03/14/2022	Bill	7302Mar22	IDAHO POWER - 7302	Utilities - power	2380	2380 Accounts Payable		\$360.62
				Utilities - power	6258	6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$360.62	
							<b>\$360.62</b>	<b>\$360.62</b>
03/14/2022	Bill	02945C022086267	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$6,852.32
							<b>\$6,852.32</b>	<b>\$6,852.32</b>
03/14/2022	Bill	1733	Management Northwest-Patricia L Ball	Training and legal	2380	2380 Accounts Payable		\$1,050.00
				Training and legal	5202.4	5202.4 OPERATING EXPENSES:Professional Services:Legal fees	\$1,050.00	
							<b>\$1,050.00</b>	<b>\$1,050.00</b>
03/15/2022	Bill	AR1044482	Valley Office Systems	Lease and overage charge for copier lease/copycare	2380 5211	2380 Accounts Payable 5211 OPERATING EXPENSES:Copy/Print		\$575.06
							<b>\$575.06</b>	<b>\$575.06</b>
03/15/2022	Bill	02945DA22089289	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$219.47
							<b>\$219.47</b>	<b>\$219.47</b>
03/15/2022	Bill	02945DA22089288	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$921.52
							<b>\$921.52</b>	<b>\$921.52</b>
03/17/2022	Bill	Apr 2022	SELECT HEALTH	Apr health insurance	2380	2380 Accounts Payable		\$26,586.00
				Apr Health Insurance	2345	2345 Select Health	\$712.72	
				Apr Health Insurance	5010c	5010c PERSONNEL:Payroll benefits:Benefits - Health	\$4,790.11	

# Meridian Library District

Bill Listing  
March 2022

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT #	ACCOUNT	DEBIT	CREDIT
				Apr Health Insurance	5010c	5010c PERSONNEL:Payroll benefits:Benefits - Health	\$17,285.34	
				Apr Health Insurance	5010c	5010c PERSONNEL:Payroll benefits:Benefits - Health	\$2,486.91	
				Apr Health Insurance	5010c	5010c PERSONNEL:Payroll benefits:Benefits - Health	\$1,285.92	
				Apr Health Insurance	5202.3	5202.3 OPERATING EXPENSES:Banking fees:Financial fees	\$25.00	
							<b>\$26,586.00</b>	<b>\$26,586.00</b>
03/18/2022	Bill	02945C022091845	OVERDRIVE, INC	eContent	2380	2380 Accounts Payable		\$2,062.87
					5122	5122 COLLECTIONS:eContent	\$2,062.87	
							<b>\$2,062.87</b>	<b>\$2,062.87</b>
03/21/2022	Bill	3107793	WT.COX Subscriptions	periodicals	2380	2380 Accounts Payable		\$512.02
				periodicals	5151	5151 COLLECTIONS:Periodicals	\$512.02	
							<b>\$512.02</b>	<b>\$512.02</b>
03/21/2022	Bill		CITY OF MERIDIAN	Utilities -Water	2380	2380 Accounts Payable		\$15.33
				Utilities -Water	6258	6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$15.33	
							<b>\$15.33</b>	<b>\$15.33</b>
03/22/2022	Bill	02945DA22096647	OVERDRIVE, INC	eContent	2380	2380 Accounts Payable		\$119.98
					5122	5122 COLLECTIONS:eContent	\$119.98	
							<b>\$119.98</b>	<b>\$119.98</b>
03/22/2022	Bill	02945DA22096646	OVERDRIVE, INC	eContent	2380	2380 Accounts Payable		\$877.14
					5122	5122 COLLECTIONS:eContent	\$877.14	
							<b>\$877.14</b>	<b>\$877.14</b>
03/22/2022	Bill	323043	SHOWCASES	Vinyl CD Album, vinyl sleeves	2380	2380 Accounts Payable		\$153.63
				Vinyl CD Album, vinyl sleeves	5229.2	5229.2 OPERATING EXPENSES:Materials Processing:Materials-Processing	\$153.63	
							<b>\$153.63</b>	<b>\$153.63</b>
03/22/2022	Bill	1084251987	PENGUIN RANDOM HOUSE LLC		2380	2380 Accounts Payable		\$21.75
				MLD Adult Print	5115	5115 COLLECTIONS:Adult Print Books	\$21.75	
							<b>\$21.75</b>	<b>\$21.75</b>
03/23/2022	Bill	78739719	Chevron (Wex Bank)		2380	2380 Accounts Payable		\$511.82
				Fuel - Silverstone Van	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$331.78	
				Fuel - Bookmobile	5260.1	5260.1 OPERATING EXPENSES:Vehicle Expense:Vehicle - Bookmobile	\$88.49	
				Fuel - Element	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$0.00	
				Fuel - Unbound Van	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$58.33	
				Fuel - Sprinter	5260.2	5260.2 OPERATING EXPENSES:Vehicle Expense:Vehicle - Sprinter	\$33.22	
				Fuel	52600	52600 OPERATING EXPENSES:Vehicle Expense	\$0.00	
							<b>\$511.82</b>	<b>\$511.82</b>
03/23/2022	Bill	90141	BACKGROUND SOURCE INTL	background checks and motor vehicle checks	2380	2380 Accounts Payable		\$65.00
				12/28/2021-CAREN C MASSARI [SCS SSS NATLSEXOFNDR MVS]	5237	5237 OPERATING EXPENSES:Recruiting/Background Checks	\$65.00	
							<b>\$65.00</b>	<b>\$65.00</b>
03/23/2022	Bill	1005567	FISHER'S TECHNOLOGY		2380	2380 Accounts Payable		\$587.80
					5211	5211 OPERATING EXPENSES:Copy/Print	\$587.80	
							<b>\$587.80</b>	<b>\$587.80</b>
03/24/2022	Bill	2160:08100133	TREASURE VALLEY COFFEE INC		2380	2380 Accounts Payable		\$76.00
				Rent R/O Cooler 4 wk w/ice/Wat	6258	6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$76.00	
							<b>\$76.00</b>	<b>\$76.00</b>
03/24/2022	Bill	216008121854	TREASURE VALLEY COFFEE INC		2380	2380 Accounts Payable		\$76.00
				Rent R/O Cooler 4 wk w/ice/Wat	6258	6258 OPERATING EXPENSES:Facility Expense:Bldg-Utilities	\$76.00	
							<b>\$76.00</b>	<b>\$76.00</b>
03/25/2022	Bill	79699136	Chevron (Wex Bank)		2380	2380 Accounts Payable		\$556.67
				Fuel	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$59.64	
				Fuel - Silverstone Van	5260.1	5260.1 OPERATING EXPENSES:Vehicle Expense:Vehicle - Bookmobile	\$82.65	
				Fuel - Bookmobile	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$34.38	
				Fuel - Element	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$244.42	
				Fuel - Unbound Van	5260.3	5260.3 OPERATING EXPENSES:Vehicle Expense:Vehicle - Van	\$38.53	
				Fuel - Sprinter	5260.2	5260.2 OPERATING EXPENSES:Vehicle Expense:Vehicle - Sprinter	\$97.05	
				Interest due to late payment	5202.3	5202.3 OPERATING EXPENSES:Banking fees:Financial fees	\$97.05	
							<b>\$556.67</b>	<b>\$556.67</b>
03/25/2022	Bill	112379	Ednetics	VoiP	2380	2380 Accounts Payable		\$4,355.18
				VoiP	5220.2	5220.2 OPERATING EXPENSES:Information Technology:IT Infra -Support	\$4,355.18	

# Meridian Library District

Bill Listing  
March 2022

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT #	ACCOUNT	DEBIT	CREDIT
							<b>\$4,355.18</b>	<b>\$4,355.18</b>
03/25/2022	Bill	569755	Access Integration, Inc.	Service repair -Cube offline Service repair -Cube offline	2380 5220.2	2380 Accounts Payable 5220.2 OPERATING EXPENSES:Information Technology:IT Infra -Support		\$431.70
							<b>\$431.70</b>	<b>\$431.70</b>
03/25/2022	Bill	02945C022099395	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$3,783.95
							<b>\$3,783.95</b>	<b>\$3,783.95</b>
03/25/2022	Bill	9796207	4IMPRINT	Retreat Laptop Tote proof and set-up Retreat Laptop Tote proof and set-up	2380 5225	2380 Accounts Payable 5225 OPERATING EXPENSES:Marketing & advertising		\$3,716.86
							<b>\$3,716.86</b>	<b>\$3,716.86</b>
03/25/2022	Bill	7103169	DEMCO	label protectors and book tape label protectors and book tape	2380 5229.2	2380 Accounts Payable 5229.2 OPERATING EXPENSES:Materials Processing:Materials-Processing		\$515.22
							<b>\$515.22</b>	<b>\$515.22</b>
03/27/2022	Bill	3570199020- 18	UNIFIRST CORP	mat cleaning mat cleaning	2380 6224.1	2380 Accounts Payable 6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance		\$40.06
							<b>\$40.06</b>	<b>\$40.06</b>
03/28/2022	Bill	35701995916	UNIFIRST CORP	mat cleaning mat cleaning	2380 6224.1	2380 Accounts Payable 6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance		\$72.57
							<b>\$72.57</b>	<b>\$72.57</b>
03/29/2022	Bill	Apr 2022	SUNDANCE INVESTMENTS LLLP	Silverstone Lease - Apr 2022 Silverstone Lease - Apr 2022	2380 6255	2380 Accounts Payable 6255 OPERATING EXPENSES:Facility Expense:Bldg-Rent		\$9,608.05
							<b>\$9,608.05</b>	<b>\$9,608.05</b>
03/29/2022	Bill	25739	TRI-STATE ELECTRIC, INC.	Fixtures FEBRUARY 12022 MAINTENANCE	2380 6224.1	2380 Accounts Payable 6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance		\$800.00
							<b>\$800.00</b>	<b>\$800.00</b>
03/29/2022	Bill	02945DA22103486	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$77.22
							<b>\$77.22</b>	<b>\$77.22</b>
03/29/2022	Bill	02945DA22103484	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$792.51
							<b>\$792.51</b>	<b>\$792.51</b>
03/29/2022	Bill	02945DA22103483	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$43.99
							<b>\$43.99</b>	<b>\$43.99</b>
03/29/2022	Bill	02945DA22103485	OVERDRIVE, INC	eContent	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$95.00
							<b>\$95.00</b>	<b>\$95.00</b>
03/30/2022	Bill	124116	208 Aloha Garage Door	Service on roll-up door Service on roll-up door	2380 6224.1	2380 Accounts Payable 6224.1 OPERATING EXPENSES:Facility Expense:Bldg-Utilities:Bldg-Maintenance		\$850.00
							<b>\$850.00</b>	<b>\$850.00</b>
03/31/2022	Bill	501910491	MIDWEST TAPE (HOOPLA)	digital audiobooks, comics, ebooks, movies, music television digital audiobooks, comics, ebooks, movies, music television	2380 5122	2380 Accounts Payable 5122 COLLECTIONS:eContent		\$6,134.13
							<b>\$6,134.13</b>	<b>\$6,134.13</b>
<b>TOTAL</b>							<b>\$128,925.49</b>	<b>\$128,925.49</b>

## MLD Library Director Recruitment Plan: (4/11/2022) - Draft

### Roles

- **Consultant** (June Garcia) coordinates/steers the recruitment process, handles the applications, posts the job opening, supports the Board
- **Search Committee** (Consultant, Interim Director, Assistant Director, Board Chair) screens the candidates, conducts the semi-finalist interviews (invite 1 additional Trustee for those interviews)

### Timeline

- March 31** Brochure created (Nick, Allison, June Garcia)
- April 26-27** Shareholders interview
  - April 25th: June Garcia flies in (need hotel room) (dinner?) (she has offered to Uber from airport)
  - April 26th: June Garcia meetings
    - Staff
    - Managers
    - Admin
    - Friends/Foundation
  - April 27th: (pick up June Garcia, Lunch, dinner, ride to hotel)
    - Staff
    - Board/Search Committee
    - June Garcia (airport)
- May 1st**, Job posted by June Garcia, all applications sent to June Garcia.
- May 31st** Job closes
- June 1-15th** June Garcia/search committee meet to review applications and schedule online semi-final interviews.
- Week of June 20th**
  - Semi-Final interviews online
  - Final interview offered/accepted
  - Coordinate travel and lodging/final interview schedule/request Fact Sheet
- July 8-9th** Final Interviews
  - Candidates and June Garcia fly in July 7,2022 Thursday
    - Uber from airport to Hotel separately
    - Dinner/Tour with some board/committee members/staff
  - July 8th, 2022 Friday
    - Pick up from Hotel
    - Candidates meet with stakeholders/committee/LYNX

- Happy Hour with some board/committee members/staff (speed dating)
- July 9th, 2022 Saturday
  - Pick up from Hotel
  - Candidates interview with the Library Board (90 minutes each)  
provide questions to candidates one hour prior to the interview to prepare.
  - Candidates will travel home.
  - The Library Board/Search Committee/June Garcia meet
  - June Garcia flies home
- Following week** job offered
- Start date to be determined

## June Garcia's Stakeholder Visit April 26-27th, 2022

- April 25th: June Garcia flies in (need hotel room) (she will Uber from airport)
- April 26th: June Garcia meetings
  - Tour of Silverstone/New location, Tiny, Unbound, Orchard Park (9-11p)  
(Lisa, Nick, Gretchen/Megan, June) will pick up June Garcia at 9am.
  - Managers (11-12p) - Large Conference Rm
  - Lunch (12-1p) (Grants, 830 Commons, Suggestion?)
  - Staff (1:30-3:00p) - Large Conference Rm
  - Admin (3-4p) - Small Conference Rm
  - Break
  - Friends/Foundation (5:30-6p) light dinner buffet (Dawn please get head count and arrange)
- April 27th: (pick up June Garcia, Lunch, dinner, ride to hotel)
  - Staff (10-11:30a) Large Conference Rm
  - Board/Search Committee (11:30-1p box lunch) Large Conference Rm
  - June Garcia (airport)

### To Do:

- ~~Lisa, Reserve rooms~~
- ~~Dawn, please schedule a Hilton Hotel for June for April 25th and 26th~~
- Dawn, Make lunch reservations for noon on 26th for Grants or 830 Commons (6 people)
- Dawn, arrange box lunches for noon 27th (for 8-10 people)
- Dawn, arrange buffet for Friends/Foundation meeting
- Dawn, Please send invites to groups

# Library Director



## ***Position Summary***

Under policy guidance and direction from the Library Board of Trustees, the Library Director performs professional and administrative duties in planning, developing, implementing and directing library services for Meridian Library District. Along with the Trustees, the Library Director assumes responsibility for ethical and conservative use of taxpayer funds. Serves as the Risk Manager for the District.

## ***Duties and Responsibilities***

### *Essential*

**Manager** Manages staff and is responsible for all staff. Works with HR to ensure fair and lawful personnel practices, safety, training and staff development. Manages and supervises library operations to achieve goals with available resources, including organizing management workloads and staff assignments.

**Finances** - Plans and presents the annual budget and monitors all expenses. Responsible for efficient spending, fundraising and donations, and accurate and transparent reporting.

**Records & Reports** - Ensures that statistical data is collected and ensures that reports are made to the State and other agencies as requested or required. Uses data to inform decisions. Prepares regular reports for the Board of the operations of the library. Stores and makes available legal and historical documents.

**Advocacy** - Is an effective and active advocate for the library in media and community. Participates on local Boards and committees. Attends community events on behalf of the library. Represents the library in local, regional and national arenas.

**Planning** - Responsible for developing strategic plans and facility plans with the Library Board. Plans new and remodeled library facilities and furnishings.

**Relationships** - Establishes and maintains effective working relationships with the public, Board of Trustees, employees, Library Committees, Friends of the Library, LYNX Consortium Directors and other professional groups. Active member of the LYNX Consortium. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity.

**Facilities** - Ensures the library facilities and vehicles are maintained and repaired as needed.

**Board** - Serves as Secretary of the Library Board and attends all Board meetings as a non-voting member. Keeps records of agendas and minutes; prepares and stores Board Packets of reports, statistics and other supporting documents and correspondence.

### *Marginal*

Attends trainings, workshops, conferences both in person and online to stay current with trends and best practices in libraries. Is engaged in professional activities through associations, committees or other organizations.

Represents the library at and speaks before community, civic, and other groups regarding the objectives and activities of the library.

Performs other duties as needed.

### **Minimum Qualifications**

#### *Knowledge, Skills, and Abilities:*

Demonstrated commitment to diversity, equity, and inclusion.

Advanced knowledge of the principles and practices of modern libraries; technology, equipment and facilities; and the principles and practices of office and fiscal management.

The job requires persuading or gaining cooperation and acceptance of ideas and/or the resolution and/or negotiation of conflicts; the job has significant accountability for ensuring customer satisfaction districtwide. The incumbent understands and communicates knowledge of customers' priorities and needs.

Knowledge of managerial policies, practices and controls. Ability to provide clear, concise oral and written communication. A problem solver with strong organizational, leadership and interpersonal skills.

Proficient with standard office applications (including Microsoft Office and Google applications), online library automation system, online searching, and cloud environments. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, and coworkers. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations.

*Experience:* 5 years of supervisory and management experience with increasing levels of responsibility. Prior budgetary responsibility and experience required.

*Education:* Master's in Library Science or Master's in Library Information Science from an American Library Association (ALA) accredited institution.

*Training, Licenses, or Certifications:* None

*Supervisory Responsibility:* Supervises Managers and Administrative Support Staff

*Preferred Qualifications:* Spanish-English, Russian-English bilingual or other languages.

### **Working Conditions**



*Physical Requirements:* The job requires the employee to sit (frequently); occasionally stand; perform manual dexterity movements; constantly, see, speak clearly, hear, and listen; seldom kneel, climb, squat, crawl, crouch, balance, stoop/bend, walk, twist/turn, and maintain flexibility. The job also requires the employee to lift and carry 10-25 lbs; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs.

*Mental Requirements:* The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic and complex math.

*Technology, Equipment, and Devices:* The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used applications, library systems and databases, email and cloud environments, and social media. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as smartphones, tablets, e-readers, gaming equipment, and new consumer technology. This job requires operation of a library passenger vehicle.

*Work Environment:* The job requires the employee to be subjected to repetition, working alone, working remotely, working around others, working with community partners, verbal contact with others, face-to-face contact, and inside environments.

*Expected Hours of Work:* The job requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management. Occasionally works over 40 hours per week.

*Expected travel:* The job requires minimal travel for local and national training and conferences.

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**Disclaimers:** The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

# LYNX! Consortium Assessment Project

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FINAL ASSESSMENT PACKAGE

April 11, 2022

Submitted by Claire Dygert and Jean Phillips

CDYGERT SOLUTIONS | 511 NW 80 BLVD, GAINESVILLE, FL 32607 | 352-672-1907  
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## Executive Summary

The LYNX! Consortium was founded in 1973 by Boise Public Library, Caldwell Public Library, and Twin Falls Public Library to implement a shared Integrated Library System (ILS) to provide cost-saving for the hardware, software and technical support that running an ILS require. Today LYNX! has expanded to include Ada Community Library, Eagle Public Library, Emmet Public Library, Garden City Public Library, Hailey Public Library, Kuna Library District, Meridian Library District, Mountain Home Public Library and Nampa Public Library.

The value of being a LYNX! member is substantial yet varies by membership tiers. All libraries benefit from the shared ILS. Our estimate is that the total cost of LYNX! libraries to license the ILS individually would be two and half times more than licensing it cooperatively. Through LYNX!'s Cooperative Borrowing Program and Open Access programs the content available to patrons is greatly expanded, and over one million transactions occurred across LYNX! libraries in FY2021, with the supporting courier service greatly reducing the need for patrons to make individual trips to retrieve and return materials. Finally, there is intrinsic value in LYNX! membership through being part of a community of practice and sharing ideas and experiences.

Since LYNX'S inception, the City of Boise and Boise Public Library has served as the de facto headquarters of LYNX!, providing technical support to run the ILS, legal and financial services, and support for the courier service. Boise Public Library staff provide administrative and cataloging services, as well as occasional support for acquisitions. The role that the City of Boise and Boise Public Library play in supporting the consortium was acknowledged by LYNX! Directors and staff with appreciation throughout the project, as was the high quality of support provided for the ILS, and our assessment concurs with that acknowledgement.

Numerous factors, however, suggest it is time to rethink the leadership and structure of the LYNX! consortium. Since the City of Boise consolidated various departmental financial activities into a central Department of Finance and Administration (DFA) several years ago, the City of Boise, rather than Boise Public Library, is now the fiscal agent for LYNX!. This has the potential to put LYNX! in a vulnerable position, as greater scrutiny has been brought to bear on the true cost of the consortium to the City of Boise. In addition, dramatic changes in the environment in which public libraries operate have occurred since LYNX!'s inception. Rapidly changing technologies, the growth in digital content, and changing user behavior all require today's library consortium to be nimble and able to implement change without undue hurdles.

The LYNX! Consortium Assessment Project provides an opportunity for LYNX! to develop a plan to pivot away from its reliance on the City of Boise and Boise Public Library and become an independent organization. Our assessment is that, by redirecting funding for technology, outsourcing the cost and management of a courier service, and reassessing the methodology for cost-recovery, this should be financially feasible. LYNX! has significant reserve funds that can support the organization through the transition to independence, including changes to its leadership and technological infrastructure. The recommendations made herein are designed to provide a detailed pathway for LYNX! to become an independent organization, and position itself for a future that provides for both sustainability and room for growth.

Key recommendations include:

- Move the ILS to a Hosted Solution
- Normalize Circulation Policies Across the Consortium
- Implement Vega Discover
- Establish LYNX! as a 501(c)(3) Nonprofit Organization
- Establish LYNX! Directors as the LYNX! Governing Board
- Establish a New LYNX! Budget Based upon the True Cost of the Consortium
- Implement a Budget-based Cost-Share Formula
- Reimagine LYNX! Committees
- Provide Courier Service to Serve All LYNX! Libraries
- Draft a new LYNX! Consortium Service Agreement
- Explore Options for Increased OverDrive Sharing
- Develop Plans for the Growth of the Consortium
- Build Collaborative Skills Across LYNX!

An estimated cost for implementing the recommendations is provided, as well as a suggested timeline for their implementation.

# Part I: Introduction; The Value of the Consortium; and The City of Boise and Boise Public Library's Role in the LYNX! Consortium

## Introduction

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This final assessment package constitutes the final deliverable in report form for the LYNX! Consortium Assessment Project. Part I provides this introduction as well as background information on the value that LYNX! provides its membership and the role the City of Boise and Boise Public Library have historically played in supporting the consortium.

Part II provides our recommendations and suggested actions for LYNX!'s future. Our goal with the recommendations is to provide a pathway for LYNX!'s development that creates an environment in which LYNX! and its member libraries can thrive. We seek to build equity, inclusiveness, engagement, and sustainability.

This report triangulates data from interviews conducted with LYNX! Directors, LYNX! member library staff, LYNX! Committees (see Appendix A for lists of people interviewed), data from the *LYNX! Library Directors Survey* (see Appendix B) and *LYNX! Library Staff Survey* (see Appendix C), and financial and statistical data gathered through the project (see Appendix D for a list of information sources).

## The Value of the Consortium

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LYNX! was established in 1973 "to cost share the ILS, system support and share resources enhancing library access to residents in southern Idaho."<sup>1</sup> The founding members were Boise Public Library, Caldwell Public Library, and Twin Falls Public Library. Today LYNX! has expanded to include Ada Community Library, Eagle Public Library, Emmet Public Library, Garden City Public Library, Hailey Public Library, Kuna Library District, Meridian Library District, Mountain Home Public Library and Nampa Public Library.

As the consortium has grown, so has its services. LYNX! established a cooperative program that allows the libraries in the Treasure Valley to share materials via a courier system. A tiered membership model was implemented where all members participate in the first tier with the shared Integrated Library Systems (ILS), the second-tier members participate in cooperative borrowing, and third-tier members participate in cooperative borrowing as well as a shared courier service. The cost-share model was also adjusted to cover ongoing services as well as fund the purchase and replacement of equipment.

This section of the report seeks to demonstrate the value that members receive by virtue of being LYNX! members.

### The Integrated Library System

The first tier of LYNX! membership is the Integrated Online System. "This is the basic level of membership for all LYNX! Libraries".<sup>2</sup> Currently LYNX! Licenses the Polaris Integrated Library System (ILS) System from

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<sup>1</sup>From the RFP 21-404, page 14.

<sup>2</sup> *Agreement for LYNX! Consortium Services*, p. 1.



Innovative. When the initial contract was signed Innovative offered the combined group of libraries a deep discount for committing to a 10-year period and for having a single point of contact through the City of Boise. Each year the Innovative cost for Polaris is prorated and each member’s share of the cost is calculated according to the established formula described in the Agreement for LYNX! Consortium Services<sup>3</sup>. To evaluate how today’s cost for Polaris to LYNX! members would compare to their cost if they licensed Polaris individually as stand-alone libraries, CDygart Solutions worked with Innovative to acquire pricing estimates for that scenario. The table below compares the Innovative response with the current cost share for each member of LYNX! for FY2022. This represents substantial savings for each member, with the total cost of individually licensing Polaris more than two and a half times that of licensing it cooperatively:

Table 1

LYNX! Member Library	FY22 Cost to License Polaris Individually	FY22 Cost to License Polaris through LYNX!
Ada Community Library	\$61,041	\$15,223
Boise Public Library	\$104,753	\$50,292
Caldwell Public Library	\$42,851	\$6,708
Eagle Public Library	\$43,572	\$3,751
Emmett Public Library	\$24,673	\$10,654
Garden City Public Library	\$41,117	\$4,423
Hailey Public Library	\$24,670	\$4,470
Kuna Library District	\$25,251	\$5,738
Meridian Library District	\$88,925	\$24,408
Mountain Home Public Library	\$23,865	\$3,640
Nampa Public Library	\$59,992	\$14,512
Twin Falls Public Library	\$44,240	\$14,501
Totals for all LYNX! members	\$584,950	\$158,320

The savings detailed in the table above would be even greater if the cost of the IT infrastructure to run the servers and support the ILS were factored in. In the latest cost share calculation, the cost for these services was \$120,269 for IT Support. If the members were managing their own systems separately the costs for personnel and hardware would be substantially higher.

The above information demonstrates the savings that LYNX! members achieve by a shared vs. individual installation of Polaris. For comparison to another vendor’s system, until joining LYNX!, Kuna Library District was licensing the ILS AutoGraphics. Kuna paid \$7,620.50 in 2017; today five years later, they are able to license Polaris through LYNX! for only \$5,738, or only 75% of what they were previously paying, which represents a substantial savings.

### Cooperative Borrowing

The second tier of membership in the LYNX! Agreement is Cooperative Borrowing. “This category of membership includes participation in the ILS and provides member library patrons in good standing with their home library free access to direct check out of materials at any other Cooperative Borrowing LYNX!

<sup>3</sup>Agreement for LYNX! Consortium Services, p. 9.

library.<sup>4</sup> All twelve members' constituents are eligible to participate in this part of the agreement by travelling to member library locations and choosing material from the over 1.7 million combined holdings of the 12 members. In FY2021 there were 430,000 transactions across the libraries to constituents of other LYNX! members. See Appendix E for more detail about these transactions. Having a shared ILS and a community of practice that manages these services is a core service of the consortium. The agreement does limit where patrons can return material if they are not also in the next level of service, Open Access. These numbers could increase if all patrons could return material to any LYNX! member library.

## Open Access

The third tier of LYNX! membership is the Open Access category. According to the Agreement, this category "...includes participation in the ILS and Cooperative Borrowing membership and also provides for delivery and return of patron holds by courier to the Open Access LYNX! Library of the patron's choice."<sup>5</sup>

Any patron in good standing can request material from any of the other member libraries at this level and receive material within a few days. The ability of Open Access members to share collections helps to minimize the cost of collection building, as patrons of Open Access libraries have access to the collections of seven other libraries. While the demand for newer materials can be overwhelming, the greatly expanded availability of materials outside of each individual collection has a huge impact. In FY 2021 almost 600,000 items were sent between the eight Open Access members to fulfill patrons hold requests. Without this agreement and the system to support it that number would be greatly reduced and would put a strain on library budgets. All constituents of the eight members at this level benefit from access to over 1.3 million combined holdings.. Once a patron places a hold the ILS and the Courier service are optimized to have it delivered to them at their chosen pickup location as quickly as possible. The constituents of the 4 LYNX! members who are not currently participating are at a disadvantage. (See Appendix F for more detail about these transactions.)

It is clear from the *LYNX! Library Staff Survey* that being an Open Access Library and thus having access to the courier service is seen as a significant value. When asked, "What is the one thing you don't want to see change about the way LYNX! operates?", 40% of those providing a response from courier libraries named that service as the one thing they wouldn't change. Response that didn't directly name the courier service, but had to do with resource sharing, comprised 29% of the comments. Examples of these from courier libraries include:

*"The Courier system is great & our patrons love it."*

*"Quick courier service and shared physical materials. Our patrons really appreciate how quickly we try to get materials to them."*

*"I certainly benefit from the courier service in my own life! I love being able to return books at multiple locations and have holds sent to me."*

*"Providing great customer service by linking catalogs and moving materials between libraries via courier."*

*"I love being able to return my books and other items to various branches or libraries in the consortium. It would be helpful for me to learn more about LYNX! because I struggled with this survey. Glad we have LYNX!"*

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<sup>4</sup> *Agreement for LYNX! Consortium Services*, p. 1-2.

<sup>5</sup> *IBID*, p. 2.

## Additional Benefits of being a LYNX! Member Library

In addition to the cost-avoidance achieved through the shared ILS, all the LYNX! Directors mentioned intangible benefits to being a LYNX! library in our interviews with them. Having a community of practice with which to discuss issues, share ideas and information was mentioned as helpful to everyone, particularly during the COVID pandemic which presented so many novel problems.

The table below shows the responses to a *LYNX! Library Directors* question that was meant to assess additional benefits of being a LYNX! member. Eleven of the Directors agreed or strongly agreed that being a member of LYNX! allows their library to provide services that would be out of reach without the centralized system. The response was more mixed regarding more intangible benefits of being a LYNX! member, such as collaborative opportunities and being part of a community of practice, but overall, they were positive:

Table 2

Q2 Please rate your level of agreement with the following statements:							
Answered: 12 Skipped: 0							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Being a member of LYNX! allows my library to provide services that would be out of reach given current resources.	0.00% 0	8.33% 1	0.00% 0	33.33% 4	58.33% 7	12	4.42
Being a member of LYNX! provides opportunities for collaboration that enhance my ability to be effective at work.	0.00% 0	33.33% 4	0.00% 0	33.33% 4	33.33% 4	12	3.67
There is a significant intangible value to being part of the LYNX! community of practice.	0.00% 0	33.33% 4	0.00% 0	25.00% 3	41.67% 5	12	3.75

The *LYNX! Library Staff Survey* also posed this set of questions, with 83.33% of respondents agreeing or strongly agreeing that being a member of LYNX! allows their library to provide services that would be out of reach given current resources:

Table 3

Q3 Please rate your level of agreement with the following statements:							
Answered: 216 Skipped: 0							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Being a member of LYNX! allows my library to provide services that would be out of reach given current resources.	3.24% 7	6.48% 14	6.94% 15	39.81% 86	43.52% 94	216	4.14
Being a member of LYNX! provides opportunities for collaboration that enhance my ability to be effective at work.	7.41% 16	11.57% 25	25.00% 54	34.72% 75	21.30% 46	216	3.51
There is a significant intangible value to being part of the LYNX! community of practice.	2.78% 6	8.33% 18	19.91% 43	39.81% 86	29.17% 63	216	3.84

It is our assessment that there is significant value in being a member of LYNX! Membership provides fundamental services at substantial savings; extends constituent access to library materials to the more than 1.7 million library holdings; and rapid delivery of over 1.3 million holdings for the Open Access members. In addition, the development of communities of practice encourages the sharing of innovative ideas for patron services.

## The City of Boise and Boise Public Library's Role in the LYNX! Consortium

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The role that the City of Boise and Boise Public Library play in supporting the consortium was acknowledged by LYNX! Directors and staff with appreciation throughout the project, as was the high quality of support provided for the ILS. The current operation of LYNX! does rely significantly on the City of Boise and Boise Public Library for its operations and there is widespread sentiment that, due to this supporting role, policy and technology decisions defer to what is best for the Boise Public Library.

Another, less tangible factor, may be previous Boise Public Library leadership's approach to LYNX!, who by some accounts saw the Boise Public Library as the consortium leader and acted accordingly. An indication of this is the fact that, although nowhere in the LYNX! Consortium Agreement is Boise Public Library characterized as the "headquarters" library, the cover letter to the Agreement from the Boise Public Library to the City of Boise's Mayor and Council defines the Boise Public Library as both a "members and headquarters" library for the LYNX! Consortium.

The LYNX! Consortium Agreement acknowledges the Boise Public Library as the ILS System Host, with the "primary responsibility for the upkeep and management of the bibliographic database" and managing "all connections to Boise Public Library for ILS access" and the Wide Area Network (WAN). While the Agreement lays out cost-share formulas for the ILS support, our assessment is that member contribution does not cover the true cost to manage the ILS. For example, while the Agreement states that all member libraries shall share the cost of System Personnel salary and fringe benefits, and that it encompasses other costs including "trouble-shooting, on-site visits, etc. from Circulation staff regarding circulation issues, and from Cataloging staff regarding data base entry and authority control work" no additional funds are assessed to cover these activities. Not detailed in the Agreement or accounted for in the cost-share arrangement are the time City of Boise IT staff spend responding to help-desk tickets, software and hardware maintenance, network security and accounts management. Boise Public Library staff also spend time assisting with Acquisitions related issues such as the fiscal year close process.

As noted above, Boise Public Library has the primary responsibility for the upkeep and management of the bibliographic database. The position description for Boise Public Library's Head Cataloger includes the responsibility to "act as lead for consortium library staff regarding bibliographic and authority records" and to work with consortium libraries "to ensure bibliographic record accuracy and to resolve database and access issues" and to maintain "integrity of data and communicate regularly with consortium library staff to ensure consistency with cataloging standards." This is a significant responsibility that has grown in complexity over the years. The ILS migration from Horizon to Polaris resulted in a closer relationship between acquisitions and cataloging functionality, and the expansion of

holdings in digital formats that are governed by different sharing agreements and technologies introduced new challenges for maintaining a clean bibliographic database. While the position description for the Boise's Head Cataloger designates fifteen percent (15%) of the responsibilities to consortium activities, the individual in this role estimates that twenty to twenty five percent (20-25%) of her time is devoted to supporting LYNX!, and that this is insufficient to provide the level of centralized cataloging support needed.

The LYNX! Consortium Agreement also puts Boise Public Library in the driver's seat for aspects of the Courier service, of which the daily operations are managed out of the Boise Public Library. According to the Agreement, the Boise Public Library is responsible for determining the delivery schedule, maintaining ownership and maintenance of the vehicles, and employment of courier employees.

It is our assessment that the City of Boise and the Boise Public Library have done a remarkable job in supporting LYNX! through its formative years and beyond. However, numerous factors suggest it is time to rethink the leadership and structure of the LYNX! consortium. Since the City of Boise consolidated various departmental financial activities into a central Department of Finance and Administration (DFA) several years ago, the City of Boise, rather than Boise Public Library, is now the fiscal agent for LYNX!. This has the potential to put LYNX! in a vulnerable position, as greater scrutiny has been brought to bear on the true cost of the consortium to the City of Boise. In addition, dramatic changes in the environment in which public libraries operate have occurred since LYNX!'s inception. Rapidly changing technologies, the growth in digital content, and changing user behavior all require today's library consortium to be nimble and able to implement change without undue hurdles.

## Part II: Recommendations

The LYNX! Consortium Assessment Project provides an opportunity for LYNX! to develop a plan to pivot away from its reliance on the City of Boise and Boise Public Library and become an independent organization. Our assessment is that, by redirecting funding for technology, outsourcing the cost and management of a courier service, and reassessing the methodology for cost-recovery, this should be financially feasible. LYNX! has significant reserve funds that can support the organization through the transition to independence, including changes to its leadership and technological infrastructure.

The recommendations made herein are designed to provide a detailed pathway for LYNX! to become an independent organization, and position itself for a future that provides for both sustainability and room for growth. To the extent possible, they are presented in the order in which we believe they should be implemented. Each recommendation is followed by its justification and actions to effect implementation.

## The Integrated Library System

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The City of Boise Information Technology Department hosts the ILS shared system (Polaris) for the consortium within their IT infrastructure, providing hardware, systems administration, networking, cybersecurity, and software support. Hosting the ILS software requires highly technical staff who manage all aspects of that infrastructure including the physical and virtual servers, performing system upgrades, providing system and network security, and ensuring continuity by conducting regular back-

ups. The servers supporting LYNX! are on the same network that supports the City of Boise's police department and other community services. Due to Homeland Security regulations, access to these servers is extremely limited, and other LYNX! member library IT staff have little or no access.

LYNX! libraries share the cost of one FTE Systems personnel with the City of Boise. This FTE is the main technical support for the ILS. Feedback was overwhelmingly positive concerning the day-to-day support that Systems personnel provides for the ILS infrastructure. The ILS has few outages and problems are addressed quickly and efficiently. Library staff submit support requests either by using a ticket system or by contacting City of Boise Systems staff directly.

### Recommendation One: Move the ILS to a Hosted Solution

Hosting the ILS software requires highly technical staff. One of the two City of Boise Systems personnel whose hours, in part, comprised the FTE recently retired. While the City of Boise has expanded the hours available from the other staff member, many LYNX! library staff expressed concern over how busy that staff member is and some concern about their future availability given their other non-library duties. ILS vendors (including Innovative) have been developing new solutions for ILS cloud hosting which greatly reduces the need for highly sophisticated technical staff, allowing resources to be repurposed elsewhere. We recommend that LYNX! move to a hosted solutions for Polaris.

Moving to a hosted solution would provide several benefits to LYNX!. It would transfer the responsibility for the IT infrastructure from the City of Boise to the vendor, relieving the City of Boise from providing services for which they are not fully compensated. It would also obviate the need for maintaining the large sums of contingency funding that LYNX! has been doing, as hosted system costs are annual costs, and thus don't require saving for the replacement of new hardware or software. LYNX! will need to maintain some reserve funding for implementation costs associated with moving to a new system, should they choose to do so in the future, and those costs are unknown at this time.

An added benefit to moving to the cloud is the opportunity for increased engagement of IT staff at LYNX! members libraries in understanding the options within Polaris. This knowledge can help with problem solving, implementation of 3<sup>rd</sup> party tools and future enhancements. LYNX! library IT support staff see a benefit to having a better understanding of how things are implemented and how they work. Results from the *LYNX! Library Staff Survey* reinforce this theme. When asked "If you could only make one change to the way LYNX! operates, what would it be?" a number of staff mentioned this frustration with ILS access, or changes that they would like to see in the way that it operates:

*"Access to ILS data and 3<sup>rd</sup> party integrations are very limited. It would be extremely helpful to have full access to ILS resources and have the ability to independently apply 3<sup>rd</sup> party integrations."*

*"More access to the ILS interface."*

*"I wish there was an option for checking books out under a "display" status, and maybe have it revert back to normal status after it's checked. As it is, we either have to check out titles under our own cards and risk getting penalized if they aren't checked out properly, or we have to change where we "shelve" them. If there was an option to check-in under display."*

This is not to say that all IT staff will be able to change the configurations directly, as there will always be a need for a central administrator to make changes in core shared configurations. This is particularly

true in the current version of Polaris, which does not have discreet enough permissions to allow multiple users to make most configuration changes without having a system-wide impact. Boise IT Support staff have advocated for changes to Polaris to allow for more shared access, and it is likely that future versions of Polaris will allow for greater flexibility in setting local configurations without affecting the whole.

Innovative has quoted an annual cost of \$44,850 for adding their single tenant hosting services, which is an option that allows the consortium to maintain its current customizations for very little added cost. Once a decision is made, Innovative estimates that the implementation could be accomplished in three to five months.

#### Action 1.1: Amend the Innovative Contract to Include the Hosted Solution

In consultation with the LYNX! Board, the City of Boise/Boise Public Library should amend the Innovative contract to include the hosted solution, Vega Discover and one-time implementation costs as appropriate.

#### Action 1.2: Move the ILS to a Hosted Solution

The City of Boise IT staff currently managing Polaris should work with the vendor and the LYNX! IT Committee to develop a detailed plan for the migration to the hosted solution. The plan should include a timeline for the work; clearly articulate when the Polaris system will be unavailable; identify any data cleanup needs before or after the move; review the current customizations and how they will transfer to the cloud version; identify 3<sup>rd</sup> party integrations and how the move will affect them; etc. Development of a communications plan within the LYNX! Libraries and with constituents will be very important to the success of the project. This move should be completed before October 2023, as the server software currently supporting the ILS are due to sunset around that time.

After the move to the cloud the City of Boise IT support staff should continue to manage the implementation and support the ILS until a LYNX! Executive Director is in place.

### Recommendation Two: Normalize Circulation Policies

That significant effort has gone into developing standardized circulation policies and procedures are evidenced by the LYNX! Consortium Circulation Standards, the LYNX! ILS Standards and ongoing discussions by the Circulation Committee. Yet staff frustration related to the lack of standardized circulation policies and procedures across LYNX! remains high. In response to the *LYNX! Library Staff Survey's* open-ended question, "If you could only make one change to the way LYNX! operates, what would it be?" 40% of those who provided a response spoke directly to issues of consistency. A small sampling of these includes:

*"I'd like as many policies and procedures as possible – from patron issues to cataloging standards – to be consistent, documentation about them easy to find and the means to ensure accountability and enforcement."*

*"Loan times for materials to be consistent across all libraries."*

*"Consistency in policies and procedures across all libraries, including check-out periods, fining structure, and the problem procedures associated with these. Often we will need to contact other libraries only to realize they have no idea how to conduct critical procedures in relation to simple issues. Shorter check out periods from certain libraries result in unpleasant interactions with the public."*

*"Consistent circulation, acquisition and retention periods."*

*“Because we are a consortium, materials should be able to be returned at any of the libraries inside of our Consortium.”*

*“More consistent check-out periods and renewals allowed system wide.”*

While we understand that this is a difficult process requiring compromise from all parties, we highly recommend that LYNX! undertake this effort and normalize circulation policies across the consortium. This would result in much less confusion among LYNX! patrons, who often don't distinguish between LYNX! libraries. This would also set LYNX! up for success in onboarding new members, where expectations for policies would be clear from the outset.

Action 2.1: Circulation Committee Makes Recommendations for Standardizing Policies  
The LYNX! Board should charge the Circulation Committee to identify all existing policies and procedures that need standardization. The Committee should make recommendations to the Directors for standardizing policies and identify any impediments to standardization.

### Recommendation Three: Explore Options for Holds Distribution

Through our discussions with LYNX! Directors and member library staff, CDygart Solutions found there were questions and concerns on how the placement of holds in Polaris were distributed among owning libraries. A preliminary review of the hold statistics also suggests that the mechanism for distributing holds may be putting an undue burden on certain libraries.

#### Action 3.1 Conduct a Holds Distribution Summit

In concordance with the LYNX! Directors, CDygart Solutions and City of Boise/Boise Public Library staff facilitated a summit on this topic. See Appendix G for the documents shared at the Summit and the presentation stepping through the Polaris configurations.

#### Action 3.2: Charge the Circulation Committee with Managing Holds Distribution

The Committee should begin by reviewing the FY2021 statistics for imbalances that could be addressed in the routing table. The LYNX! Board should empower the Committee to work with City of Boise IT support to make any immediate changes. This work should start with a small change to address the imbalance for the Kuna Library District, where they sent 43,736 items to other member libraries and received 12,955 in FY2021. The Circulation Committee should review these statistics on an annual basis and make recommendations as needed.

### Recommendation Four: Explore Options for PAC Displays

Through our discussions with LYNX! Directors and member library staff, CDygart Solutions found there were various concerns and questions about how holdings for individual libraries and LYNX! Member libraries display in each PAC. Not everyone was aware of the different options in Polaris for including or excluding materials from other libraries in the displays. For example, at one library users only see their libraries' titles in the search results. At other libraries the users see all LYNX! Member titles.

#### Action 4.1: Hold the PAC Display Summit on March 31<sup>st</sup>, 2022.

(See Appendix H for the PAC documents.)

### Recommendation Five: Implement Vega Discover

In addition to moving to a hosted solution for the ILS, the consortium should implement Vega Discover as a next generation discovery tool. Vega Discover for consortia is scheduled to be released in May 2022. While there are some risks to implementing new software so close to its release date, there may be multiple benefits to LYNX! in doing so. Vega Discover has built-in features such as analytical tools



that some LYNX! libraries are currently looking to other third-party products to supply, such as Library IQ. Adopting Vega Discover would negate the need to begin subscriptions to such separate services. Other anticipated benefits include an improved user searching experience, navigation between the local library search and the consortium search, and greater access to configuration settings for LYNX! member library staff. An investment in Vega at this time may also be prudent, as, since Vega is being developed as Innovative's future platform, this is where they will likely focus their development efforts, with reduced development support for the Polaris PAC.

The Vega Discover Consortia List Price is \$104,894. Licensing Vega will reduce the cost of Polaris by \$20,743 since two Polaris add-ons, Chilifresh and Patron Languages, will no longer be needed. This reduces the quoted cost of Vega to \$84,151. We anticipate that an additional discount can be negotiated, especially if negotiated simultaneously with the hosted ILS. In addition, Innovative is offering additional features at no cost to early adopters.

#### Action 5.1: Plan for the Implementation of Vega Discover

A group should be established consisting of frontline staff, IT representatives and catalogers or any staff with a strong interest in the user experience, to explore and review Vega's features and plan for implementation. The review should include new features, new options for customization, issues raised at the PAC Display Summit, etc. Clarification of Innovative's development plans for better digital content management functionality that does not require the loading of title level records into the shared bibliographic file should also be sought. The group should report their findings to the Directors to inform the implementation process.

#### Action 5.2: Implement Vega Discover

Work with Innovative to implement Vega Discover with the settings and configurations as recommended by the exploratory group described above.

## Governance and Infrastructure

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By Governance is meant the formal workings of the LYNX! Directors in leading the LYNX! Consortium, including setting objectives, defining accountabilities, and making decisions. Libraries are LYNX! members through an *Agreement for LYNX! Consortium Services* (see Appendix I for the *Agreement*) held with the City of Boise for "the purposes of increasing efficiency, convenience and relevancy of library services; increasing access to library materials; improving access to technology; ensuring greater accuracy in an online database; improving services to under-served populations; and coordinating specialized collections." The City of Boise provides LYNX! with one full-time equivalent (FTE) System Personnel whose salary and benefits are cost-shared by member libraries. While the Agreement states that these costs "encompass other staff assistance from the Information Technology Group regarding Wide Area Network issues, trouble-shooting, on-site visits, etc., from Circulation staff regarding circulation issues, and from Cataloging staff regarding data base entry and authority control work," no additional fees are levied for these services from LYNX! members.

The consortium is governed by the LYNX! Directors, with each member library entitled to one (1) vote on matters that come before the group, with a simple majority vote deciding. The LYNX! Directors have established bylaws, last revised in January 2018, to facilitate the operation of the consortium. (See Appendix J for the bylaws.) According to these bylaws, the officers consist of a convener and a minute taker (rather than a more formal Chair) which are selected at the annual meeting held on the third

Friday in October. Meetings are held four times a year, with the remainder of the meetings on the third Friday in January, April, and July.

### Recommendation Six: Establish LYNX! Directors as the LYNX! Governing Board

The LYNX! Directors should officially become the LYNX! Governing Board. The LYNX! Governing Board would be responsible for hiring the LYNX! Executive Director and working closely with that individual to ensure that LYNX! is fulfilling its mission.

#### Action 6.1: Draft New Bylaws for the Governing Board

New bylaws should be crafted that detail a process for electing Officers of the Board, defining terms of service, and outlining responsibilities.

#### Action 6.2: Elect New Officers of the Board

The LYNX! Board should start afresh by electing new Officers of the Board. These Officers should be individuals who are committed to the future of LYNX! and prepared to put in the time and effort to oversee the implementation of the recommendations for the future of LYNX!.

#### Action 6.3: Executive Officers Oversee the Implementation of the Recommendations Made for the Future of LYNX!

The newly elected Executive Officers of the Board should be charged with overseeing the implementation of the recommendations made herein. To facilitate this process, they may wish to appoint an individual internal from LYNX! membership or hire a consultant to move efforts forward until they have a new LYNX! Executive Director in place. We recommend that the Executive Officers meet at least monthly during the transition.

#### Action 6.4: Hire an Interim Director for LYNX!

Appoint an individual within the LYNX! system or hire an interim part-time director to manage the implementation of the recommendations for the Future of LYNX!. If an individual within the LYNX! system is appointed they should be relieved from a portion of their regular duties and compensated for the additional work. If a part-time interim director is hired, they should be hired on a contractual basis.

### Recommendation Seven: Establish LYNX! as a 501(c)(3) Organization

Most library consortia are incorporated as a 501(c)(3) tax-exempt organization, and we think this is the best option for LYNX! moving forward. This would establish LYNX! as an entity separate from the City of Boise, allowing for more direct oversight of the consortium by the shared governance of LYNX! Library Directors. The [Idaho Nonprofit Center](#), located in Boise, has numerous resources to help nonprofits get started, including a HelpLine, startup checklist, and an affiliate business partner index.

#### Action 7.1: Determine the Official Name and Spelling of LYNX!

While the official name of the consortium is LYNX! as determined by the original Agreement, the name of the consortium is given in multiple ways across its documentation, including the use of LYNX and Lynx.

#### Action 7.2: Register the LYNX! Consortium as a Nonprofit

Nonprofits in Idaho are created and registered through the Idaho Secretary of State's [Online Business Services](#) site. As part of the registration process, LYNX! will need to provide the list of the Board of Directors, which we recommended as being the twelve LYNX! library Directors. The organization's purpose should also be clearly stated in the articles of incorporation, as this information will be used in the submission of IRS Form 1023, through which eligibility as a non-profit is granted. Registration fee is \$30.

Action 7.3: Apply for an Employer Identification Number (EIN) from the IRS. The Employer Identification Number (EIN), also known as the Federal Employer Identification Number (FEIN) or the Federal Tax Identification Number (FTIN) is a unique number assigned by the IRS to U.S. entities for the purposes of identification. The EIN may be applied for using the online [IRS EIN Assistant](#).

Action 7.4: Register with the Idaho State Tax Commission & Department of Labor. Nonprofits in Idaho that intend to have employees need to register with Idaho State Tax Commission & Department of Labor.

Action 7.5: Complete and Submit the IRS Form 1023. The IRS form 1023 is the application for recognition of exemption under Section 501(c)(3) of the Internal Revenue Code.

### Recommendation Eight: Establish a new LYNX! Budget Based Upon the True Cost of the Consortium

As noted in the section, *The City of Boise and Boise Public Library's Role in the LYNX! Consortium*, our assessment is that member contribution does not cover the true cost to manage the shared ILS nor the LYNX! consortium as a whole. In addition to fees paid for technical support, the City of Boise and Boise Public Library also provide foundational services such as financial and accounting, legal support, and the management of the courier service, which are not charged back to the consortium. These are assessed in the "Administrative Support" in the table below:

Table 4

LYNX! Service/Support	FY2022	Estimated and Actual Costs for FY22
Hardware & Software Maintenance Fees <sup>1</sup>	\$161,319	\$161,319
One-time Mobile App Installation Fee <sup>1</sup>	\$16,000	\$16,000
Annual Fee for Contingency and Replacement Funds <sup>1</sup>	\$50,000	\$50,000
Ongoing IT Support (Help Tickets, etc.) <sup>2</sup>	\$0	\$1,993
Bibliographic Record Maintenance <sup>1</sup>	\$7,500	\$7,500
Information Technology Support Staff <sup>1</sup>	\$120,269	\$120,269
Acquisitions & Cataloging Support <sup>2</sup>	\$0	\$18,927
Administrative Support <sup>2</sup>	\$0	\$40,413
Talking Tech Subscription <sup>1</sup>	\$4,401	\$4,401
<b>Total:</b>	<b>\$359,489</b>	<b>\$420,822</b>
<sup>1</sup> From the spreadsheet "costsharefy2022" provided by Boise Public Library.		
<sup>2</sup> Estimates from the spreadsheet "Final.FY21 and Prior Year Comparisons04.17.2020" provided by Boise Public Library and increased by 6% to reflect inflation.		

In addition to the administrative services, ongoing IT support, and acquisitions and cataloging support that the City of Boise and Boise Public Library provides to LYNX! with no compensation, the City of Boise and Boise Public Library absorb the cost of special LYNX! projects without compensation. A recent example is the work required to onboard Kuna Library District, LYNX's newest member. This project required a substantial time

investment by City of Boise IT staff, as well as support provided by other LYNX! members to ready Kuna Public Library for the transition.

#### Action 8.1: Develop and Approve a New LYNX! Budget

LYNX!'s Board of Directors should develop and approve a new LYNX! budget that reflects the true cost of running the consortium.

### Recommendation Nine: Implement a Budget-Based Membership Fee Formula for LYNX!

Currently, the cost-share for the ILS is calculated by a formula that includes the metrics of circulation statistics, holdings, and total staff PCs. While these were appropriate metrics for the environment in which LYNX! was established, the seismic shift in library content types and technology since LYNX!'s origin has rendered these much less effective in quantifying "fair-share." As library software moves away from client to web-based interfaces, the concept of seat licenses, which were tied to the number of staff PCs, becomes meaningless. The emphasis on number of holdings also becomes problematic and can lead to a negative impact on the end-user, as libraries are reluctant to be penalized in larger fees by loading large MARC records sets to provide the most comprehensive access to digital content.

As part of our exploration in this area, CDygart Solutions interviewed the Executive Directors of three peer public library consortia to learn how they calculated their membership and ILS cost-share fees. Within the last three years, all had transitioned from formulas that included circulation and holdings metrics to a formula based upon the members' total operating revenue. The concept is that the budget-based models reflect a library's true "ability to pay" and sets their membership fee accordingly. These models use a three-year average of budget data to ameliorate any unusual dips or rises in a single budget year. In all three models, a portion of the total ILS cost was split equally among all members, with the remaining costs split according to each member's percentage of the overall consortial library budget. The move to one of the budget-based models obviated the problems with holdings and circulation metrics and ties cost-sharing directly to the ability to pay.

To model how moving to a budget-based cost-share formula would impact LYNX! members, CDygart Solutions gathered three years of total operating revenue data from the member libraries. These figures were averaged, and the average used to calculate alternative cost-share models with 50%, 40% and 30% of the historical ILS spend split evenly among the libraries, and the rest split according to each library's percentage share of the LYNX! combined total operating revenue. The 30% share formula aligns most closely with the current average cost share percentage. *Note: The figures below do not include the annual fee for contingency and replacement funds, as they have differed in the past two years, and are unlikely to be assessed at the historical level once the ILS cloud hosted solution is implemented and the courier service outsourced.*

The Table below provides the alternative budget-based cost-share model for FY22. Figures for FY21 and FY 20, as well as the percentages by library, are included in Appendix K.

Table 5

LYNX! Member Library	FY 22 Budget-Based Fee Examples			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	2022 Actual Fees Paid Less Reserve Fund Contribution
Ada Community Library	\$28,774.24	\$29,370.93	\$29,967.61	\$29,759.16
Boise Public Library	\$74,837.19	\$84,646.47	\$94,455.74	\$98,312.06
Caldwell Public Library	\$17,971.34	\$16,407.44	\$14,843.55	\$13,113.20
Emmett Public Library	\$14,103.57	\$11,766.12	\$9,428.68	\$7,332.49
Eagle Public Library	\$20,073.77	\$18,930.37	\$17,786.96	\$20,827.30
Garden City Public Library	\$16,724.32	\$14,911.02	\$13,097.73	\$8,646.91
Hailey Public Library	\$15,655.46	\$13,628.39	\$11,601.32	\$8,738.68
Kuna Library District	\$17,921.92	\$16,348.14	\$14,774.36	\$11,215.93
Meridian Library District	\$42,160.37	\$45,434.28	\$48,708.19	\$47,712.75
Mountain Home Public Library	\$15,637.99	\$13,607.43	\$11,576.86	\$7,115.12
Nampa Public Library	\$24,102.32	\$23,764.62	\$23,426.92	\$28,368.63
Twin Falls Public Library	\$21,527.22	\$20,674.51	\$19,821.79	\$28,347.47
	\$309,489.70	\$309,489.70	\$309,489.70	\$309,489.70

We recognize that the transition to a budget-based cost-share formula has a negative impact on some of the smaller and less well-funded libraries. However, we believe that this approach is best for the long term. The LYNX! Directors should consider options to mitigate the negative impact, such as implementing the new model over a three-year period using reserve funds to cover the difference in cost-share fees. This provides the impacted libraries time to build the new costs into their budgets. Another option would be to set the fees using the formula, and then apply a discount for the smaller, less well-funded libraries. The amount resulting from the discount would be shared among the remaining libraries according to the base formula.

**Action 9.1: Fine-tune the Budget-Based Cost-share Model**

The calculations in the table above are based on total operating revenue data provided by the LYNX! Directors in a brief survey and available in Appendix K. An adjustment was made to Garden City Public Library’s data submission to remove funds received through the LYNX! Open Compensation program, as we believe those funds are part of a separate issue and should not be considered in this calculation. The LYNX! libraries should consider what other adjustments may need to be made. For example, should any annual bond payments in non-operating debt service be included? What about money raised through fundraising activities?

**Action 9.2: Determine Whether to Adopt New Budget-Based Cost-Share Formula**

Once the Board has determined what sources of funding should be included as the base of the cost-share formula, that should be modeled for final consideration.

## Recommendation Ten: Replace the Open Access Compensation Program with a Bi-lateral Agreement Between Boise Public Library and Garden City Public Library

In our report, *Task Two Deliverable : Summary of Library Staff and Stakeholder Feedback and the Data Gathering Process*, we noted the impact that population growth in Idaho and the increasing density of the Treasure Valley area was having on LYNX! libraries within that geographic area. Communities like Emmet and Kuna have increasingly become bedroom communities to the Boise metropolitan area, with commuters from those areas using Boise area libraries as if they were their home libraries. Many of the Treasure Valley public libraries have established new branches to accommodate their growing user communities, often in close proximity to a branch of another system. While the cooperative borrowing agreement between the LYNX! libraries make these boundaries invisible to patrons, some of the libraries are sensitive to these boundaries being recognized and respected by their neighboring library district or municipality when providing public programs, representing the library at local events, or absorbing the additional use of their library.

To mitigate some of these concerns, LYNX! established a Compensation Procedure for Boise – Nampa MSA, which is detailed in Appendix B of the *Agreement for LYNX! Consortium Services*. Currently, Garden City Public Library is the only LYNX! member that receives compensation through the program. Garden City is in somewhat of a unique position in that it is surrounded by Boise and utilized extremely heavily by Boise patrons. Because the Open Access Compensation Program has evolved into what is essentially a bilateral program between Boise Public Library and Garden City Public Library, we recommend the program be removed from the LYNX! consortium agreement. Boise Public Library and the Garden City Public Library should craft a separate compensation agreement outside of the LYNX! consortium.

We recommend that Open Access lending activities be reviewed every year to monitor changing trends in use through the Open Access programs, and that additional compensation agreements be established as deemed necessary.

Action 10.1: Boise Public Library and Garden City Public Library Create a Compensation Agreement Outside of the Agreement for LYNX! Consortium Services Program

## Recommendation Eleven: Draft a New LYNX! Consortium Agreement

The content of that agreement will be dependent upon the extent to which LYNX! adopts the recommendations made herein.

## Recommendation Twelve: Hire a LYNX! Executive Director

The need for LYNX! to have an individual charged with managing the LYNX! consortium was apparent to us early in the assessment project. In the interviews with LYNX! Library Directors, nearly half expressed the need to have someone in a leadership role for the consortium, characterized as either a director, facilitator, or administrator. Several noted that they simply didn't have the time to devote to in-depth consortium issues; this concern was also expressed by some committee members. In addition, not all of the LYNX! Directors feel their peers are actively engaged in the governance of LYNX!, and noted that, since meetings had gone virtual, a number of Directors participated in meetings with their cameras off, an act that seemed to signify disengagement.

The need to have an individual assigned with responsibility for the LYNX! consortium was reflected in several responses to the *LYNX! Library Directors Survey* question, "If you could only make one change to

the way LYNX! operates, what would it be?" Three respondents spoke directly to the need for a leader of some kind:

*"Have someone in charge (with authority, not just a chair who runs the director meetings) and have accountability measures in place to ensure everyone is pulling their weight."*

*"(C)onsider an administrator, even if just 20 hrs/wk to focus on consortium management and collaborative efforts"*

*"We need a leader everybody respects."*

This same question was posed in the *LYNX! Library Staff Survey*. While the need for leadership was only addressed directly by one staff member:

*"Full-time LYNX Staff for IT, catalog management, and web development would be great. As it stands, so much has to go through Boise IT, which has other responsibilities. It would be great to have someone who can dedicate all their time to the needs of the LYNX! consortium."...*

the effect of a lack in leadership was also reflected in comments staff made about a lack of understanding of how LYNX! operates:

*"I don't fully know HOW it operates..."*

*"Now aware of how LYNX operates(.)"*

*"Make information about different libraries more accessible to staff. Maybe collaborate more with other libraries to gain more feedback and advice."*

*"More transparency about changes and why they're happening(.)"*

We think the role of executive director whose sole responsibility is the LYNX! consortium is appropriate. Requirements for this position would include some technical background.

#### Action 12.1: Develop the Job Description for the Executive Director

We recommend the responsibilities for the Executive Director include, but may not be limited to:

- Coordinating LYNX! activities with the Board of Directors.
- Managing all aspects of ILS support including the relationship with the ILS vendor.
- Managing the relationship with the courier service.
- Addressing non-adherence to established consortial policies and procedures.
- Hire and manage LYNX! staff.
- Tracking LYNX! financials.
- Organizing training, documentation and communications within the consortium.
- Leading strategic planning efforts.

#### Action 12.2: Determine Salary and Benefits

Based upon data gathered through general web searches, a review of ALA-APA's Salary Survey database, and Propublica's Nonprofit Explorer, we believe the salary range for this position should be approximately \$90,000 - \$120,000. Providing health care insurance as part of the employment package is likely to make it a more attractive opportunity, and we encourage LYNX! to explore the options. Through [Your Health Idaho](#), small businesses in the state can secure employee insurance through the [Small Business Health Option](#)

(SHOP). An insurance broker can assist LYNX! with employee insurance needs. Local brokers that work with nonprofits may be found through the [Idaho Nonprofits Center's Affiliate Business Partner Index](#).

#### Action 12.3: Advertise for and Hire Executive Director

We strongly encourage to include the International Coalition for Library Consortia (ICOLC) listserv in the distribution list of the job announcement.

#### Recommendation Thirteen: Establish Position for a Cataloger

In addition to the Executive Director, we recommend that LYNX! hire a cataloging librarian. This position would assume the LYNX! responsibilities currently assigned to Boise Public Library's head cataloger as follows:

“Acts as lead for consortium library staff regarding bibliographic and authority records. Works closely with Information Technology and consortium libraries to ensure bibliographic record accuracy and to resolve database and access issues. Maintains integrity of data and communicates regularly with consortium staff to ensure consistency with cataloging standards.”

Additional duties for this position should include providing the lead on handling digital resource records and technical support for Polaris. This position would also serve as back-up to the Executive Director, and as LYNX! liaison to the Cataloging committee.

#### Action 13.1: Develop the Job Description for the Cataloging Librarian

Once the Executive Director is in place, s/he should be charged with developing a job description and hiring a cataloging librarian. We suggest this be done in conjunction with the Cataloging Committee and Boise Public Library's Head Cataloger.

#### Action 13.2: Hire a Cataloger

#### Recommendation Fourteen: Reimagine LYNX! Committees

As noted above, LYNX! currently has four committees: Cataloging, Circulation, Information Technology, and Marketing. While the first three have been in place for some time, the Marketing Committee was only recently established in August of 2021. Each committee is governed by a charter. (See Appendix L for the committee charters.) The process of scheduling committee interviews revealed significantly differing levels of organization among the groups, with varying levels of adherence to the original charters. In several cases committee members were unaware that there was a charter for their group; in all cases except Marketing, with its newly established charter, the charters are outdated and in need of revision. The Information Technology Committee's charter, for example, states that “A director will serve as the convener and management consultant to the group,” and that “Directors will assign members from their respective staff.” This language is also in the charter for the Technical Services Team (now called the Cataloging committee). It appears that neither of these activities has occurred consistently for at least the past several years. Rather, the current practice for all the committees is to have a LYNX! director liaison assigned to each committee.

Both the *LYNX! Library Directors Survey* and *LYNX! Library Staff Survey* asked respondents if they agreed with the statement, “The LYNX! Committees are effective in moving the work of LYNX! forward.” The Directors were split on this, with 5 not or only somewhat agreeing, 6 agreeing or strongly agreeing, and



one being neutral<sup>6</sup>. Staff had a bit more of a positive view, with 16% of respondents not or only somewhat agreeing with the statement of effectiveness; 34% agreeing or strongly agreeing with the statement, with the remaining 50% being neutral on the question.

High-functioning committees can play a significant role in the governance structure of the consortium by informing the decision-making process of the leadership. Through recommendations based upon front-line experience, engaged and empowered committees can be key players in healthy consortia operations. Our observation is that not all LYNX! committees and committee members feel empowered to make those recommendations, and to independently take on issues that need to be addressed. The LYNX! Board of Directors should be sure that expectations about decision making are codified in the revised committee

Currently, the LYNX! committees, which consist of Cataloging, Circulation, Information Technology and Marketing, all follow different practices for how they organize themselves and conduct their business. The committee charters are outdated and largely ignored, except for the Marketing Team's, which was recently established and thus has a new charter.

#### Action 14.1: Update Committee Charters

Committee charters should be updated to include a clear charge of duties and method of governance. All committees should have a designated representative from each member library and a LYNX! Director as a liaison. Each committee should have an elected chair and describe how responsibilities for a note-taker will be decided for each meeting. Charters should describe the shared responsibility each committee bears for identifying needs to be addressed and moving the development of the LYNX! consortium forward through recommendations to the Board. Committees should also be empowered to plan and hold focused meetings around specific issues that need to be resolved similar to those CDygart Solutions led for the Holds Distribution and PAC Display issues.

#### Action 14.2: Establish a User Experience Committee

Establish a User Experience Committee to focus on the PAC, applicable third-party integrations, mobile views, and the continuous improvement of the Discovery layer recommended above. This committee should work closely with the Circulation and Cataloging committees.

## The Courier Service

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As noted earlier in this report, the Agreement for LYNX! Consortium puts Boise Public Library in the driver's seat for aspects of the Courier service, of which the daily operations are managed out of the Boise Public Library. According to the Agreement, the Boise Public Library is responsible for determining the delivery schedule, maintaining ownership and maintenance of the vehicles, and employment of courier employees. The cost-share formula detailed in the Agreement is complex, and includes the number of items couriered, a share of courier staff salary and benefits, number of visits per week, and mileage of destination library from Boise Public Main.

Currently, courier service is only available to those libraries within the Treasure Valley area. There seems to be a shared understanding that, for libraries outside this area, the cost of participating in the

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<sup>6</sup> Due to the small sample size, results from the *LYNX! Library Directors Survey* are provided in numbers rather than percentages.

courier service would be prohibitive due to the distance from Boise. Given that mileage is a component in the cost-share factor, this may well be the case.

CDygart Solutions attempted to find multiple peer library consortia that were running an in-house courier system. The one consortium of similar size in number of libraries CDygart Solutions found that was running their own courier service had placed limits on the geographic parameters of their consortium so their courier service remained manageable and could service all member locations.

By far the most common scenarios for courier services are those provided at the state or regional level, often with financial and management support from the state's equivalent of a state library or regional multitype library consortium. Generally, the services are provided by commercial logistics companies, which have some advantages over in-house delivery services. As noted in the book, *Library Consortia: Models for Collaboration and Sustainability*, "commercial couriers have experience and are able to allocate personnel and equipment more efficiently and usually get the job done at a lower cost<sup>7</sup>" than can in-house delivery operations. In addition, another benefit of hiring a regional courier may be competition, as an "efficient procurement process and contract ensure reliable, cost-effective performance. Also, regional couriers have multiple customers and have the ability to add drivers and vehicles as needed. Finally, some consortia couriers come along with library material with other deliveries, which may further reduce overall costs if volume allows."<sup>8</sup>

Given the factors above, our preliminary recommendation was that LYNX! outsource the courier service to a commercial provider. To test the feasibility of that recommendation, we worked with the City of Boise and Boise Public Library to release a *LYNX! Consortium Courier Services Request for Information (RFI)*, with a due date of April 6, 2022. (See Appendix M for the RFI.) Responses were received from three vendors. Frankly, the results were disappointing. The estimated pricing presented was much higher than expected, and, if implemented, would substantially increase the cost of the courier service to LYNX! member libraries (see Appendix N for the LYNX! courier fees from FY17 – FY21). Due to confidentiality concerns, the RFI responses are not included in this report. LYNX! Directors wishing to see the responses may contact City of Boise Purchasing.) Despite the initial responses to the RFI, we believe this is an area that bears further exploration. It is our assessment that, as with the other services provided to LYNX! by the City of Boise and the Boise Public Library, the true cost of the courier service is not fully represented in its fee structure. Given the complexity of the courier service and the many associated costs in managing a fleet of vehicles, hiring, training, and managing courier staff and routing logistics, this area merits further study which is beyond the scope of this project.

Despite the complications, we believe that the equitable provision of courier services to all LYNX! libraries is essential to a sustainable LYNX! future.

### Recommendation Fifteen: Provide Courier Service to All LYNX! Libraries

We highly recommend that the City of Boise and Boise Public Library devise a solution for providing courier services to the non-courier libraries at least two to three times per week. Possibilities include establishing regional hubs or extending existing routes. The opportunity to experience the very real benefits that being on a courier route provides, and the wealth of additional content available to their

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<sup>7</sup> Ayre, L. and Pronevitz, G. (2015). *Physical Delivery: Future and Present*. In V. Horton (Ed.) and G. Pronevitz (Ed.). *Library Consortia: Models for Collaboration and Sustainability*. (p. 78). Chicago: ALA Editions.

<sup>8</sup> IBID.

users, will demonstrate the value of being part of a robust resource sharing program and increase the likelihood that these libraries remain in the consortium.

While rooted in pragmatics, the division of courier and non-courier libraries creates a sense of have and have-nots among LYNX! libraries. Lacking full Open Access privileges, the non-courier libraries remain isolated islands of collections in comparison to those participating in the courier services. Consequently, they must build-up their own local collections in order to meet the needs of their community, where LYNX! patrons from courier libraries can draw from those of eight other library systems, several of which are substantial in size. Further exacerbating the sense of inequity in this situation is the fact that the underlying formula for the ILS cost-share uses the number of holdings as one of its metrics.

When staff were asked in the *LYNX! Library Staff Survey*, “If you could only make one change to the way LYNX! operates, what would it be?” several cited the need to make the courier service available to all LYNX! libraries:

*“More consistency in what is available to patrons through the consortium. There is a disconnect between courier-connected and non-courier libraries, which makes it hard for community members to understand the broader value of the consortium. The fact that digital resources are handled separately is also confusing to patrons.”*

*“I wish all of the libraries in the consortium were connected by the courier service.”*

*“...having the list of consortium libraries and the list of courier libraries not be identical is really confusing.”*

Data from the *LYNX! Library Directors Survey* also indicates the ability to participate in the courier service is a high priority for the majority of LYNX! non-courier libraries. When asked, “If you were to allocate \$100 to LYNX! services, whether you currently use them or not, how would you distribute that money across the services listed below based upon their perceived value to your library?”, three of the four non-courier library allocated half of the total amount to the having a courier service. Across the board, LYNX! Directors allocated 32% of their total funds to the courier, just behind the 34% allocated to the ILS:

Table 6

Service	Individual Allocations												Totals
Integrated Library System	50	25	30	30	75		25		35	50	40	50	410
Courier Services*	20	50	30	20	25	50		50	35	25	40	35	380
Shared Digital Resources		25	20	10		50	25	50	15	15	20	15	245
Cataloging Support	20		10	20			25		15	5			95
Training for Library Staff	10		10	20			25			5			70
	100	100	100	100	100	100	100	100	100	100	100	100	1200
*Three of the four non-courier libraries allocated \$50 of their \$100 to the courier service.													

### Action 15.1: Develop A Courier Route that Can Provide Delivery to Non-Courier Libraries 2 – 3 Time Per Week

Determine if this service can be accomplished within existing resources, or what additional resources would be required. Determine the number of days for delivery and develop a cost-estimate. Use contingency funds as necessary to supplement these routes until a longer-term solution can be developed.

### Action 15.2: Engage a Logistics Consultant

Due to the complexity of running a courier service, and LYNX!'s geographic challenges, LYNX! should engage an expert that can evaluate their current courier service and make recommendations for the future. This action could be tasked to the new LYNX! Executive Director.

## Shared Digital Resources

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One of the goals of the LYNX! Consortium Assessment Project was to explore the possibilities for establishing a cohesive approach to digital materials and resources. As part of this exploration, CDygart Solutions conducted an inventory of digital resources currently licensed by LYNX! libraries. We found the results of the inventory both interesting and surprising. The collections across LYNX! are diverse, with just over half of the 116 digital resources licensed across the consortium being held by only one library. (See Appendix O for the inventory results.) Resources owned by multiple LYNX! members include OverDrive, the Wall Street Journal, and CreativeBug, all of which were a result of a collaborative effort, suggesting that the concept of shared digital resources is meaningful in the LYNX! environment. However, one of our goals in conducting the digital resources inventory was to identify low-hanging fruit for potential shared purchasing (e.g., multiple libraries purchasing the same content, wide reliance on specific vendors, etc.) These low-hanging fruit simply aren't there, and, in conjunction with Project Steering Committee, we made the assessment that pursuing this exploration further as detailed in the original project plan was not the most productive use of our time. Rather, given the many complexities of the OverDrive installation among LYNX! libraries, it was determined that our time would most effectively be spent untangling these complexities, exploring if a LYNX! wide OverDrive implementation makes sense, and how that might integrate with ICfL's OverDrive. This section describes the outcome of that exploration and makes recommendations for the future.

Currently there are multiple installations of OverDrive in the state that have the potential to interact with and complement one another. To better understand how these collections function individually, as well as the possibilities for collaboration, CDygart Solutions spoke to Mary DeWalt of Ada Community Library, who established the "iD8" Collection on behalf of a subset of LYNX! libraries, Stephanie Baily-White and Dylan Baker of the Idaho Commission for Libraries, Kathy Stalder at Boise Public Library, and Rob Rando of OverDrive.

The installations of OverDrive that have the potential to interact with one another include:

#### *The ID8 Collection*

The [ID8 collection](#) was established by Mary Dewalt of Ada Community Library on behalf of Ada Community Library and Caldwell, Emmett, Eagle, Hailey, Mountain Home, Nampa, and Twin Falls Public Libraries. The ID8 is an OverDrive collection of digital audio books, books, and magazines shared by eight of the LYNX! libraries. The core collection of ID8 is comprised of the first copy of any content type added to the collection by one of the participating libraries. To accommodate the needs for high-use titles, each library has the option to add additional copies through the OverDrive Advantage program, which restricts access to those additional copies to only that library's patrons. After one-year, additional copies remaining in any library's

Advantage program revert to the shared collection, and all ID8 libraries gain access to those copies. The exception to this is where Advantage titles were metered in some way, and use of the copy has met the total number allowed.

ID8 collection development is a cooperative activity. Each ID8 member has access to the OverDrive ordering functionality and can see what other members have purchased or have a purchase pending. Lending policies are standard across the ID8 members.

#### *Boise Public Library, Meridian Public Library, and Kuna Library District OverDrive Collections*

Boise Public Library, Meridian Public Library, and Kuna Library District each have standalone OverDrive collections. Boise's user base includes Garden City Public Library patrons, as Garden City is treated as one of Boise's branches within the OverDrive administrative functions. Boise and Meridian Public Libraries have long-established OverDrive collections of substantial size.

#### *Idaho Commission for Libraries (ICfL) Overdrive Collection*

ICfL has established an OverDrive collection called IDEA of materials that is available to school districts and public libraries with existing OverDrive service, as well as to 280,000 Idahoans living outside of a public library service area. Seventy-five percent of the initial collection is dedicated to supporting student learning, so includes children, juvenile, and teen titles.

Idaho public libraries with existing OverDrive access can gain access to and borrow items from the IDEA collection through a Reciprocal Lending Agreement (RLA). There is no additional cost. Each library/consortium can choose which lending models they wish to include in the reciprocity. The only required lending model to be shared with others is the one copy/one user (OC/OU). Any of the four metered access (MA) options can be included or excluded. Simultaneous use and titles purchased under Advantage plans are never shared. Libraries/Consortia may prioritize holds for their patron ensuring they receive items before other alliance patrons.

### **Recommendation Sixteen: Explore Options for Increased OverDrive Sharing**

While greater sharing of digital resources is of importance to many LYNX! staff members, feedback from OverDrive and concerns from those with long-standing, large OverDrive collections suggests that merging all LYNX! libraries into an "ID12" collection is not a feasible option. One option may be for all LYNX! libraries to activate OverDrive's Idaho Reciprocal Lending Agreement (RLA), which would provide the ability to share collections across LYNX! libraries. However, this does also extend sharing to others in the state. Others currently participating in the RLA include IDEA, Valnet, ID8, Libri, Cooperative Information Network, Idaho Digital Library Consortium, Kuna Library District, Meridian, East Bonner, and Blackfoot District Library<sup>9</sup>. As participants in the ICfL's IDEA program, all ID8 libraries have already agreed to be part of OverDrive's Reciprocal Lending Agreement.

While several LYNX! members have expressed concern that sharing OverDrive content widely would be detrimental to their patrons as well as be unduly expensive, it is our understanding that OverDrive provides enough local contract mechanisms that can mitigate those outcomes. Under the RLA, the only required lending model to be shared with others is the one copy/one user (OC/OU). Any of the four metered access (MA) options can be included or excluded. Simultaneous use and titles purchased under Advantage plans are

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<sup>9</sup> Data provided by Rob Rando of OverDrive via email on March 14, 2022.

never shared. Libraries/Consortia may prioritize holds for their patron ensuring they receive items before other alliance patrons.

#### Action 16.1: Explore Options for Activating RLA for all LYNX! Libraries

This may be an appropriate task for a subset of the LYNX! Circulation Committee to be charged with. We recommend that they work with OverDrive and ICfL as appropriate to understand the options and potential impact of implementation, as well as to track usage statistics once implemented to assess value and any harm of participation.

#### Action 16.2: Explore Merging Kuna Public Library's OverDrive Account into ID8

Conversation with OverDrive suggests that this might be advantageous to both parties, as smaller libraries without full-time digital content collection development staff may benefit from being part of a larger group. We suggest that Kuna work with Mary Dewalt, as the ID8 coordinator, and OverDrive staff to discuss the options and explore how this merge would be accomplished.

## Planning for Growth

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In our discussions with LYNX! Directors, several addressed the issue of growth for the LYNX! consortium and expressed that they would welcome new members. However, they also noted that the process for determining the eligibility for new members needs to be clarified, as recent decisions on who qualified for new membership had not been seen as very transparent. In addition, the recent experience of onboarding the Kuna Public Library as the newest LYNX! member demonstrated some flaws in the process that need to be addressed before additional libraries join the LYNX! consortium.

### Recommendation Seventeen: Develop a Comprehensive Plan for Onboarding New Members

The onboarding process for Kuna Public Library highlighted flaws in the process that could have been mediated by a comprehensive plan for bringing in new members. Requirements for new members should be clearly detailed in the revised LYNX! Consortium Agreement.

#### Action 17.1: Task LYNX! Committees with Drafting an Onboarding Plan

The reimagined LYNX! committees could play a critical role in helping to develop this plan, with each addressing the needs in their areas of focus. This onboarding plan should be drafted once the ILS hosted solution has been implemented. The plan should include conducting a systematic analysis of the incoming member's cataloging practices and materials processing procedures prior to the start of the process, so that the prospective new member could make changes internally to facilitate the transition to LYNX! membership.

#### Action 17.2: Develop a Plan for Covering the Cost of Onboarding a New Member

One approach may be to include the costs as part of the new members entry fees. Costs should include those incurred through set-up on the ILS, clean-up and migration of data, set-up of configurations, and staff training.

## The LYNX! Operating Environment

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While elsewhere in this report we've made recommendations followed by their justification, this section takes the opposite approach, and begins with a narrative that leads to our recommendations.

Over the past six months of our engagement with the LYNX! Consortium Assessment Project, we've had the opportunity to speak with LYNX! Directors on multiple occasions as well as interact with staff throughout the member libraries. In these individuals we see LYNX!'s most important asset. Across LYNX! member libraries, staff are passionate about the service they provide to their user communities and are eager to have opportunities to collaborate with others in the LYNX! community. There are barriers that exist to a fully realized collaboration among LYNX! libraries, however. As noted in our *Task Two Deliverable: Summary of Library Staff and Stakeholder Feedback* report, issues of accountability and communication exist that need to be addressed in the LYNX! environment.

In interviews with both staff and Directors, lack of accountability for not adhering to established best-practices, or not following through on an agreed upon course of action were raised as problematic. Data from the *LYNX! Library Directors Survey* reinforce this. Over half of the Directors (7) didn't agree with the statement, "When policies and procedures are not adhered to there is a consistent process for holding members accountable for their actions." Two somewhat agreed, and each of the remaining three were neutral, agreed, or strongly agreed.

The staff responses to the same question in the *LYNX! Library Staff Survey* reinforced those of the Directors. Twenty-two percent (22%) didn't agree with the statement that members were held accountable for their actions, 19% only somewhat agreed, 36% were neutral, with the remaining 21% and 3% agreeing or strongly agreeing respectively. When comparing the results by areas of responsibility, which included Circulation, Information Technology, Public Services, and Technical Services, the level of disagreement with the accountability statement was highest among Technical Services. In comparison to the number of comments made by staff on the issue of consistency, however, only two directly addressed accountability. Instead, more emphasis was put on the desire for more communication and collaborative opportunities for the sharing of information between libraries so that staff can learn from one another and understand each other's environment.

Communication could also be improved among LYNX! libraries. While many library Directors reported an improvement in communication among Directors over the past year, as the group came together more frequently in virtual meetings to discuss the impact of the COVID pandemic on their libraries and how they were managing through it. As noted in the section on leadership, however, some were concerned that not all Directors actively took part in discussions.

Our interview questions for the committees didn't address communication in general, but data from the *LYNX! Library Staff Survey* indicates staff think this is an area which could use some improvement. When asked "If you could only make one change to the way LYNX! operates, what would it be?" 16% of the responses provided had directly to do with issues of communication:

*"More information about different libraries more accessible for staff. Maybe collaborate more with other libraries to gain more feedback and advice."*

*"Communication from the top down. I would like to hear what the directors and committee members are working on."*

*"More awareness of how departments across LYNX! libraries can communicate and collaborate."*

*"I would make clear and open lines of communication that are available to all staff members within the LYNX consortium. ((P)ossibly in the form of a Slack Subscription for all staff members)"*

*“More ability to travel and learn from other area consortium libraries.”*

*“(M)ore transparent, easier for more staff to initiate requests or ask questions rather than through a chain of administrators.”*

*“Better supported communication between libraries.”*

*“Have a deeper understanding of LYNX, purpose, vision, etc.”*

Clearly staff are frustrated by a lack of clear understanding, and the sense that they don’t know what is going on in the LYNX! consortium operations. We think many of the recommendations made in this report will mitigate some of that frustration. Having an Executive Director in place should improve communication by providing a single point of responsibility. Reimagining the committees with clearly designated sets of responsibilities should raise the sense of shared accountability. Moving the ILS to the cloud should empower IT staff to have more local control over settings and problem solving for their library. Perhaps most importantly, equalizing services across all LYNX! libraries by implementing a LYNX! wide courier service and normalizing circulation and other policies to the extent possible should make the day-to-day business of LYNX! libraries easier for staff and clearer to patrons. But there is another dimension to many of these recommendations, and that is their potential to develop a deeper sense of collaboration among LYNX! libraries.

Our final recommendation is that, as LYNX! moves towards a new future, it makes a conscious effort to build upon the cooperative spirit and community of practice already in place. Developing meaningful collaboration can only be built through intention, and we think some sessions designed to build those skills would serve LYNX! well.

### Recommendation Eighteen: Build Collaborative Skills Across LYNX!

In their book, *Collaborative Leadership: Building relationships, handling conflict, and sharing control*, David Archer and Alex Cameron liken collaboration to a three-legged stool of governance, operations and behaviors. Acting collaboratively in each of these spheres interactively is essential to a healthy cooperative. As Archer and Cameron write:

*“The way leaders behave in a formal governance meeting will affect the likelihood that others will abide by the rules that are set. A well-defined set of end-to-end process will only operate smoothly if people in different organizations understand and accept their own accountability for each step in the process. And people will only behave freely and constructively in joint problem-solving or innovation sessions if they believe that the contracts for sharing out the benefits of their work are fair and followed by all.”*

CDygart Solutions believes that doing some focused activities around building collaborative skills could help LYNX! in achieving its goals.

#### Action 18.1: Hold a LYNX! Board Retreat

We suggest that the LYNX! Directors hire a facilitator to conduct a retreat for the LYNX! Board. The goal of the retreat is to gain clarity of the purpose for the LYNX! consortium, discuss LYNX!’s decision making process, and commit to shared accountability across the consortium.



### Action 18.2: Provide Training for Staff on Meeting Management and Shared Accountability

While we think this is essential for LYNX! Committees, we think training for all LYNX! full-time staff would be beneficial. Training should include how to develop and manage a meeting agenda, taking meeting minutes and noting action items and decisions, and shared accountability techniques for meeting effectiveness.

### Action 18.3: Develop an Online Community Space that Enables Better Sharing of Information and Communication

Assign this task to the new Executive Director to work closely with the committees to select a new community space for LYNX! members.

## Part III: Cost and Timeline for Implementation

CDygart Solutions has developed a timeline for implementation as well as estimated costs to implement the recommendations made.

### Timeline

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The implementation timeline runs from March 2022 through April of 2024. The timeline begins in March of 2022 to reflect the work done by CDygart Solutions to support the Holds Distribution Summit, the PAC Display Summit, and the development and release of the RFI for a courier service. The timeline has been constructed to lay out the actions in a logical progression. We recognize the timeline is aggressive, but we think it important that LYNX! take advantage of the momentum generated by the LYNX! Consortium Assessment Project. The LYNX! Directors should adjust the timeline as necessary. See Appendix P for the timeline.

The timeline as presented in Appendix P assumes that all the recommendations are being implemented in the order presented. We realize that LYNX! may not wish or be able to implement all the recommendations made. However, there are several recommendations that represent major forks in the road for LYNX!, and the decision to accept them or not are critical to the direction and future of LYNX!. These critical decision points are listed below. For each we've provided what we see as the risks in not moving forward with the recommendation, as well as the opportunities we see in doing so.

### Critical Decision Points for the Future of LYNX!

#### Decision Point I. Recommendation One: Move the ILS to a Hosted Solutions

Risks in not moving forward with this recommendation include:

- The need to use a portion of reserve funds to replace City of Boise technology infrastructure supporting the ILS within the next two years, leaving less funds available to implement other recommendations.
- Direct oversight for the IT staff supporting the shared ILS would remain with the City of Boise Information Technology Department rather than transferring to LYNX! Directors.
- LYNX! Member IT staff continue to feel disengaged with the internal ILS workings .

Opportunities provided by moving forward with this recommendation include:

- Positions LYNX! to pivot away from reliance on the City of Boise to become an independent consortium.
- Frees LYNX! libraries from having to make substantial annual deposits in reserve funds to maintain and replace hardware and software.
- Allows for greater shared responsibility in understanding and managing the ILS in a way that equally benefits all LYNX! libraries.

Decision Point II. Recommendation Six: Establish LYNX! Directors as the LYNX! Governing Board

Risks in not moving forward with this recommendation include:

- A continued lack of accountability for adherence to established LYNX! policies and procedures.
- Lack of an infrastructure in which to hire dedicated LYNX! staff.
- No clearly defined responsibility for moving forward with the recommendations made herein.

Opportunities provided by moving forward with this recommendation include:

- Establishes a Governing Board with an Executive Committee with new bylaws and clearly defined responsibilities for the management of LYNX!.
- Creates an infrastructure in which to hire dedicated LYNX! Staff.
- Positions LYNX! to move forward with recommendations and achieve a sustainable, equitable future.

Decision Point III. Recommendation Seven: Establish LYNX! as a 501(c)(3) Organization

Risks in not moving forward with this recommendation include:

- Leaves the City of Boise, City Council, and Mayor of Boise with the ultimate decision-making power over LYNX!.
- In recent years the City of Boise's Finance and Accounting Department has brought greater scrutiny to bear on the cost of LYNX! and has identified areas where costs are not currently being recovered. Our analysis concurs. It is likely that LYNX! libraries will be asked to pay these in the near future.
- Doesn't provide the opportunity for LYNX! Directors to hire their own Executive Director without Boise's approval, if doing so is even possible in the current environment.

Opportunities provided by moving forward with this recommendation include:

- Creates a level playing field on which all LYNX! Libraries and their Directors may operate.
- Provides an infrastructure in which to hire an Executive Director and a Cataloger that provide service to all LYNX! member libraries equally.
- Ameliorates the risks that LYNX! faces by having its management and finances ultimately tied to the one member's parent city or district.

Decision Point IV. Recommendation Twelve: Hire a LYNX! Executive Director

Risks in not moving forward with this recommendation include:

- A continued lack of accountability for adherence to established LYNX! policies and procedures.
- No clearly defined responsibility for moving forward with the recommendations made herein.
- Inability to create an environment in which LYNX! will grow and thrive.

Opportunities provided by moving forward with this recommendation include:

- Provides a single point of leadership and direction for the LYNX! Consortium.

- Frees the Directors from the day-to-day oversight of the Consortium.
- Establishes a leader who can continue to build collaborative efforts across LYNX!

Decision Point V. Recommendation Fifteen: Provide Courier Service to All LYNX! Libraries

Risks in not moving forward with this recommendation include:

- Loss of the non-courier libraries as LYNX! members.
- Maintaining a sense of inequity between “have and have nots” for those non-courier members that remain.
- Continued confusion among patrons and library staff about resource sharing levels among LYNX! members.

Opportunities provided by moving forward with this recommendation include:

- Equity of services to all LYNX! libraries and their patrons.
- A substantial increase in the content available to all LYNX! library patrons.
- An increased likelihood of retaining all current LYNX! Members and adding new members.

## Cost of Implementation

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CDygart Solutions has made our best effort to estimate the costs of implementing the recommendations made herein. Our estimates are based upon financial data provided by the City of Boise and Boise Public Library, and Innovative, as well as our knowledge of the library marketplace. See Appendix Q for the estimated FY2023 and FY 2024 budgets.

We suggest that contingency funds be used to support the transition to a reimagined LYNX! and offset implementation costs. LYNX! currently has a reserve of over a million dollars. Moving the ILS to the cloud obviates the need to invest large sums in ILS updating hardware and software every so many years and converts the cost to an annual subscription that gets absorbed in annual budgets. There are one-time costs associated with the transition to a cloud solution, whether with Innovative or another vendor, but the days of needing to have a huge lump sum in reserves as insurance for supporting ILS needs are over. LYNX! should consider using \$386,128 in contingency funds to keep the budget flat for two years while they make the transition, which would give LYNX! libraries an opportunity to build up their own reserve funds and plan for the cost increases that will incur in FY25.

To help individual LYNX! libraries understand the cost of implementation, and how those differ between using the current cost-share model and the proposed budget-based cost-share model, Appendix R presents a breakdown of costs per library under various scenarios:

- Scenario One, FY23: Implementation Cost with No Use of Contingency Funds
- Scenario One, FY24: Implementation Cost with No Use of Contingency Funds
- Scenario Two, FY23: Implementation with Use of \$238,977 in Contingency Funds
- Scenario Two, FY24: Implementation with Use of \$147,151 in Contingency Funds

## Appendix A: Interview Questions and People Interviewed

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### Directors Interviewed

Directors	LYNX! Member Library
Mary DeWalt	Ada Community Library
Jessica Dorr	Boise Public Library
Lacey Forst	Caldwell Public Library
Steve Bumgarner	Eagle Public Library
Alyce Kelley	Emmett Public Library
Lindsey Pettyjohn	Garden City Public Library
Lyn Drewien	Hailey Public Library
Tam Svedin & Jana Cutforth	Kuna Library District
Gretchen Caserotti	Meridian Library District
Shasta Hochstrasser	Mountain Home Public Library
Claire Connley	Nampa Public Library
Tara Bartley	Twin Falls Public Library

### Committees Interviews

Cataloging Committee	
Committee Member	LYNX! Library
Gina Wurtz	Ada Community Library
Sonia Graff	Boise Public Library
Elaine Sloan	Boise Public Library
Lea Martinez	Caldwell Public Library
Elizabeth Bumgarner	Garden City Public Library
Josh Crotty	Hailey Public Library
Laurie Strom	Meridian Library District
Michelle Rosenberger	Nampa Public Library
Kathleen Lambert	Twin Falls Public Library

Circulation Committee	
Committee Member	LYNX! Library
Julie Cole	Ada Community Library
Lorna Thorne	Boise Public Library
Sacha Timmons	Eagle Public Library
Vanessa Fisher	Garden City Public Library
Laura Primrose	Hailey Public Library
Denise Richie	Kuna Library District
Camille Hampton	Meridian Library District

Meghan Fish	Mountain Home Public Library
Ezequiel Luna	Nampa Public Library
Jill Fleming	Twin Falls Public Library

IT Committee	
Committee Member	LYNX! Library
Ginger Holman	Ada Community Library
Shelly Garland	Caldwell Public Library
John Gonzales	Eagle Public Library
Kendrick Rose	Emmett Public Library
Josh Crotty	Hailey Public Library
Jason Su	Meridian Library District
Mike Sloan	Nampa Public Library
Adam Day	Twin Falls Public Library

Marketing Committee	
Committee Member	LYNX! Library
Erin Archambeault	Ada Community Library
Lindsey Driebergen	Boise Public Library
Haley Westbrook	Caldwell Public Library
Ellen Mattila	Eagle Public Library
Caitlyn Mills	Hailey Public Library
Lori Kelly	Kuna Library District
Allison Maier	Meridian Library District
Jessica Mann	Mountain Home Public Library
CJ Rasmusson	Twin Falls Public Library

Individual LYNX! Member Staff Interviewed	
Name	LYNX! Library
Brad Smith	Boise IT Department
Tully Gerlach	Boise Public Library
Sonia Graff	Boise Public Library
Elaine Sloan	Boise Public Library
Kathy Stalder	Boise Public Library
Jamie Lundergreen	Boise Public Library
Vanessa Fisher	Garden City Public Library
Cheri Rendler	Meridian Library District
Jessica Mann	Mountain Home Public Library

Ezequiel Luna	Nampa Public Library
Jennifer Hills	Twin Falls Public Library

Additional Interviews Conducted	
Name	Library/Company
Stephanie Bailey-White Dylan Baker	Idaho Commission for Libraries
Rob Rando	OverDrive
Dean Cooper	Innovative
Rebecca Malinowski Executive Director	CCS: Cooperative Computer Services
Aaron Skog Executive Director	SWAN Library Services
Wes Osborne Executive Director	Central Library Consortium

## Appendix B: LYNX! Library Directors Survey

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Appendix B presents the results of the LYNX! Library Directors Survey. Responses are filtered by those who participate in the courier service and those who do not.

Follow the embedded link to see the unfiltered [LYNX! Library Directors Survey](#) results.

LYNX! Library Directors Survey

Q1 Please rate your level of agreement with the following statements:

Answered: 12 Skipped: 0

As a group, the LYNX! Directors are engaged in the governance of LYNX!							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	12.50% 1	37.50% 3	0.00% 0	50.00% 4	0.00% 0	66.67% 8	2.88
Q5: No, we don't participate.	0.00% 0	0.00% 0	0.00% 0	75.00% 3	25.00% 1	33.33% 4	4.25
There is a strong sense of collaboration among LYNX! Directors.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	25.00% 2	25.00% 2	0.00% 0	50.00% 4	0.00% 0	66.67% 8	2.75
Q5: No, we don't participate.	0.00% 0	25.00% 1	0.00% 0	50.00% 2	25.00% 1	33.33% 4	3.75
Established policies and procedures are practiced consistently across LYNX! libraries.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	62.50% 5	12.50% 1	12.50% 1	12.50% 1	0.00% 0	66.67% 8	1.75
Q5: No, we don't participate.	25.00% 1	0.00% 0	0.00% 0	50.00% 2	25.00% 1	33.33% 4	3.50
When policies and procedures are not adhered to there is a consistent process for holding members accountable for their actions.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	66.67% 8	1.25
Q5: No, we don't participate.	25.00% 1	0.00% 0	25.00% 1	25.00% 1	25.00% 1	33.33% 4	3.25
All LYNX! libraries are considered equal members of the Consortium.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	37.50% 3	25.00% 2	0.00% 0	37.50% 3	0.00% 0	66.67% 8	2.38
Q5: No, we don't participate.	25.00% 1	0.00% 0	25.00% 1	25.00% 1	25.00% 1	33.33% 4	3.25
The LYNX! Committees are effective in moving the work of LYNX! forward.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	25.00% 2	25.00% 2	12.50% 1	25.00% 2	12.50% 1	66.67% 8	2.75
Q5: No, we don't participate.	0.00% 0	25.00% 1	0.00% 0	50.00% 2	25.00% 1	33.33% 4	3.75

Q2 Please rate your level of agreement with the following statements:

Answered: 12 Skipped: 0

Being a member of LYNX! allows my library to provide services that would be out of reach given current resources.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	0.00% 0	12.50% 1	0.00% 0	37.50% 3	50.00% 4	66.67% 8	4.25
Q5: No, we don't participate.	0.00% 0	0.00% 0	0.00% 0	25.00% 1	75.00% 3	33.33% 4	4.75



## LYNX! Library Directors Survey

Being a member of LYNX! provides opportunities for collaboration that enhance my ability to be effective at work.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	0.00% 0	37.50% 3	0.00% 0	25.00% 2	37.50% 3	66.67% 8	3.63
Q5: No, we don't participate.	0.00% 0	25.00% 1	0.00% 0	50.00% 2	25.00% 1	33.33% 4	3.75
There is a significant intangible value to being part of the LYNX! community of practice.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	0.00% 0	37.50% 3	0.00% 0	12.50% 1	50.00% 4	66.67% 8	3.75
Q5: No, we don't participate.	0.00% 0	25.00% 1	0.00% 0	50.00% 2	25.00% 1	33.33% 4	3.75

**Q3 If you had to allocate \$100 to LYNX! services, whether you currently use them or not, how would you distribute that money across the services listed below based upon their perceived value to your library? (Please provide a dollar amount for each service.)**

Answered: 12 Skipped: 0

	INTEGRATED LIBRARY SYSTEM (ILS)	SHARED DIGITAL RESOURCES PURCHASING PROGRAM	COURIER SERVICES	CATALOGING SUPPORT	TRAINING FOR LIBRARY STAFF	TOTAL
Q5: Yes, we participate.	100.00% 8	87.50% 7	100.00% 8	87.50% 7	87.50% 7	308.33% 37
Q5: No, we don't participate.	50.00% 2	100.00% 4	100.00% 4	25.00% 1	25.00% 1	100.00% 12
Total Respondents	10	11	12	8	8	12

#	[INTEGRATED LIBRARY SYSTEM (ILS)] Q5: YES, WE PARTICIPATE.	DATE
1	50	12/16/2021 4:51 PM
2	30	12/15/2021 12:18 PM
3	30	12/14/2021 6:43 PM
4	75	12/14/2021 3:02 PM
5	35	12/13/2021 1:13 PM
6	50	12/13/2021 1:10 PM
7	40	12/13/2021 11:57 AM
8	50	12/13/2021 11:28 AM
#	[INTEGRATED LIBRARY SYSTEM (ILS)] Q5: NO, WE DON'T PARTICIPATE.	DATE
1	25	12/13/2021 2:20 PM
2	25	12/13/2021 12:27 PM
#	[SHARED DIGITAL RESOURCES PURCHASING PROGRAM] Q5: YES, WE PARTICIPATE.	DATE
1	0	12/16/2021 4:51 PM
2	20	12/15/2021 12:18 PM
3	10	12/14/2021 6:43 PM
4	15	12/13/2021 1:13 PM
5	15	12/13/2021 1:10 PM
6	20	12/13/2021 11:57 AM
7	15	12/13/2021 11:28 AM
#	[SHARED DIGITAL RESOURCES PURCHASING PROGRAM] Q5: NO, WE DON'T PARTICIPATE.	DATE
1	50	12/14/2021 12:21 PM
2	25	12/13/2021 2:20 PM

## LYNX! Library Directors Survey

3	50	12/13/2021 1:32 PM
4	25	12/13/2021 12:27 PM
<b>#</b>	<b>[COURIER SERVICES] Q5: YES, WE PARTICIPATE.</b>	<b>DATE</b>
1	20	12/16/2021 4:51 PM
2	30	12/15/2021 12:18 PM
3	20	12/14/2021 6:43 PM
4	25	12/14/2021 3:02 PM
5	35	12/13/2021 1:13 PM
6	25	12/13/2021 1:10 PM
7	40	12/13/2021 11:57 AM
8	35	12/13/2021 11:28 AM
<b>#</b>	<b>[COURIER SERVICES] Q5: NO, WE DON'T PARTICIPATE.</b>	<b>DATE</b>
1	50	12/14/2021 12:21 PM
2	0	12/13/2021 2:20 PM
3	50	12/13/2021 1:32 PM
4	50	12/13/2021 12:27 PM
<b>#</b>	<b>[CATALOGING SUPPORT] Q5: YES, WE PARTICIPATE.</b>	<b>DATE</b>
1	20	12/16/2021 4:51 PM
2	10	12/15/2021 12:18 PM
3	20	12/14/2021 6:43 PM
4	15	12/13/2021 1:13 PM
5	5	12/13/2021 1:10 PM
6	0	12/13/2021 11:57 AM
7	0	12/13/2021 11:28 AM
<b>#</b>	<b>[CATALOGING SUPPORT] Q5: NO, WE DON'T PARTICIPATE.</b>	<b>DATE</b>
1	25	12/13/2021 2:20 PM
<b>#</b>	<b>[TRAINING FOR LIBRARY STAFF] Q5: YES, WE PARTICIPATE.</b>	<b>DATE</b>
1	10	12/16/2021 4:51 PM
2	10	12/15/2021 12:18 PM
3	20	12/14/2021 6:43 PM
4	0	12/13/2021 1:13 PM
5	5	12/13/2021 1:10 PM
6	0	12/13/2021 11:57 AM
7	0	12/13/2021 11:28 AM
<b>#</b>	<b>[TRAINING FOR LIBRARY STAFF] Q5: NO, WE DON'T PARTICIPATE.</b>	<b>DATE</b>
1	25	12/13/2021 2:20 PM

### Q4 What additional services, if any, would you like LYNX! to provide in the future given sufficient resources?

Answered: 8 Skipped: 4

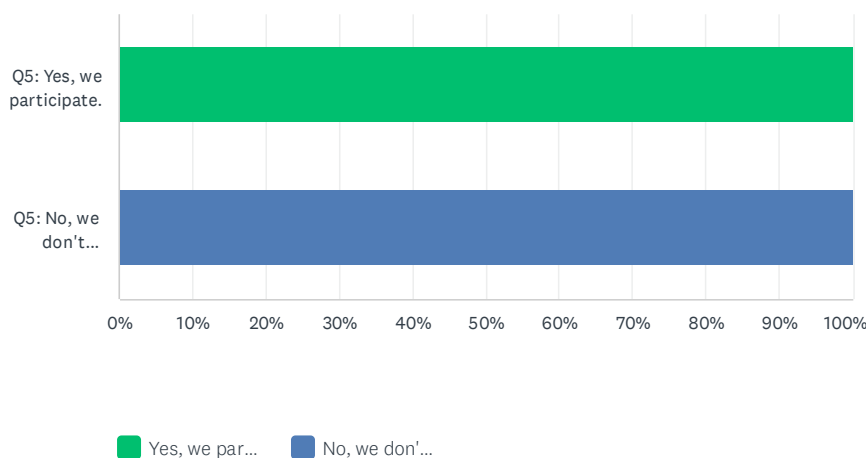
	WHAT ADDITIONAL SERVICES, IF ANY, WOULD YOU LIKE LYNX! TO PROVIDE IN THE FUTURE GIVEN SUFFICIENT RESOURCES?	TOTAL
Q5: Yes, we participate.	100.00% 6	75.00% 6
Q5: No, we don't participate.	100.00% 2	25.00% 2
Total Respondents	8	8

# LYNX! Library Directors Survey

#	Q5: YES, WE PARTICIPATE.	DATE
1	discovery layer	12/16/2021 4:51 PM
2	I would very much like to provide and share additional digital resources	12/15/2021 12:18 PM
3	dedicated staff for the ILS for LYNX not just Boise staff helping	12/14/2021 6:43 PM
4	n/a	12/13/2021 1:13 PM
5	substitute staffing pool	12/13/2021 1:10 PM
6	None. I would rather focus on perfecting our current services	12/13/2021 11:57 AM
#	Q5: NO, WE DON'T PARTICIPATE.	DATE
1	courier service	12/14/2021 12:21 PM
2	courier service	12/13/2021 2:20 PM

## Q5 Please indicate whether your library participates in the LYNX! Courier Program;

Answered: 12 Skipped: 0



	YES, WE PARTICIPATE.	NO, WE DON'T PARTICIPATE.	TOTAL
Q5: Yes, we participate.	100.00% 8	0.00% 0	66.67% 8
Q5: No, we don't participate.	0.00% 0	100.00% 4	33.33% 4
Total Respondents	8	4	12

## Q6 Please rate your level of agreement with the following statements:

Answered: 12 Skipped: 0

I understand the true cost that it takes the City of Boise/Boise Public Library to support the LYNX! Consortium.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	12.50% 1	50.00% 4	0.00% 0	37.50% 3	0.00% 0	66.67% 8	2.63
Q5: No, we don't participate.	25.00% 1	0.00% 0	0.00% 0	75.00% 3	0.00% 0	33.33% 4	3.25
The Open Access Compensation program helps promote equity among libraries and should be continued.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	12.50% 1	25.00% 2	12.50% 1	12.50% 1	37.50% 3	66.67% 8	3.38
Q5: No, we don't participate.	25.00% 1	0.00% 0	25.00% 1	25.00% 1	25.00% 1	33.33% 4	3.25

## LYNX! Library Directors Survey

There are sufficient staff resources at the City of Boise/Boise Public Library to fully support the LYNX! Consortium.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	25.00% 2	25.00% 2	50.00% 4	0.00% 0	0.00% 0	66.67% 8	2.25
Q5: No, we don't participate.	25.00% 1	0.00% 0	50.00% 2	0.00% 0	25.00% 1	33.33% 4	3.00
My staff have adequate ILS training and access to ILS training materials.							
	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	12.50% 1	25.00% 2	12.50% 1	25.00% 2	25.00% 2	66.67% 8	3.25
Q5: No, we don't participate.	25.00% 1	0.00% 0	50.00% 2	0.00% 0	25.00% 1	33.33% 4	3.00

**Q7 The pro rata cost-share for ILS maintenance, support, equipment, system personnel, holdings database corrections, and upgrade fund is based on a formula that uses each member library's percentage share of the total consortium circulation, holdings, and staff PCs or the like. Please rate how effective each of these are in ensuring an equitable cost-share among LYNX! libraries:**

Answered: 12 Skipped: 0

Percentage of Consortium Circulation							
	INEFFECTIVE	SOMEWHAT EFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	I DON'T KNOW	TOTAL
Q5: Yes, we participate.	0.00% 0	12.50% 1	0.00% 0	50.00% 4	25.00% 2	12.50% 1	66.67% 8
Q5: No, we don't participate.	0.00% 0	0.00% 0	0.00% 0	50.00% 2	50.00% 2	0.00% 0	33.33% 4
Percentage of Consortium Holdings							
	INEFFECTIVE	SOMEWHAT EFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	I DON'T KNOW	TOTAL
Q5: Yes, we participate.	0.00% 0	0.00% 0	12.50% 1	62.50% 5	12.50% 1	12.50% 1	66.67% 8
Q5: No, we don't participate.	0.00% 0	0.00% 0	0.00% 0	50.00% 2	50.00% 2	0.00% 0	33.33% 4
Percentage of staff PCs or the like							
	INEFFECTIVE	SOMEWHAT EFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	I DON'T KNOW	TOTAL
Q5: Yes, we participate.	12.50% 1	25.00% 2	50.00% 4	0.00% 0	0.00% 0	12.50% 1	66.67% 8
Q5: No, we don't participate.	0.00% 0	0.00% 0	0.00% 0	50.00% 2	25.00% 1	25.00% 1	33.33% 4

**Q8 Some public library consortia use local funding data as part of their cost-share formula, often averaged on a three-year basis. Please rate how effective incorporating funding data into a cost-share formula might be in ensuring equitable cost-share among LYNX! libraries:**

Answered: 12 Skipped: 0

(no label)								
	INEFFECTIVE	SOMEWHAT EFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	I DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Q5: Yes, we participate.	0.00% 0	12.50% 1	12.50% 1	25.00% 2	0.00% 0	50.00% 4	66.67% 8	4.63
Q5: No, we don't participate.	0.00% 0	0.00% 0	25.00% 1	0.00% 0	50.00% 2	25.00% 1	33.33% 4	4.75

### Q9 Are there other data points you think might be effective in developing an equitable cost-share formula?

Answered: 7 Skipped: 5

	ARE THERE OTHER DATA POINTS YOU THINK MIGHT BE EFFECTIVE IN DEVELOPING AN EQUITABLE COST-SHARE FORMULA?	TOTAL
Q5: Yes, we participate.		100.00% 5 71.43% 5
Q5: No, we don't participate.		100.00% 2 28.57% 2
Total Respondents	7	7

#	Q5: YES, WE PARTICIPATE.	DATE
1	I love the example in question eight and would be interested to see what this would look like for us.	12/16/2021 4:53 PM
2	N/A	12/15/2021 12:41 PM
3	How much staff time is contributed to the consortium.	12/14/2021 6:46 PM
4	The problem is, not all libraries are funded sufficiently by their City Council. District libraries and libraries with political support are much better funded. This leaves the others at a distinct disadvantage, they cannot keep up.	12/13/2021 1:18 PM
5	Population Size	12/13/2021 11:59 AM
#	Q5: NO, WE DON'T PARTICIPATE.	DATE
1	no idea	12/14/2021 12:25 PM
2	none that I can think of	12/13/2021 2:23 PM

### Q10 Do you have a specific question about LYNX! financials you would like to have addressed?

Answered: 6 Skipped: 6

	DO YOU HAVE A SPECIFIC QUESTION ABOUT LYNX! FINANCIALS YOU WOULD LIKE TO HAVE ADDRESSED?	TOTAL
Q5: Yes, we participate.		100.00% 4 66.67% 4
Q5: No, we don't participate.		100.00% 2 33.33% 2
Total Respondents	6	6

#	Q5: YES, WE PARTICIPATE.	DATE
1	I'm curious how others do their cost shares and what we can learn from them.	12/16/2021 4:53 PM
2	Not at this time	12/15/2021 12:41 PM
3	If LYNX funds are treated separate from City funds why do we need City Council approval on expenditures? Is there another option for handling finances to give more autonomy to the consortium?	12/14/2021 6:46 PM
4	n/a	12/13/2021 1:18 PM
#	Q5: NO, WE DON'T PARTICIPATE.	DATE
1	no	12/14/2021 12:25 PM
2	not at this time	12/13/2021 2:23 PM

### Q11 If you could only make one change to the way LYNX! operates, what would it be?

Answered: 12 Skipped: 0

## LYNX! Library Directors Survey

	IF YOU COULD ONLY MAKE ONE CHANGE TO THE WAY LYNX! OPERATES, WHAT WOULD IT BE?	TOTAL
Q5: Yes, we participate.	100.00% 8	66.67% 8
Q5: No, we don't participate.	100.00% 4	33.33% 4
Total Respondents	12	12

#	Q5: YES, WE PARTICIPATE.	DATE
1	Create a true governance model that allows for effective decision making and holds members accountable.	12/16/2021 7:27 PM
2	I would like to align on as many policies as possible to make a more seamless patron experience for our users.	12/15/2021 12:44 PM
3	Have someone in charge (with authority, not just a chair who runs the director meetings) and have accountability measures in place to ensure everyone is pulling their weight.	12/14/2021 8:21 PM
4	The way damaged items are paid for	12/14/2021 3:05 PM
5	Libraries would be held accountable for not abiding by agreement rules and circulation procedures.	12/13/2021 1:27 PM
6	consider an administrator, even if just 20 hrs/wk to focus on consortium management and collaborative efforts	12/13/2021 1:14 PM
7	We need a leader everybody respects.	12/13/2021 12:03 PM
8	If you're in the Consortium, you're on the courier route.	12/13/2021 11:35 AM
#	Q5: NO, WE DON'T PARTICIPATE.	DATE
1	System wide courier	12/15/2021 4:11 PM
2	they have worked diligently to evolve lynx! from when we joined in 2009 to what it is today - keep it up	12/14/2021 12:28 PM
3	some kind of training for new directors	12/13/2021 2:29 PM
4	N/A	12/13/2021 1:44 PM

### Q12 What is the one thing you don't want to see change about the way LYNX! operates?

Answered: 12 Skipped: 0

	WHAT IS THE ONE THING YOU DON'T WANT TO SEE CHANGE ABOUT THE WAY LYNX! OPERATES?	TOTAL
Q5: Yes, we participate.	100.00% 8	66.67% 8
Q5: No, we don't participate.	100.00% 4	33.33% 4
Total Respondents	12	12

#	Q5: YES, WE PARTICIPATE.	DATE
1	Keep open access going (or even expand it).	12/16/2021 7:27 PM
2	I want to ensure that we still have courier service for those libraries that chose to participate.	12/15/2021 12:44 PM
3	the spirit of camaraderie that the directors' group has!	12/14/2021 8:21 PM
4	check out periods	12/14/2021 3:05 PM
5	Comradery, when present.	12/13/2021 1:27 PM
6	shared resources	12/13/2021 1:14 PM
7	We need to maintain some individual library independence and branding.	12/13/2021 12:03 PM
8	The ability to share the ILS and resources through the courier	12/13/2021 11:35 AM
#	Q5: NO, WE DON'T PARTICIPATE.	DATE
1	The shared electronic resources	12/15/2021 4:11 PM
2	the constant improvement	12/14/2021 12:28 PM
3	We currently don't pay into the courier simply because it's too expensive and I would hope that it doesn't become a requirement to pay into it regardless if used or not.	12/13/2021 2:29 PM
4	N/A	12/13/2021 1:44 PM

### Q13 Please add any additional comments you would like to make about the LYNX! Consortium Assessment Project:

Answered: 7 Skipped: 5

	PLEASE ADD ANY ADDITIONAL COMMENTS YOU WOULD LIKE TO MAKE ABOUT THE LYNX! CONSORTIUM ASSESSMENT PROJECT:	TOTAL
Q5: Yes, we participate.		100.00% 4
Q5: No, we don't participate.		100.00% 3
Total Respondents	7	7

#	Q5: YES, WE PARTICIPATE.	DATE
1	Thank you for doing this!	12/14/2021 8:21 PM
2	Each library should feel accepted and supported. Libraries should work well together and no library should feel superior (Meridian). I want what's best for our patrons, which includes the entire consortium's patrons. That is what we're all about.	12/13/2021 1:27 PM
3	The previous questions about Boise's financial/staff contributions insinuates Boise is burdened by the load of the consortium. If this is true, it is important to remember other libraries were not involved in these decisions. It is assumed Boise chose these burdens in order to maintain full control.	12/13/2021 12:03 PM
4	Open access reimbursement should be a library-to-library agreement; not something mandated by the Consortium agreement.	12/13/2021 11:35 AM
#	Q5: NO, WE DON'T PARTICIPATE.	DATE
1	It has been a great exercise and tool for us. We have often talked about the good things the consortium offers, but have never been in a position to address the shortcomings. Thank you.	12/15/2021 4:11 PM
2	none	12/14/2021 12:28 PM
3	I appreciate having the opportunity to get feedback on how we can improve and to get a better idea of the consortium in general	12/13/2021 2:29 PM

## Appendix C: LYNX! Library Staff Survey

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Appendix C presents the results of the LYNX! Library Staff Survey. LYNX! Library Directors report having a total of 230 full-time and 234 part-time, with a total of 464 staff members across the consortium. Of this number, 216 staff members responded, a response rate of 47%.

For additional views of the survey results, follow the embedded link below:

[LYNX! Library Staff Survey Results - Circulation Staff](#)

[LYNX! Library Staff Survey Results - Information Technology Staff](#)

[LYNX! Library Staff Survey Results - Public Services Staff](#)

[LYNX! Library Staff Survey Results - Technical Services Staff](#)

[LYNX! Library Staff Survey Results - Other](#)



## Q1 Please indicate your primary area of responsibility:

Answered: 216 Skipped: 0

ANSWER CHOICES	RESPONSES	
Circulation	31.02%	67
Information Technology	4.17%	9
Public Services	38.89%	84
Technical Services	12.96%	28
Other (please specify)	12.96%	28
<b>TOTAL</b>		<b>216</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Administration	12/21/2021 6:27 PM
2	Youth Programming	12/21/2021 11:11 AM
3	Outreach/courier	12/16/2021 6:24 PM
4	digital services	12/16/2021 2:35 PM
5	Library Page	12/16/2021 2:09 PM
6	Outreach	12/16/2021 10:54 AM
7	Programs and Outreach	12/15/2021 7:17 PM
8	We kinda do everything at the branches	12/14/2021 6:10 PM
9	computer assistance and translator	12/14/2021 2:23 PM
10	Public Services and Circulation are equal in my responsibility	12/14/2021 2:07 PM
11	Youth Services	12/14/2021 1:35 PM
12	Outreach	12/14/2021 1:11 PM
13	Outreach	12/14/2021 12:47 PM
14	Administration	12/14/2021 11:39 AM
15	Communications	12/13/2021 10:08 PM
16	Admin and Outreach	12/13/2021 7:06 PM
17	Administration	12/13/2021 6:53 PM
18	ALL as I am administrative	12/13/2021 6:34 PM
19	Management	12/13/2021 5:36 PM
20	Management	12/13/2021 3:58 PM
21	Outreach Services	12/13/2021 3:12 PM
22	Marketing	12/13/2021 3:02 PM
23	Management - Public Services	12/13/2021 2:58 PM
24	Outreach	12/13/2021 2:58 PM
25	outreach	12/13/2021 2:43 PM

## LYNX! Library Staff Survey

26	Youth Services	12/13/2021 2:42 PM
27	programming, collection development, PR, and circulation	12/13/2021 2:11 PM
28	programs, esp adult, and community engagement	12/13/2021 1:05 PM

### Q2 Please rate your level of agreement with the following statements:

Answered: 216 Skipped: 0

	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Established policies and procedures are practiced consistently across LYNX! libraries.	12.04% 26	30.56% 66	23.15% 50	29.17% 63	5.09% 11	216	2.85
When policies and procedures are not adhered to there is a consistent process for holding members accountable for their actions.	21.76% 47	18.98% 41	35.19% 76	21.30% 46	2.78% 6	216	2.64
All LYNX! libraries are considered equal members of the Consortium.	12.96% 28	16.20% 35	24.07% 52	33.33% 72	13.43% 29	216	3.18
The LYNX! Committees are effective in moving the work of LYNX! forward.	2.78% 6	12.96% 28	50.00% 108	28.24% 61	6.02% 13	216	3.22

### Q3 Please rate your level of agreement with the following statements:

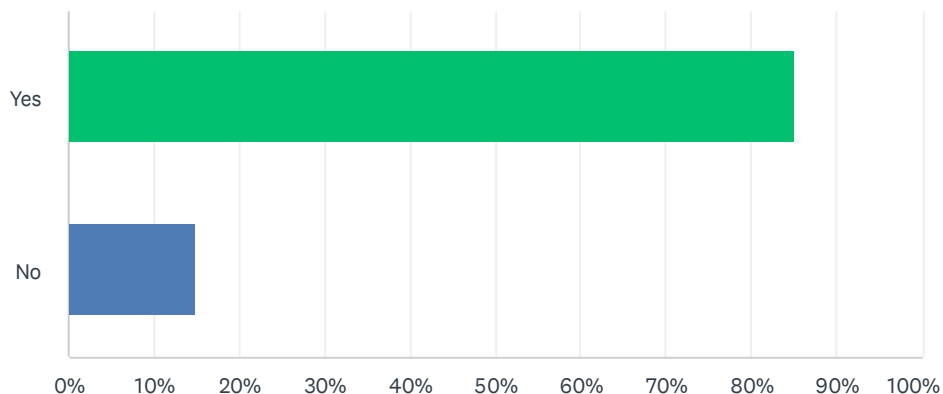
Answered: 216 Skipped: 0

	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Being a member of LYNX! allows my library to provide services that would be out of reach given current resources.	3.24% 7	6.48% 14	6.94% 15	39.81% 86	43.52% 94	216	4.14
Being a member of LYNX! provides opportunities for collaboration that enhance my ability to be effective at work.	7.41% 16	11.57% 25	25.00% 54	34.72% 75	21.30% 46	216	3.51
There is a significant intangible value to being part of the LYNX! community of practice.	2.78% 6	8.33% 18	19.91% 43	39.81% 86	29.17% 63	216	3.84

### Q4 Please indicate whether your library participates in the LYNX! Courier Program;

Answered: 214 Skipped: 2

## LYNX! Library Staff Survey



ANSWER CHOICES	RESPONSES
Yes	85.05% 182
No	14.95% 32
TOTAL	214

### Q5 Please rate your level of agreement with the following statements:

Answered: 216 Skipped: 0

	DON'T AGREE	SOMEWHAT AGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
There are sufficient staff resources at the City of Boise/Boise Public Library to fully support the LYNX! Consortium.	3.70% 8	13.43% 29	50.00% 108	26.85% 58	6.02% 13	216	3.18
Staff have adequate ILS training and access to ILS training materials.	7.87% 17	19.44% 42	35.19% 76	31.94% 69	5.56% 12	216	3.08

### Q6 If you could only make one change to the way LYNX! operates, what would it be?

Answered: 183 Skipped: 33

#	RESPONSES	DATE
1	<b>Other</b> I do not really know. I am new as an employee of the library. I am trying to learn about all parts of the system.	12/21/2021 11:15 AM
2	<b>Courier</b> Separate meetings for courier related topics.	12/17/2021 6:48 PM
3	<b>Collaboration</b> <b>Training</b> More ability to travel and learn from other area consortium libraries.	12/17/2021 6:03 PM
4	<b>Cataloging</b> Some of the libraries are not as careful about importing bib records from OCLC. Sometimes there are errors or omissions. It is not frequent, just sometimes a more careful assessment of records would be helpful.	12/17/2021 5:27 PM
5	na	12/17/2021 12:21 PM
6	<b>Cataloging</b> <b>Consistent Policies</b> LYNX members would actually conform to the agreed upon	12/17/2021 11:14 AM

## LYNX! Library Staff Survey

		bibliographic record standards in the technical services agreement.	
7	<b>Consistent Policies</b>	I'd like as many policies and procedures as possible--from patron issues to cataloging standards--to be consistent, documentation about them easy to find and the means to ensure accountability and enforcement.	12/17/2021 11:11 AM
8	<b>Cataloging</b>	easier acces to call numbers for patrons	12/16/2021 8:30 PM
9		None	12/16/2021 6:33 PM
10		unsure	12/16/2021 6:31 PM
11	<b>Courier</b>	I'd review and change the courier routes to obtain an equal division of labor/workload amongst the couriers.	12/16/2021 6:31 PM
12	<b>Equity</b> <b>Governance</b>	Make larger libraries in the consortium understand that smaller libraries have an equal say. BPL is very supportive of ALL libraries	12/16/2021 5:12 PM
13	<b>Communication</b>	More communication between library districts.	12/16/2021 3:31 PM
14	<b>Cataloging</b> <b>Communication</b>	It is difficult to find OverDrive records in Polaris. It has been time consuming to clean up records for Kuna. I'm taking this survey and realize I need more information on LYNX!	12/16/2021 2:54 PM
15	<b>Digital Collections</b> <b>Training</b>	More clarity and training about what LYNX means for each library. That would help regarding understanding shared resources ie: digital vs physical resources.	12/16/2021 2:49 PM
16	<b>Communication</b>	more transparent, easier for more staff to initiate requests or ask questions rather than through a chain of administrators.	12/16/2021 2:42 PM
17	<b>Other</b>	Is there a way to make it easier for the library user?	12/16/2021 2:31 PM
18		Not sure.	12/16/2021 2:11 PM
19	<b>Other</b>	more intuitive	12/16/2021 12:29 PM
20		No	12/15/2021 8:22 PM
21		nothing	12/15/2021 7:21 PM
22	<b>Cataloging</b> <b>Marketing</b>	Better marketing of the services and information to Patrons and a way for our catalog to quickly filter out items that are in the consortium but unobtainable due to their location (ie: Twin Falls)	12/15/2021 6:44 PM
23	<b>Accountability</b>	I'd want there to be accountability for training according to the standards agreed to	12/15/2021 6:43 PM
24		Nothing.	12/15/2021 6:17 PM
25	<b>Consistent Policies</b>	Loan times for materials would be consistent across all libraries.	12/15/2021 5:25 PM
26		N/A	12/15/2021 5:24 PM
27	<b>Collaboration</b> <b>Communication</b>	More awareness of how departments across LYNX! libraries can communicate and collaborate.	12/15/2021 5:10 PM
28		n/a	12/15/2021 4:53 PM
29	<b>Courier</b>	Replace worn out bins	12/15/2021 4:29 PM
30	<b>Digital Collections</b>	I wish it was easier to share digital materials, but I also understand that gets tricky with licensing	12/15/2021 4:27 PM
31	<b>Consistent Policies</b> <b>Training</b>	Base level knowledge for specific jobs, especially in technical services, and a way to hold people accountable for that knowledge and those tasks. OR Standard circulation practices and implementation of those practices	12/15/2021 4:08 PM
32	<b>Digital Collections</b>	Find a way for Boise library's digital collection to be accessible to other libraries in the consortium	12/15/2021 3:01 PM
33	<b>Consistent Policies</b>	Consistency in policies and procedures across all libraries, including check out periods, fining structure, and the problem procedures associated with these. Often	12/15/2021 2:08 PM

## LYNX! Library Staff Survey

we will need to contact other libraries only to realize they have no idea how to conduct critical procedures in relation to simple issues. Shorter check out periods from certain libraries result in unpleasant interactions with the public.

34	<b>Consistent Policies</b> Universal checkout periods across the libraries. When a patron gets one item from a library with shorter checkouts it can go to lost before their other items are even due, charging their account and blocking renewals on all their items. This happens fairly often and is difficult to explain to patrons.	12/15/2021 2:02 PM
35	n/a	12/15/2021 1:35 PM
36	<b>Equity</b> Make sure we ALL are the nice library!	12/15/2021 12:42 PM
37	<b>Consistent Policies</b> Consistent circulation, acquisition and retention practices.	12/15/2021 11:03 AM
38	n/a	12/15/2021 10:46 AM
39	<b>Accountability</b> <b>Consistent Policies</b> Hold people accountable when they do not follow consortium policies and procedures. We must stay consistent.	12/15/2021 10:28 AM
40	<b>Communication</b> There needs to be more communication within LYNX	12/15/2021 9:58 AM
41	<b>Consistent Policies</b> Adopt best customer service standards which means treating patrons from other libraries the same as your own.	12/14/2021 8:08 PM
42	No comment	12/14/2021 7:50 PM
43	N/A	12/14/2021 7:24 PM
44	<b>Cataloging</b> Boise imposes cataloging rules that can be impractical to individual library's situations/collections; more flexibility would be nice.	12/14/2021 6:57 PM
45	<b>Courier</b> Multiple courier stops daily.	12/14/2021 6:16 PM
46	<b>Cataloging</b> Double and triple entries of the same materials would be consolidated under one entry in the catalog, making it easier for patrons and library staff to ascertain the actual level of availability for items patrons are seeking.	12/14/2021 6:16 PM
47	<b>Information Tech</b> Access to ILS data and 3rd party integrations are very limited. It would be extremely helpful to have full access to ILS resources and have the ability to independently apply 3rd party integrations.	12/14/2021 6:02 PM
48	<b>Consistent Policies</b> More consistency in procedures across locations	12/14/2021 6:00 PM
49	i dont think at this time	12/14/2021 5:57 PM
50	<b>Digital Collections</b> Have access to electronic databases Consortium wide	12/14/2021 5:55 PM
51	None	12/14/2021 5:55 PM
52	<b>Growth</b> I would love to see more regional libraries join the consortium	12/14/2021 5:49 PM
53	none	12/14/2021 5:14 PM
54	none	12/14/2021 5:09 PM
55	<b>Consistent Policies</b> More consistency across all the libraries.	12/14/2021 5:09 PM
56	<b>Communication</b> Better supported communication between libraries	12/14/2021 5:09 PM
57	N/A	12/14/2021 4:59 PM
58	<b>Other</b> I think it works really well.	12/14/2021 4:28 PM
59	NA	12/14/2021 4:27 PM
60	none that I can think of.	12/14/2021 4:01 PM
61	<b>Other</b> I'm not entirely sure. My particular job isn't directly impacted by way LYNX! operates outside of our systems sometimes not running properly.	12/14/2021 3:58 PM
62	.	12/14/2021 3:49 PM
63	<b>Digital Collections</b> Give all consortium patrons access to Boise's digital materials	12/14/2021 3:23 PM

## LYNX! Library Staff Survey

64	<b>Consistent Policies</b> Because we are a consortium, materials should be able to be returned at any of the libraries inside of our Consortium	12/14/2021 3:10 PM
65	<b>Consistent Policies</b> Consistent check-out periods from all participating libraries! This would significantly reduce patron frustration with multiple due dates.	12/14/2021 3:08 PM
66	I am too new to be familiar with the way LYNX operates, so I cannot say.	12/14/2021 3:07 PM
67	<b>Communication</b> I would make clear and open lines of communication that are available to all staff members within the LYNX consortium. (possibly in the form of a Slack Subscription for all staff members)	12/14/2021 3:02 PM
68	<b>Consistent Policies</b> Patrons able to check out items from any library and return those items to any library.	12/14/2021 3:00 PM
69	<b>Collaboration</b> <b>Communication</b> Have some kind of youth services committee and an adult services committee	12/14/2021 2:40 PM
70	<b>Communication</b> I dont fully know HOW it operates, beyond sharing items and courier, so I have no comment	12/14/2021 2:37 PM
71	<b>Consistent Policies</b> All libraries are consistant in their procedures	12/14/2021 2:34 PM
72	<b>Other</b> I would change how members are having to follow rules that do not apply to their library, just because it benefits the main/major libraries.	12/14/2021 2:33 PM
73	<b>Communication</b> <b>Training</b> More communication and training on how some of the other libraries operate	12/14/2021 2:28 PM
74	<b>Other</b> Over all, in my job at the circulation desk, things seem to go pretty smoothly. In my opinion, having the consortium is highly beneficial to patrons.	12/14/2021 2:21 PM
75	<b>Information Tech</b> Better ILS	12/14/2021 2:19 PM
76	<b>Consistent Policies</b> consistency: In policies for lending materials and how item status' are used (ex. Claims, Lost)	12/14/2021 2:13 PM
77	<b>Communication</b> Not aware of how LYNX operates	12/14/2021 2:12 PM
78	<b>Consistent Policies</b> improved consistency with quality assurance	12/14/2021 2:11 PM
79	<b>Communication</b> I would have more communication.	12/14/2021 1:56 PM
80	<b>Other</b> I don't feel that I am at all involved in the consortium, so I can't say.	12/14/2021 1:39 PM
81	<b>Equity</b> <b>Governance</b> That Boise doesn't make all the decisions based on only on their needs.	12/14/2021 1:24 PM
82	<b>Equity</b> Equality.	12/14/2021 1:17 PM
83	<b>Equity</b> I think it is important to make sure the consortium policies and procedures are beneficial for everyone, not just libraries in the Treasure Valley metro area.	12/14/2021 1:13 PM
84	<b>Consistent Policies</b> More consistent check-out time periods and renewals allowed system wide.	12/14/2021 1:10 PM
85	<b>Governance</b> Full-time LYNX Staff for IT, catalog management, and web development would be great. As it stands, so much has to go through Boise IT, which has other responsibilities. It would be great to have someone who can dedicate all their time to the needs of the LYNX! consortium.	12/14/2021 12:53 PM
86	<b>Governance</b> I would give more local control to member libraries.	12/14/2021 12:50 PM
87	.	12/14/2021 12:34 PM
88	N/A	12/14/2021 12:14 PM
89	<b>Consistent Policies</b> <b>Courier</b> More consistent/accurate sending of materials, so that courier bins only contain materials for the library to which they are destined.	12/14/2021 12:14 PM
90	n/a	12/14/2021 12:06 PM

## LYNX! Library Staff Survey

91	<b>Communication</b> Communication from the top down. I would like to hear what the directors and committee members are working on.	12/14/2021 12:00 PM
92	N/A	12/14/2021 11:41 AM
93	<b>Collaboration</b> More collaboration and support for smaller consortium libraries.	12/14/2021 11:29 AM
94	<b>Cataloging</b> <b>Consistent Policies</b> More uniform ways of how items are tagged. Some library items (Meridian has the most) won't scan in our system because their system is slightly different.	12/14/2021 11:19 AM
95	<b>Communication</b> Have a deeper understanding of LYNX, purpose, vision, etc.	12/14/2021 11:13 AM
96	<b>Consistent Policies</b> More consistent policies	12/14/2021 10:49 AM
97	<b>Information Tech</b> More access to the ILS interface.	12/14/2021 10:38 AM
98	<b>Cataloging</b> Weeding the online catalog more often	12/14/2021 10:31 AM
99	<b>Consistent Policies</b> <b>Training</b> More unified training on procedures for all libraries, so that everyone is able to follow procedures correctly.	12/14/2021 10:25 AM
100	<b>Other</b> It seems to be working fine	12/14/2021 10:13 AM
101	Not sure	12/14/2021 9:07 AM
102	<b>Consistent Policies</b> Consistent check-out times across libraries. If a patron happens to get the Kuna copy of a book they requested, they will only get a two week checkout instead of a four week check out. Since a patron generally doesn't pick which copy they are going to get sent when they place a request, that places some patrons at a disadvantage.	12/14/2021 1:53 AM
103	<b>Consistent Policies</b> <b>Courier</b> <b>Digital Collections</b> More consistency in what is available to patrons through the consortium. There is a disconnect between courier-connected and non-courier libraries, which makes it hard for community members to understand the broader value of the consortium. The fact that digital resources are handled separately is also confusing to patrons.	12/13/2021 10:14 PM
104	<b>Consistent Policies</b> More unified check out times	12/13/2021 9:32 PM
105	<b>Information Tech</b> items not being checked in by machines that have missing parts, for example: empty dvd cases	12/13/2021 8:30 PM
106	<b>Consistent Policies</b> I'm not sure if this is already a thing, but it would be great if all LYNX libraries did ILLs.	12/13/2021 8:17 PM
107	<b>Cataloging</b> <b>Information Tech</b> I wish there was an option for checking books out under a "display" status, and maybe have it revert back to normal status after it's checked in. As it is, we either have to check out titles under our own cards and risk getting penalized if they aren't checked out properly, or we have to change where we "shelve" them. If there was an option to check-in under display.	12/13/2021 8:03 PM
108	<b>Information Tech</b> I would love a better search engine for patrons and items.	12/13/2021 8:00 PM
109	<b>Consistent Policies</b> It would be nice if all of the libraries had consistent loaning periods (i.e. all libraries loaned books for 4 weeks, DVDs for 2 weeks, etc)	12/13/2021 7:57 PM
110	N/A	12/13/2021 7:56 PM
111	<b>Consistent Policies</b> Fine free as much as possible. Bigger libraries help out smaller libraries if needed. Get away from different fine structures across consortium. It's so confusing for patrons, especially if they are renting from another library but check it out at their home library. They don't know the difference between their home library and the fact they are checking out from another library sometimes, but the items they check out might have different fine structures than their home library. So confusing and makes it tricky to explain to newcomers who don't understand LYNX.	12/13/2021 7:28 PM
112	None	12/13/2021 7:25 PM
113	<b>Consistent Policies</b> More clarity, when it comes to serving each others patrons	12/13/2021 7:23 PM
114	<b>Consistent Policies</b> more consistency in policies amongst participating libraries.	12/13/2021 7:07 PM

## LYNX! Library Staff Survey

115	<b>Courier Governance</b> I would disband it. If libraries located near each other wanted to put something back in its place that would be great, but having the list of consortium libraries and the list of courier-served libraries not be identical is really confusing	12/13/2021 7:06 PM
116	<b>Consistent Policies</b> That all libraries would have the same borrowing periods renewal limits	12/13/2021 7:05 PM
117	n/a	12/13/2021 7:00 PM
118	<b>Information Tech</b> Let patrons access all libraries online databases, not just their home library	12/13/2021 6:38 PM
119	<b>Consistent Policies</b> Follow the guidelines across the board	12/13/2021 6:36 PM
120	<b>Governance</b> I would like libraries to be able to innovate or provide better service for customers, but sometimes forward movement is held back by needing agreement from all consortium members.	12/13/2021 6:23 PM
121	<b>Other</b> I think it's all good.	12/13/2021 6:18 PM
122	<b>Consistent Policies</b> More consistent policies between libraries.	12/13/2021 6:14 PM
123	<b>Communication</b> I am really not familiar enough with the operations of LYNX to comment.	12/13/2021 5:43 PM
124	None	12/13/2021 5:41 PM
125	<b>Consistent Policies</b> A consistent placement of barcodes.	12/13/2021 5:39 PM
126	N/a	12/13/2021 5:21 PM
127	<b>Collaboration Communication</b> Make information about different libraries more accessible for staff. Maybe collaborate more with other libraries to gain more feedback and advice.	12/13/2021 5:20 PM
128	<b>Growth</b> Working together better with schools. Right now school boundaries and library boundaries do not match up, and the schools often do not know which library to work with, and we have students from multiple districts in one school. So I wish we could do better working together with schools.	12/13/2021 5:13 PM
129	<b>Growth</b> Include all area public schools and move to a single card for the entire consortium	12/13/2021 5:08 PM
130	<b>Communication</b> better communication	12/13/2021 5:04 PM
131	<b>Consistent Policies</b> A sharing of ALL resources not only the pones libraries want to pick and choose from.	12/13/2021 5:03 PM
132	NA	12/13/2021 4:48 PM
133	<b>Cataloging</b> This doesn't have anything to do with how LYNX! operates, but since I'm required to answer something here I would say that I wish Eagle Library didn't hide the barcodes in some of their movies, cds, etc. Some libraries have to use physical barcodes at times, and it can be difficult to find Eagle Library's barcodes at times.	12/13/2021 4:46 PM
134	<b>Collaboration</b> Enhance collaboration between LYNX! libraries for collection development. We spend a great deal of money to purchase, and to share (with the courier) our materials. This is an area as a consortium, we have never developed beyond traditional methods.	12/13/2021 4:39 PM
135	Not sure	12/13/2021 4:35 PM
136	<b>Consistent Policies</b> I believe that processing fees should be included in the cost to replace damaged or lost items or removed entirely. I find that having a second fee on top of a replacement charge frustrates patrons and usually doesn't go over well even with a short and kind explanation. No one likes hidden fees when they have to pay for anything. I believe it would be best to either include the processing fee into the replacement charge OR just charge the retail price (or cost of item according to the item's record which are usually the same anyway) for the item and leave it at that. I think that by only charging one fee per item would promote better relationships among staff with patrons and trust in libraries. I believe that it is our duty to be on the lookout for reducing barriers for patrons to begin or to continue library usage.	12/13/2021 4:28 PM
137	No comment	12/13/2021 4:13 PM
138	<b>Consistent Policies</b> More/all public facing policies and procedures being the same.	12/13/2021 4:04 PM
139	<b>Consistent Policies</b> Making things like holds pickup be more consistent between libraries and	12/13/2021 4:01 PM



## LYNX! Library Staff Survey

	branches.	
140	<b>Consistent Policies</b> Agree to longer, more consistent checkout periods for items so customers who get items from a different library as hold don't have an unexpectedly short checkout period.	12/13/2021 4:00 PM
141	<b>Consistent Policies</b> More consistency in certain policies and practices, i.e. barcode placement, spine label standards, item checkout limits, checkout times, missing part procedures.	12/13/2021 3:56 PM
142	<b>Communication</b> More transparency about changes and why they're happening	12/13/2021 3:30 PM
143	<b>Information Tech</b> Make it easier to search in Polaris	12/13/2021 3:28 PM
144	None	12/13/2021 3:28 PM
145	<b>Communication</b> More education for the public on how the consortium works.	12/13/2021 3:27 PM
146	<b>Digital Collections</b> shared Overdrive/Libby resources	12/13/2021 3:17 PM
147	<b>Communication</b> The people who are connected to LYNX directly (admin, mgt., directors) run it well as far as I can tell. However, there isn't much communication to the rest of the staff about how it works or what is being done. For a long time, the LYNX website was not very useful other than providing a map. <a href="https://lynx.lili.org/">https://lynx.lili.org/</a> Most staff don't know it exists. Also, the consortium hasn't had an in-person meeting in many years. The website is password protected, I don't see a map and staff can hardly access anything. Who is allowed to have a password?	12/13/2021 3:14 PM
148	<b>Cataloging</b> If there was an easier way to keep track of books that have gone missing, that would be amazing.	12/13/2021 3:07 PM
149	<b>Consistent Policies</b> <b>Training</b> Consistent training and following of LYNX! wide policies	12/13/2021 3:07 PM
150	<b>Courier</b> I wish all of the libraries in the consortium were connected by the courier service.	12/13/2021 3:06 PM
151	<b>Consistent Policies</b> same due dates and renewal numbers	12/13/2021 3:06 PM
152	<b>Other</b> Nothing. I think everything is pretty well integrated	12/13/2021 3:03 PM
153	I don't know at this time	12/13/2021 3:01 PM
154	<b>Consistent Policies</b> Standardized policies across the entire consortium about fines/damage charges.	12/13/2021 3:00 PM
155	na	12/13/2021 2:58 PM
156	<b>Consistent Policies</b> Libraries actually follow agreements instead of just giving lipservice to the parts they don't agree with.	12/13/2021 2:58 PM
157	<b>Consistent Policies</b> More consistent lending policies and procedures across the consortium.	12/13/2021 2:55 PM
158	<b>Consistent Policies</b> Adhere to standard practices	12/13/2021 2:55 PM
159	No comment	12/13/2021 2:52 PM
160	na	12/13/2021 2:52 PM
161	<b>Growth</b> Become a single, county-wide system	12/13/2021 2:49 PM
162	<b>Consistent Policies</b> If this counts as one thing, I would like all participating libraries to have the same checkout policies.	12/13/2021 2:46 PM
163	.	12/13/2021 2:45 PM
164	<b>Consistent Policies</b> standardize checkout lengths	12/13/2021 2:43 PM
165	<b>Other</b> more shared resources, some libraries hold kits, and other devices from the consortia.	12/13/2021 2:43 PM
166	<b>Information Tech</b> I would suggest catalogue searches allow approximate spellings.	12/13/2021 2:39 PM
167	<b>Communication</b> Sharing of more information	12/13/2021 2:24 PM
168	None	12/13/2021 2:15 PM

## LYNX! Library Staff Survey

169	<b>Consistent Policies</b> While there might be an underlying reason I'm not sure about as to why certain collections won't circulate from library to library, our patrons don't understand the reason they cannot get certain items ex. board games. This makes it frustrating for them using the catalog or trying to get certain materials. It was my understand that all the libraries need to have their collections available for everyone - that it's integral to make the LYNX! consortium work. If every library refuses to lend to other LYNX! libraries, the consortium seems a moot point. Obviously collections such as reference materials, Idaho Room, etc. are understandably not circulated, but some libraries will circulate board books while others will not - same with board games and kits. It's hard to explain to patrons that yes, while we do let you put these items on hold, other libraries require you to physically go to the owning library - this is not possible for many patrons.	12/13/2021 2:13 PM
170	<b>Consistent Policies</b> <b>Digital Collections</b> E materials consistant across all libraries.	12/13/2021 2:12 PM
171	<b>Digital Collections</b> Shared digital resources.	12/13/2021 2:10 PM
172	<b>Consistent Policies</b> Blanket loan periods for all materials.	12/13/2021 2:10 PM
173	<b>Information Tech</b> I wish the website had different topics like for teens and kids books.	12/13/2021 2:03 PM
174	<b>Consistent Policies</b> More unified procedure for missing parts and damaged items	12/13/2021 1:56 PM
175	<b>Consistent Policies</b> Consistency in public facing procedures (biggest one being lending) across the TV - in order to simplify transactions from the patron's point of view.	12/13/2021 1:51 PM
176	<b>Communication</b> Better distribution of information for upcoming changes for all levels of staff	12/13/2021 1:44 PM
177	<b>Information Tech</b> Better marking for non-courier items in the catalog.	12/13/2021 1:42 PM
178	<b>Marketing</b> I would advise stronger relationship and customer experience	12/13/2021 1:41 PM
179	I have no reccomendations	12/13/2021 1:34 PM
180	<b>Other</b> More copies of popular items made available to accommodate long holds lists, through maybe a lease program.	12/13/2021 1:33 PM
181	<b>Consistent Policies</b> Have all the libraries in Lynx have the same policies/procedures when it comes to items that are damaged, lost, etc.	12/13/2021 1:22 PM
182	as second tier staff, I have no idea	12/13/2021 1:10 PM
183	<b>Consistent Policies</b> All procedures are the same in every LYNX! location.	12/13/2021 12:29 PM

## Q7 What is the one thing you don't want to see change about the way LYNX! operates?

Answered: 183   Skipped: 33

#	RESPONSES	DATE
1	NA	12/21/2021 11:15 AM
2	<b>Collaboration</b> The kindness amongst staff.	12/17/2021 6:48 PM
3	<b>Courier</b> Couriers	12/17/2021 6:03 PM
4	<b>Courier</b> The speed in which a borrower receives items. I think it is amazing how fast we turn requests over to the borrower.	12/17/2021 5:27 PM
5	<b>NA</b> na	12/17/2021 12:21 PM
6	<b>Resource Sharing</b> Shared collection of e-books makes a broader array of titles available to our patrons	12/17/2021 11:14 AM
7	<b>Collaboration</b> <b>Resource Sharing</b> The general spirit of cooperation and sharing	12/17/2021 11:11 AM
8	<b>NA</b> none	12/16/2021 8:30 PM

## LYNX! Library Staff Survey

9	<b>NA</b> I'm not sure.	12/16/2021 6:33 PM
10	<b>Other</b> unsure	12/16/2021 6:31 PM
11	<b>NA</b> I don't know.	12/16/2021 6:31 PM
12	<b>Governance</b> BPL as the lead.	12/16/2021 5:12 PM
13	<b>Resource Sharing</b> Shared access to materials for patrons.	12/16/2021 3:31 PM
14	<b>Communication</b> <b>Resource Sharing</b> I love being able to return my books and other items to the various branches or libraries in the consortium. It would be helpful for me to learn more about LYNX! because I struggled with this survey. Glad we have LYNX!	12/16/2021 2:54 PM
15	<b>Communication</b> I don't know enough about how it operates to comment	12/16/2021 2:49 PM
16	<b>Courier</b> courier for sharing materials across the valley!	12/16/2021 2:42 PM
17	<b>Resource Sharing</b> Sharing material is great!	12/16/2021 2:31 PM
18	<b>NA</b> Not sure.	12/16/2021 2:11 PM
19	<b>Collaboration</b> collaboration with many libraries	12/16/2021 12:29 PM
20	Nothing	12/15/2021 8:22 PM
21	<b>NA</b> Not sure	12/15/2021 7:21 PM
22	<b>Collaboration</b> The spirit of sharing and cooperation between branches	12/15/2021 6:44 PM
23	<b>Collaboration</b> I like having meetings on a quarterly basis to discuss issues	12/15/2021 6:43 PM
24	<b>NA</b> N/A	12/15/2021 6:17 PM
25	<b>Resource Sharing</b> The ease for patrons to request materials to be picked up at any location.	12/15/2021 5:25 PM
26	<b>Courier</b> I feel like the courier system is really efficient and should remain mostly the same as it currently is.	12/15/2021 5:24 PM
27	<b>Resource Sharing</b> The processes of sharing circulation items and online resources is important to our patrons and staff.	12/15/2021 5:10 PM
28	n/a	12/15/2021 4:53 PM
29	<b>Other</b> Your staff is great	12/15/2021 4:29 PM
30	<b>Courier</b> Both myself as well as patrons appreciate the courier system and that the libraries can share materials	12/15/2021 4:27 PM
31	<b>Governance</b> An entity (maybe not Boise) who oversees the entire consortium for some sort of oversight and centralization	12/15/2021 4:08 PM
32	<b>Resource Sharing</b> Cooperation and sharing of resources between libraries	12/15/2021 3:01 PM
33	<b>Resource Sharing</b> Exchange of materials	12/15/2021 2:08 PM
34	<b>Resource Sharing</b> I'm not sure I understand the question, but I like pretty much everything about how LYNX! operates. I wouldn't want to lose any of the services my library gets through membership.	12/15/2021 2:02 PM
35	<b>NA</b> n/a	12/15/2021 1:35 PM
36	<b>Other</b> Change is always good	12/15/2021 12:42 PM
37	<b>ILS</b> Sharing the cost of the ILS.	12/15/2021 11:03 AM
38	<b>NA</b> n/a	12/15/2021 10:46 AM
39	<b>Resource Sharing</b> How we lend books throughout the consortium. It's a really amazing thing that patrons have access to so, so, so many things.	12/15/2021 10:28 AM
40	<b>NA</b> Not sure	12/15/2021 9:58 AM
41	<b>Governance</b> Continue with virtual meetings except for one in-person each year, at least for	12/14/2021 8:08 PM

## LYNX! Library Staff Survey

those outside of Treasure Valley.

42	No comment	12/14/2021 7:50 PM
43	<b>Courier</b> The availability of the courier.	12/14/2021 7:24 PM
44	<b>Catalog</b> <b>Resource Sharing</b> It is nice to see holdings from consortium libraries for the purposes of reaching out to patrons with inter-library loan opportunities.	12/14/2021 6:57 PM
45	<b>Resource Sharing</b> The ability to borrow materials from other libraries in a quick and efficient manner.	12/14/2021 6:16 PM
46	<b>Courier</b> How promptly materials are processed and sent on their way via the courier system.	12/14/2021 6:16 PM
47	<b>Other</b> Nothing.	12/14/2021 6:02 PM
48	<b>Resource Sharing</b> readily available sharing of materials between locations	12/14/2021 6:00 PM
49	i dont see any change	12/14/2021 5:57 PM
50	<b>Courier</b> Courier service!	12/14/2021 5:55 PM
51	<b>Resource Sharing</b> Being able to borrow books from other libraries in the consortium.	12/14/2021 5:55 PM
52	<b>Courier</b> I like how efficient the courier workers are	12/14/2021 5:49 PM
53	<b>Courier</b> courier	12/14/2021 5:14 PM
54	<b>NA</b> ?	12/14/2021 5:09 PM
55	<b>Courier</b> The Courier system is great & our patrons love it.	12/14/2021 5:09 PM
56	<b>Other</b> Shared data	12/14/2021 5:09 PM
57	<b>NA</b> N/A	12/14/2021 4:59 PM
58	<b>Other</b> I really love the name	12/14/2021 4:28 PM
59	<b>NA</b> NA	12/14/2021 4:27 PM
60	<b>Other</b> a marjority of how it all works seems to be fine for now.	12/14/2021 4:01 PM
61	<b>Resource Sharing</b> I do think having access to another's materials is an overall good thing. It heightens what can be offered to the patron, and gives us the opportunity to find items that may otherwise be difficult to track down.	12/14/2021 3:58 PM
62	<b>NA</b> .	12/14/2021 3:49 PM
63	<b>Courier</b> Courier service	12/14/2021 3:23 PM
64	<b>Other</b> I don't have a problem with any changes	12/14/2021 3:10 PM
65	<b>Courier</b> Quick courier service and shared physical materials. Our patrons really appreciate how quickly we try to get materials to them.	12/14/2021 3:08 PM
66	<b>NA</b> N/A	12/14/2021 3:07 PM
67	<b>Resource Sharing</b> I appreciate that we can make cards for any library at any library. This is great for patrons and I don't want that to change.	12/14/2021 3:02 PM
68	N/A	12/14/2021 3:00 PM
69	<b>Resource Sharing</b> sharing of materials	12/14/2021 2:40 PM
70	<b>NA</b> na	12/14/2021 2:37 PM
71	<b>NA</b> n/a	12/14/2021 2:34 PM
72	N/A	12/14/2021 2:33 PM
73	<b>Courier</b> Courier	12/14/2021 2:28 PM
74	<b>Resource Sharing</b> The transfer of materials between libraries	12/14/2021 2:21 PM
75	<b>Resource Sharing</b> reciprocal borrowing (though a more consistent approach to returning	12/14/2021 2:19 PM

## LYNX! Library Staff Survey

materials to libraries outside courier system is needed

76	<b>Resource Sharing</b> no reduction in current access to materials from one location to the next.	12/14/2021 2:13 PM
77	<b>Communication</b> Not aware of how LYNX operates	12/14/2021 2:12 PM
78	<b>NA</b> n/a	12/14/2021 2:11 PM
79	<b>Other</b> Most everything about LYNX! is great.	12/14/2021 1:56 PM
80	Again, I have no connection to the consortium.	12/14/2021 1:39 PM
81	<b>Resource Sharing</b> Sharing items	12/14/2021 1:24 PM
82	<b>Collaboration</b> Interconnectivity.	12/14/2021 1:17 PM
83	<b>Resource Sharing</b> Being part of the consortium does allow libraries to pool resources and offer their patrons more than they could on their own. This is especially true for smaller libraries.	12/14/2021 1:13 PM
84	<b>Other</b> Unsure.	12/14/2021 1:10 PM
85	<b>Collaboration</b> <b>Governance</b> I like the committees in that they provide opportunities for the LYNX! Libraries to meet and coordinate.	12/14/2021 12:53 PM
86	<b>ILS</b> Polaris	12/14/2021 12:50 PM
87	<b>NA</b> .	12/14/2021 12:34 PM
88	<b>NA</b> N/A	12/14/2021 12:14 PM
89	<b>Other</b> No one thing jumps out; the whole service is incredibly useful.	12/14/2021 12:14 PM
90	<b>NA</b> n/a	12/14/2021 12:06 PM
91	<b>Other</b> I don't know	12/14/2021 12:00 PM
92	<b>NA</b> N/A	12/14/2021 11:41 AM
93	<b>NA</b> N/A	12/14/2021 11:29 AM
94	<b>Courier</b> How courier works.	12/14/2021 11:19 AM
95	<b>Collaboration</b> Any restraints to collaboration	12/14/2021 11:13 AM
96	<b>Resource Sharing</b> access to patron accounts from other libraries	12/14/2021 10:49 AM
97	<b>NA</b> N/a	12/14/2021 10:38 AM
98	<b>Courier</b> The courier service	12/14/2021 10:31 AM
99	<b>Resource Sharing</b> The enthusiasm for sharing resources that would otherwise be unavailable to patrons.	12/14/2021 10:25 AM
100	<b>Other</b> Everything is good.	12/14/2021 10:13 AM
101	<b>Courier</b> Courier	12/14/2021 9:07 AM
102	<b>Courier</b> Courier service.	12/14/2021 1:53 AM
103	<b>Courier</b> I certainly benefit from the courier service in my own life! I love being able to return books at multiple locations and have holds sent to me.	12/13/2021 10:14 PM
104	<b>Resource Sharing</b> Shared resources!	12/13/2021 9:32 PM
105	<b>Courier</b> the courier services	12/13/2021 8:30 PM
106	<b>Courier</b> Courier is amazing and quick at getting items to and from libraries :)	12/13/2021 8:17 PM
107	<b>Catalog</b> The holds system.	12/13/2021 8:03 PM
108	<b>Other</b> Almost everything	12/13/2021 8:00 PM
109	<b>NA</b> .	12/13/2021 7:57 PM

## LYNX! Library Staff Survey

110	<b>NA</b> N/A	12/13/2021 7:56 PM
111	<b>Resource Sharing</b> Holds are pretty consistent and convenient across locations and members. It's so great to say to customers "it's checked out, but I'd be happy to place it on hold from another library." It brightens up their day. It widens our collections. It saves money. It's great for patrons.	12/13/2021 7:28 PM
112	<b>NA</b> None	12/13/2021 7:25 PM
113	The individuality of each library	12/13/2021 7:23 PM
114	<b>Resource Sharing</b> Sharing of resources.	12/13/2021 7:07 PM
115	<b>Other</b> The earlier question about making sure people who are seen by other libraries were held accountable for their rule-bending was pretty off-putting, so I guess I'd like to see that kind of impulse on the part of the group not get any more intense.	12/13/2021 7:06 PM
116	<b>Courier</b> Courier system	12/13/2021 7:05 PM
117	<b>NA</b> n/a	12/13/2021 7:00 PM
118	<b>Courier</b> courier system and sharing of material	12/13/2021 6:38 PM
119	<b>Resource Sharing</b> Sharing of collections	12/13/2021 6:36 PM
120	<b>Courier</b> Providing great customer service by linking catalogs and moving materials between libraries via courier.	12/13/2021 6:23 PM
121	<b>Other</b> I like how everything is running so far.	12/13/2021 6:18 PM
122	<b>Resource Sharing</b> Open Access	12/13/2021 6:14 PM
123	<b>Other</b> I am really not familiar enough with the operations of LYNX to comment.	12/13/2021 5:43 PM
124	<b>NA</b> None	12/13/2021 5:41 PM
125	<b>Courier</b> Courier system	12/13/2021 5:39 PM
126	<b>NA</b> N/a	12/13/2021 5:21 PM
127	<b>Resource Sharing</b> I don't want the vast amount of resources patrons have access to to go away!	12/13/2021 5:20 PM
128	<b>Resource Sharing</b> Sharing our stuff.	12/13/2021 5:13 PM
129	<b>Courier</b> Courier service	12/13/2021 5:08 PM
130	<b>Courier</b> the courier system	12/13/2021 5:04 PM
131	<b>Courier</b> The courier	12/13/2021 5:03 PM
132	<b>Courier</b> COURIER SYSTEM IS AWESOME	12/13/2021 4:48 PM
133	<b>Communication</b> I appreciate how quickly the staff responds to problems or questions about the LYNX! system.	12/13/2021 4:46 PM
134	<b>Resource Sharing</b> Allowing patrons to borrow from Treasure Valley (TV) libraries and return items to any of the TV libraries, and allowing non TV libraries borrow items, as long as they return them in the TV. -- This is popular and a benefit to all of SW Idaho library patrons.	12/13/2021 4:39 PM
135	<b>Courier</b> I love the courier service. The ability to get items from other libraries within days is the best part.	12/13/2021 4:35 PM
136	<b>Courier</b> Courier running six days each week. I find the courier system to be efficient, convenient, and patrons LOVE it! It's like having Amazon Prime in a way if something you want is checked in at a different library and gets sent over to your library to pick up in less than a few days.	12/13/2021 4:28 PM
137	<b>Other</b> No overdue fines! Also the new app. It has been so helpful and easy to use.	12/13/2021 4:13 PM
138	<b>Courier</b> I don't want to see it dissolve or lose courier service.	12/13/2021 4:04 PM
139	<b>Courier</b> Courier service.	12/13/2021 4:01 PM

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140	<b>Courier</b>	Regular courier service	12/13/2021 4:00 PM
141	<b>Courier</b>	The courier service is invaluable and one of the things that makes this library consortium so useful to patrons.	12/13/2021 3:56 PM
142	<b>Other</b>	There's nothing that I'm overly attached to with the way that LYNX! operates.	12/13/2021 3:30 PM
143	<b>Resource Sharing</b>	How well it works between different libraries	12/13/2021 3:28 PM
144	<b>Courier</b>	The courier system	12/13/2021 3:28 PM
145	<b>NA</b>	n/a	12/13/2021 3:27 PM
146	<b>Courier</b>	I love the courier system	12/13/2021 3:17 PM
147	<b>Other</b>	Should add libraries rather than take any away. I wonder why Middleton is not on the list. Or Parma, Homedale, McCall, etc. Just curious.	12/13/2021 3:14 PM
148	<b>Resource Sharing</b>	I love how we're all connected and we can easily see where books are in the system so we can best inform patrons on where to find specific materials.	12/13/2021 3:07 PM
149	<b>NA</b>	N/A	12/13/2021 3:07 PM
150	<b>Communication</b>	The new marketing committee has been invaluable to me. I can't speak to the other committees, but I believe that a system for departments to communicate across the consortium are essential.	12/13/2021 3:06 PM
151	<b>Catalog</b>	owning library patrons access to their items first	12/13/2021 3:06 PM
152	<b>Courier</b>	The courier service	12/13/2021 3:03 PM
153	<b>NA</b>	I don't know at this time	12/13/2021 3:01 PM
154	<b>Resource Sharing</b>	I love that we can issue library cards for other libraries.	12/13/2021 3:00 PM
155	<b>NA</b>	na	12/13/2021 2:58 PM
156	<b>Policies</b>	Check out time, limits, charges decided by owning library	12/13/2021 2:58 PM
157	<b>Courier</b>	Courier service.	12/13/2021 2:55 PM
158	<b>NA</b>	nothing	12/13/2021 2:55 PM
159	<b>NA</b>	No comment	12/13/2021 2:52 PM
160	<b>Resource Sharing</b>	Ability to utilize all of the collections of partner libraries	12/13/2021 2:52 PM
161	<b>NA</b>	none	12/13/2021 2:49 PM
162	<b>Courier</b>	I think the courier is important and want that to stay.	12/13/2021 2:46 PM
163	<b>NA</b>	.	12/13/2021 2:45 PM
164	<b>NA</b>	n/a	12/13/2021 2:43 PM
165	<b>Other</b> <b>Resource Sharing</b>	borrowing between libraries. Also BPL support is fairly good and willing to help.	12/13/2021 2:43 PM
166	<b>Courier</b>	The courier system!	12/13/2021 2:39 PM
167	<b>NA</b>	.	12/13/2021 2:24 PM
168	<b>NA</b>	None	12/13/2021 2:15 PM
169	<b>Catalog</b>	I do really like that our ILS has both a simplified and advanced version - it's made it so much easier to navigate quick situations versus trying to dig through the entire system for something.	12/13/2021 2:13 PM
170	<b>Courier</b>	I appreciate our couriers, Stan and Patrick.	12/13/2021 2:12 PM
171	<b>Resource Sharing</b>	The sharing of materials.	12/13/2021 2:10 PM
172	<b>Catalog</b>	Hold request limit reduction.	12/13/2021 2:10 PM
173	<b>Courier</b>	courier service is the best.	12/13/2021 2:03 PM

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174	<b>Courier</b> The courier system	12/13/2021 1:56 PM
175	<b>Resource Sharing</b> reciprocal borrowing in the TV - it benefits everyone, patrons and libraries (whether the larger libraries BPL/MLD agree or not). It facilitates ease of use for patrons - especially as the valley continues to grow.	12/13/2021 1:51 PM
176	<b>Resource Sharing</b> Sharing resources	12/13/2021 1:44 PM
177	<b>NA</b> N/A	12/13/2021 1:42 PM
178	<b>Other</b> Its efficiency	12/13/2021 1:41 PM
179	<b>Other</b> I have no reccomendations	12/13/2021 1:34 PM
180	<b>Courier</b> Courier service	12/13/2021 1:33 PM
181	<b>Other</b> Anything that makes our job more complicated when dealing with the guest or patron, we don't need additional steps, keeping it as simple as possible is best.	12/13/2021 1:22 PM
182	as second tier staff, I have no idea	12/13/2021 1:10 PM
183	<b>Resource Sharing</b> Sharing materials!	12/13/2021 12:29 PM

## Q8 Please add any additional comments you would like to make about the LYNX! Consortium Assessment Project:

Answered: 89   Skipped: 127

#	RESPONSES	DATE
1	NA	12/21/2021 11:15 AM
2	Thank you	12/17/2021 6:48 PM
3	Kuna needs to be more consistent with other area libraries in what they consider 'un-holdable' items (new video games). Not everyone can get out to Kuna and it seems unfair that everyone else's new items are holdable. It would be nice if Eagle wouldn't send out completely damaged items. Some of the things we see on hold are ridiculous. And I don't want a patron getting blamed for damaging items when they were sent out that way.	12/17/2021 6:03 PM
4	na	12/17/2021 12:21 PM
5	n/a	12/16/2021 6:31 PM
6	None.	12/16/2021 6:31 PM
7	I answered a question about having LYNX! courier service with a "yes", however I am not sure about this now? Our couriers are employees of BPL. I should probably read the synopsis written by our director regarding LYNX.	12/16/2021 2:54 PM
8	How can we better help patrons across many different libraries understand the consortium vs. their home library's resources? Particularly access to digital materials and fees/fines on items from other libraries.	12/16/2021 2:42 PM
9	Nope	12/15/2021 8:22 PM
10	Thank you for allowing staff to participate!	12/15/2021 6:44 PM
11	N/A	12/15/2021 6:17 PM
12	N/A	12/15/2021 5:24 PM
13	N/A	12/15/2021 5:10 PM
14	n/a	12/15/2021 4:53 PM
15	Please recommend a Discovery Layer with work-level rollups (Like Innovative's Vega)	12/15/2021 4:08 PM



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16	none	12/15/2021 3:01 PM
17	n/a	12/15/2021 1:35 PM
18	Glad this is happening--hopefully we can make the Consortium work more efficiently.	12/15/2021 11:03 AM
19	n/a	12/15/2021 10:46 AM
20	There's not much to comment on since the process is just getting started	12/15/2021 9:58 AM
21	Main benefit is shared ILS, then sharing of ideas with colleagues.	12/14/2021 8:08 PM
22	No comment	12/14/2021 7:50 PM
23	The entire idea of sharing these resources is just fabulous. It provides patrons nearly limitless access to what they want to get from the library!!	12/14/2021 6:16 PM
24	Overall the support we receive from the Boise staff has been tremendous however the way things are structured may be to blame for the limited nature of the ILS resources.	12/14/2021 6:02 PM
25	i have nething	12/14/2021 5:57 PM
26	none	12/14/2021 5:09 PM
27	The LYNX! Consortium is a great resource and I hope it will continue for years to come.	12/14/2021 5:09 PM
28	This is a fantastic library system and a very valuable asset to the respective towns, cities, counties and the State of Idaho. Thank you for making this possible!	12/14/2021 5:09 PM
29	N/A	12/14/2021 4:59 PM
30	I think more people should her about lynx.	12/14/2021 4:28 PM
31	Procedures to be done the same at all library locations.	12/14/2021 4:27 PM
32	I've got nothing more, thank you.	12/14/2021 3:58 PM
33	.	12/14/2021 3:49 PM
34	none	12/14/2021 3:23 PM
35	N/A	12/14/2021 3:07 PM
36	Thank you for doing this.	12/14/2021 3:00 PM
37	appreciate the opportunity to respond to questions	12/14/2021 2:40 PM
38	n/a	12/14/2021 2:34 PM
39	N/a	12/14/2021 2:28 PM
40	In the question regarding adequate ILS training, my experience is that the training doesn't come from the consortium level (except at migration) and it is all done in-house for any new staff. This was my reasoning for Neutral vote.	12/14/2021 2:13 PM
41	Unaware of how LYNX operates	12/14/2021 2:12 PM
42	N/A	12/14/2021 1:56 PM
43	n/a	12/14/2021 1:39 PM
44	I answered "neutral" on some questions because I do not have the necessary information to make an informed judgment. For example, I am not privy to the resources, schedules, and budget required to operate the courier service, so I don't know if the City has adequate ability to do this.	12/14/2021 1:10 PM
45	I'm glad there is an assessment of the LYNX! Consortium happening. I hope the results of the assessment are taken under serious advisement.	12/14/2021 12:53 PM
46	.	12/14/2021 12:34 PM
47	N/A	12/14/2021 12:14 PM
48	Reassess the why and the needs	12/14/2021 11:13 AM

## LYNX! Library Staff Survey

49	N/a	12/14/2021 10:38 AM
50	No additional comments	12/14/2021 10:31 AM
51	I would also love if items patrons can not actually get (since they are located in Twin Falls) would not show up in their search results in the PAC.	12/14/2021 1:53 AM
52	None	12/13/2021 9:32 PM
53	at my library there is someone working here who is not adhering to the polices and procedures and they are not being held accountable after multiple staff complaints, findings, and expressed concerns. that's why I didn't agree with the question "When policies and procedures are not adhered to there is a consistent process for holding members accountable for their actions.	12/13/2021 8:17 PM
54	N/A	12/13/2021 7:56 PM
55	Let's maybe have some consistency in our philosophies about customer service? I understand each library has specific policies they need to follow, but it is so hard to work with other libraries if they do not share the same approach to customer service. For example, one library may practice radical trust with their patrons, attempting to believe them (within reason) if at all possible to establish a good customer service relationship. Meanwhile there might be another library that is more strict with their patrons, where the first instinct is to not believe them unless there is proof, to not have any flexibility to take them at their word, and no empowering of staff to help make things right (again, within reason). I understand these are all very difficult things to make consistent across many libraries with varying funding structures, but it is so disparaging to patrons when they have developed a great relationship with a library, only to have it possibly shattered because they experience an issue after checking out another library's item (claimed returned, former patron damaged an item and it didn't get documented, etc). I've worked in LYNX for almost a decade, so I know that there are limitations to what we can all do, but I feel some uniformity in our approach to patrons and customer service would be helpful.	12/13/2021 7:28 PM
56	The consortium is great!	12/13/2021 7:25 PM
57	Together we are better, stronger and more efficient	12/13/2021 7:23 PM
58	I think these questions impose a frame related to thinking about this that I think is going to skew your results. Is consistency across Lynx libraries necessarily a good thing? Is there really a "community of practice" we're all benefitting from? Is "accountability" for inconsistent application of rules really going to make for better service for our users? I don't think ratings on any of these things really gets at whether or not the consortium is a good thing; they might even go in the wrong direction, with "strong agree" ratings translating to something other than good things for users	12/13/2021 7:06 PM
59	n/a	12/13/2021 7:00 PM
60	Patron feedback about catalog and app - Would like app to allow for multiple cards to be able to be added onto the app to allow households easy access - Would like catalog to autofill and correct search terms to more easily find materials (specific to app but also for catalog)	12/13/2021 5:41 PM
61	N/a	12/13/2021 5:21 PM
62	I think it is a great setup!	12/13/2021 5:20 PM
63	Continue to make the user experience the same (or similar) across all of the libraries in terms of what to expect for policies, checkout process, etc.	12/13/2021 5:08 PM
64	I wish more people would work together on certain projects. I also wish people would be held accountable for mistakes or liberties taken with LYNX policies that aren't adhered to. (More training would help with this issue)	12/13/2021 5:03 PM
65	NA	12/13/2021 4:48 PM
66	LYNX! is a great consortium that I appreciate being part of, and I have talked to many patrons who say the same. It is a great system to have across the Treasure Valley.	12/13/2021 4:46 PM
67	For patrons, it would useful to have consortium promotional materials that explain the benefits of being consortium members -- some standardized branding & messaging that would raise	12/13/2021 4:39 PM

## LYNX! Library Staff Survey

awareness of the "value-added services" available due to our library's participation in the consortium.

68	I think this is an opportune time for assessing the current offerings of the LYNX! Consortium and imagining the opportunities for increasing its relevance.	12/13/2021 4:28 PM
69	None	12/13/2021 4:13 PM
70	Thank you for your support of smaller libraries!	12/13/2021 3:17 PM
71	Perhaps more info should be available on the website about how to join the consortium and which libraries are connected by courier service and which are not and how that works? Where do patrons and staff find detailed information about the LYNX consortium? (other than meeting minutes)	12/13/2021 3:14 PM
72	N/A	12/13/2021 3:07 PM
73	none	12/13/2021 3:06 PM
74	Everything is great	12/13/2021 3:03 PM
75	Not any at this time	12/13/2021 3:01 PM
76	na	12/13/2021 2:58 PM
77	nothing	12/13/2021 2:55 PM
78	No comment	12/13/2021 2:52 PM
79	I think each library needs to make sure their staff is adequately trained on Lynx policies. It would be nice if that was part of training instead of something you learn as you go.	12/13/2021 2:46 PM
80	.	12/13/2021 2:45 PM
81	.	12/13/2021 2:24 PM
82	Our patrons get really disappointed that they cannot request or check out e-items from Boise and Meridian catalogs. While library staff understand the need to have materials for their own patrons, it's very confusing to tell a patron they have access to all of the Treasure Valley libraries, but not Boise or Meridian when it comes to e-materials.	12/13/2021 2:13 PM
83	none	12/13/2021 2:12 PM
84	Public catalog that can exclude out of courier area libraries.	12/13/2021 2:10 PM
85	It would be nice if libraries could go see the process of the courier service sometime to better know the process better.	12/13/2021 2:03 PM
86	I believe that the success of the consortium is built on the collaborative efforts and attitudes of the librarians. This attitude frequently wanes - but in order to ensure continued success a collaborative attitude should be encouraged by management as well as searched out in the hiring process.	12/13/2021 1:51 PM
87	I have no recommendations	12/13/2021 1:34 PM
88	Some background information for general staff would be helpful, not only to complete this survey but to understand the consortium better. Being able to say to patrons that we're part of a network of libraries that span central, south central and western Idaho give them the sense of being part of something larger than our relatively small library. What those benefits are, I'm not sure.	12/13/2021 1:10 PM
89	If a part is missing from a returned item, then Boise should send missing part notifications to their patrons. This is one of those procedures that are not the same.	12/13/2021 12:29 PM

## Appendix D: Data Sources

Governance, Operations and Policy Related Documents				
Title	Doc file name	Date/Version	Source	Purpose/content:
Agreement for LYNX! Consortium Services	LYNX Agreement.docx	Effective date 29th March 2016	<a href="https://lynx.lili.org/directors/">https://lynx.lili.org/directors/</a>	Establish LYNX! Consortium
Directors Bylaws	Directors-Bylaws.pdf	Revised January 2018	<a href="https://lynx.lili.org/directors/">https://lynx.lili.org/directors/</a>	ByLaws
Appendix B: Revised Open Access Compensation Procedure	Revised Appendix B_2019.docx	2019	Kari Davis	Revised Open Access Compensation Procedure
LYNX Consortium Strategic Plan	LYNX-Strategic-Plan-Revisions_FINAL2015_1.pdf	3-5 year plan, Adopted September 18, 2015	<a href="https://lynx.lili.org/directors/">https://lynx.lili.org/directors/</a>	3-5 year strategic plan
LYNX! Consortium Strategic Issue E	Strategic_Issue_E.pdf	Unknown, looks like before Oct. 2002	<a href="https://lynx.lili.org/directors/">https://lynx.lili.org/directors/</a>	
LYNX! 2016 Membership Compliance Forms	LYNX-Membership-Survey-2014-update.pdf	Last updated 08/05/2014	<a href="https://lynx.lili.org/directors/">https://lynx.lili.org/directors/</a>	LYNX! Consortium Prospective Member Survey
LYNX ILS Standards	LYNX-ILS-Standards-01.21.21.pdf	1/21/2021	<a href="https://lynx.lili.org/directors/">https://lynx.lili.org/directors/</a>	Establish system-wide standards
LYNX! Cataloging Charter	LYNX-Charter-Technical-Services-final.pdf	2015	<a href="https://lynx.lili.org/acquisitions-cataloging/">https://lynx.lili.org/acquisitions-cataloging/</a>	Team Chartering Document
LYNX! Cataloging Agreement - October 2017	LYNX-Cataloging-Agreement-OCT-2017.pdf	October 2017	<a href="https://lynx.lili.org/acquisitions-cataloging/">https://lynx.lili.org/acquisitions-cataloging/</a>	Establishing system-wide standard
LYNX! Cataloging Agreement - revised 2019	LYNX! Cataloging Agreement - update April 2019.docx	2019	<a href="https://www.cdygertsolutionsportal.com/content/lynx-consortium-assessment-project">https://www.cdygertsolutionsportal.com/content/lynx-consortium-assessment-project</a>	Committee Chartering Document - Revised
LYNX! Serials Agreement 2003	LYNX_serials.pdf	Dec. 5, 2003	<a href="https://lynx.lili.org/acquisitions-cataloging/">https://lynx.lili.org/acquisitions-cataloging/</a>	
LYNX! Circ Charter	LYNX-Circ_Charter.pdf	Draft 2014, revised April 2021	<a href="https://lynx.lili.org/circulation/">https://lynx.lili.org/circulation/</a>	Committee Chartering Document
2021 LYNX! Borrower Record Input Standards	2021-LYNX-Consortium_Borrower-Record-Input-Standards.pdf	2021	<a href="https://lynx.lili.org/circulation/">https://lynx.lili.org/circulation/</a>	Establishing system-wide standards
LYNX! Consortium Circulation Standards	LYNX-Circulation-Standards.pdf	March 2000, rev. June 2010 and October 2019	<a href="https://lynx.lili.org/circulation/">https://lynx.lili.org/circulation/</a>	Establishing system-wide standards
LYNX! Missing Items Search Request Procedure	LYNX-Missing-Item_Search-Requests-procedure.pdf	Nov. 12., 2021	<a href="https://lynx.lili.org/circulation/">https://lynx.lili.org/circulation/</a>	Establishing system-wide standards
LYNX! Technology Charter	LYNX-Technology-Charter.pdf	Draft September 5, 2014, Approved March 20, 2015	<a href="https://lynx.lili.org/information-technology/">https://lynx.lili.org/information-technology/</a> <a href="https://www.cdygertsolutionsportal.com/content/lynx-consortium-assessment-project">https://www.cdygertsolutionsportal.com/content/lynx-consortium-assessment-project</a>	Committee Chartering Document
LYNX! Marketing Charter	LYNX Marketing Charter.pdf	August 2021	<a href="https://www.cdygertsolutionsportal.com/content/lynx-consortium-assessment-project">https://www.cdygertsolutionsportal.com/content/lynx-consortium-assessment-project</a>	Committee Chartering Document
Other Documents or Data				
Title	Doc file name	Date/Version	Source	Purpose/content:
2018 Lynx Tech Survey	LIT Tech Survey 2018 Responses.csv, 2018 LIT Tech Survey.pdf	2018	<a href="https://lynx.lili.org/information-technology/">https://lynx.lili.org/information-technology/</a>	Survey data
2017 Open Access Compensation.xlsx	2017 Open Access Compensation.xlsx	2013-2017	Kathy Stalder	Financial
2021 LYNX Compensation.xlsx	2021 LYNX Compensation.xlsx	2018-2021	Kathy Stalder	Financial
Cost Share FY 2022	costsharefy2022.xlsx	FY2022	Kathy Stalder	Financial
Consortium Cost Share	FINAL.FY21 and Prior Year Comparisons.04.17.2020.xlsx	FY2021	Kathy Stalder	Financial
Courier Combined Files	Courier Combined Files.pdf	FY 2021	Kathy Stalder sent individual quarter files, combined file on Cdygert portal	Financial
Understanding LYNX! Costs	Cost Share Data Request.docx	11/19/21	Kathy Stalder	
Holds Routing Sequence	Holds Routing Sequence.xlsx	Nov-21	Brad Smith	Polaris configuration
Holds Shipped	2021 Holds Shipped.xlsx	FY2021	Brad Smith	Data
Checkouts	Checkouts FY21.xlsx	FY2021	Brad Smith	Data
Job Description	<a href="#">City of Boise HR Application Owner</a>	current	Kathy Stalder	Job Descriptions

Job Description	<a href="#">City of Boise HR Senior IT Business Analyst</a>	current	Kathy Stalder	Job Descriptions
Job Description	<a href="#">City of Boise Collection Deveopment Librarian</a>	current	Kathy Stalder	Job Descriptions
Job Description	<a href="#">City of Boise Library Acquisitions/Materials</a>	current	Kathy Stalder	Job Descriptions
Job Description	<a href="#">City of Boise Cataloging Librarian</a>	current	Kathy Stalder	Job Descriptions
<b>Peer Consortia Interviewed</b>				
<b>Consortium</b>	<b>Description</b>		<b>Website</b>	<b>Purpose/Contents</b>
CCS: Cooperative Computer Services	28 public libraries in Chicago area		<a href="https://www.ccslib.org">https://www.ccslib.org</a>	Discussion of ILS Cost-Share & Governance
Central Library Consortium	17 public libraries in central Ohio		<a href="https://clcoho.org">https://clcoho.org</a>	Discussion of ILS Cost-Share & Governance
SWAN Library Services	100 multi-type libraries in Illinois		<a href="https://swanlibraries.net">https://swanlibraries.net</a>	Discussion of ILS Cost-Share & Governance
<b>New Documents Since 1/17/22</b>				
<b>Title</b>	<b>Doc file name</b>	<b>Date/Version</b>	<b>Source</b>	<b>Purpose/content:</b>
Open Access Courier Formula: Appendix C	Open Access Courer Formula.pdf	2016		Financial
ilion Digital Tech Solutions Invoice	DTS40012-US0000868.pdf	FY2022	Brad Smith	Financial
Innovative Invoice	INVOICE- 4662193 - DAP-LIBRARY - INNOVATIVE INTERFACES - 3-18-2021 -	3/18/21	Kathy Stalder	Financial
Innovative Invoice	INNOVATIVE INTERFACES - 10-18-2021 - 40950.00.pdf	10/18/21	Kathy Stalder	Financial
2019 Checkouts Lynx Consortium	2019 Checkouts Lynx Consortium.xlsx	2019	Brad Smith	Data
Lynx Polaris Individual Pricing	Lynx.Polaris.Individual.Pricing.2.23.22.s.v2.xlsx	2/23/22	Dean Cooper, Innovative	Financial
Purchase Order Change Order for Polaris add-ons	Polaris add-ons.pdf	2016	Kathy Stalder	Financial
Polaris Agreement (partial)	Polaris agreement.pdf	9/2/15	Kathy Stalder	Financial
Lynx Borrowing Report for 2021	Lynx Borrowing Report for 2021.xlsx	FY2021	Brad Smith	Data
LYNX! Financial Report for FY2021	FY21.pdf	FY2021	Kathy Stalder	Financial
LYNX! Financial Report for FY2022	FY22.pdf	FY2022	Kathy Stalder	Financial
TVLA Courier Worksheet (FY2017-FY2018, 8 documents	CourierFy18qtr1.pdf, etc.	FY2017 & 2018	Kari Davis	Financial
FY2018 Cost Share Billing Revised	costsharefy2018 revised.xlsx	FY2018	Kari Davis	Financial
FY2019 Cost Share Billing	costsharefy2019.xlsx	FY2019	Kari Davis	Financial
FY2020 Cost Share Billing	costsharefy2020.xlsx	FY2020	Kari Davis	Financial

## Appendix E: Cooperative Borrowing Statistics FY2021

### LYNX! Borrowing Report for FY2021 Summary

	Ada	Boise	Caldwell	Eagle	Emmett	Garden City	Hailey	Kuna	Meridian	Mountain Home	Nampa	Twin Falls	Total external patrons	Internal patrons	Total
Ada		65,466	1,769	1,837	57	260	1	4,350	37,810	295	1,572	9	113,426	206,307	319,733
Boise	15,292		1,203	3,917	215	7,056	71	658	12,333	758	2,989	243	44,735	821,407	866,142
Caldwell	303	938		786	68	14	0	23	617	0	4,274	1	7,024	98,578	105,602
Eagle	21,258	33,276	354		96	1,856	0	253	19,847	0	834	1	77,775	143,965	221,740
Emmett	71	490	3	294		0	1	2	336	0	430	0	1,627	59,462	61,089
Garden City	2,502	52,789	264	1,453	9		0	177	2,325	15	270	3	59,807	33,372	93,179
Hailey	22	129	0	1	0	0		0	10	4	8	191	365	39,446	39,811
Kuna	1,212	1,352	285	108	14	283	0		4,153	0	1,364	5	8,776	96,814	105,590
Meridian	10,146	49,917	2,788	7,534	150	764	1	4,614		49	10,886	47	86,896	504,908	591,804
Mountain Home	121	397	99	0	0	1	0	0	6		4	10	638	31,874	32,512
Nampa	1,812	4,654	15,389	263	84	666	1	1,739	4,609	1		21	29,239	284,949	314,188
Twin Falls	1	163	28	0	0	5	49	0	49	0	23		318	224,626	224,944
<b>Total</b>	<b>52,740</b>	<b>209,571</b>	<b>22,182</b>	<b>16,193</b>	<b>693</b>	<b>10,905</b>	<b>124</b>	<b>11,816</b>	<b>82,095</b>	<b>1,122</b>	<b>22,654</b>	<b>531</b>	<b>430,626</b>	<b>2,545,708</b>	<b>2,976,334</b>

#### Example:

There were 65,466 circulation transactions at all Ada branches from Boise patrons

Ada had a total of 113,426 circ transactions for all other LYNX! member patrons

Ada had a total of 206,307 circ transactions for Ada patrons

Note: See the Data tab for the raw data used to make these calculations and brief

## Appendix F: Open Access Transactions

	Shipped to other members	Received from other members	Shipped within Branch locations
Ada	119,877	77,996	32,475
Boise	131,433	175,000	147,057
Caldwell	26,784	37,127	0
Eagle	43,017	64,168	0
Emmett	3	2	0
Garden City	32,738	30,566	0
Hailey	1	1	0
Kuna	43,736	12,955	0
Meridian	100,164	129,734	33,748
Mountain Home	0	0	0
Nampa	96,215	66,418	0
Twin Falls	6	7	556
LYNX! Totals	593,974	593,974	213,836

Example: The Ada locations shipped 119,877 items to the other LYNX! members to fulfill a hold. They received 77,996 items from the other LYNX! members to fulfill. They shipped 32,475 within the 6 Ada locations.

This report does not track who the owner of the material was, it tracks the location where the shipping and receiving occurred.

	Ada	Boise	Caldwell	Eagle	Emmett	Garden City	Hailey	Kuna	Meridian	Mountain Home	Nampa	Twin Falls	Total shipped
Ada		50,538	5,857	14,299	0	3,795	0	3,411	30,140	0	11,835	2	119,877
Boise	30,603		8,057	16,603	0	14,335	1	3,496	39,411	0	18,925	2	131,433
Caldwell	3,271	8,451		2,065	0	820	0	419	4,467	0	7,291	0	26,784
Eagle	6,454	18,221	2,026		0	2,679	0	707	8,928	0	4,002	0	43,017
Emmett	2	0	0	0		0	0	1	0	0	0	0	3
Garden City	3,498	15,466	1,259	5,874	0		0	375	4,060	0	2,206	0	32,738
Hailey	0	0	0	0	0	0		0	0	0	0	1	1
Kuna	5,347	14,015	2,517	2,765	0	1,342	0		9,362	0	8,388	0	43,736
Meridian	18,289	40,335	6,787	13,631	2	4,636	0	2,713		0	13,770	1	100,164
Mountain Home	0	0	0	0	0	0	0	0	0		0	0	0
Nampa	10,532	27,972	10,624	8,930	0	2,959	0	1,833	33,364	0		1	96,215
Twin Falls	0	2	0	1	0	0	0	0	2	0	1	0	6
Total received	77,996	175,000	37,127	64,168	2	30,566	1	12,955	129,734	0	66,418	7	

## Appendix G: Holds Distribution Summit Packet

### **Holds Distribution Summit Packet Contents:**

1. Recommendations for the Future of LYNX! - Summary of the Task Five Deliverable report that CDygert Solutions submitted to the Library Directors 1/17/2022
2. Holds Routing Sequence - Polaris configuration that decides the order that holds are distributed (partial file)
3. Holds Shipped/Received FY2021 Summary Statistics - report of the number of holds sent from one LYNX! member library to another
4. Summary of the Open Compensation Report for FY2021 - report of the number of times constituents from one LYNX! member library went to another member library and checked out (or renewed) items
5. LYNX! Holds presentation slides



# Recommendations for the Future of LYNX!: Talking Points

## Updated, February 11, 2022

### Background

The LYNX! Library Directors have contracted with the consulting firm CDygart Solutions to perform a LYNX! Consortium Assessment Project. A key part of the project is to provide recommendations on how to improve the structure, governance, and operations to include administrative, financial, and technical support. CDygart Solutions has completed an extensive information gathering process and made a set of recommendations for the future of LYNX! that have been unanimously approved by the LYNX! Directors. CDygart will continue to build out these recommendations to include specific actions and estimated costs.

### Recommendations in the Area of Leadership and Structure

Recommendation One: Establish LYNX! as a 501(c)(3) Organization.

Most library consortia are incorporated as a 501(c)(3) tax-exempt organization, and we think this is the best option for LYNX! moving forward. This would establish LYNX! as an entity separate from the City of Boise, allowing for more direct oversight of the consortium by the shared governance of LYNX! Library Directors.

Recommendation Two: Hire LYNX! Staff

#### *Executive Director and Cataloging Librarian*

Typically, consortia such as LYNX have an Executive Director to manage the consortium in accordance with the Board of Directors. The Executive Director would support the ILS in conjunction with the ILS host, among many other duties. LYNX! should also hire a cataloging librarian to assume the LYNX! responsibilities currently assigned to Boise Public Library's head cataloger.

Recommendation Three: Establish LYNX! Directors as the LYNX! Governing Board

The LYNX! Directors should officially become the LYNX! Governing Board and be responsible for hiring the LYNX! Executive Director and working closely with that individual to ensure that LYNX! is fulfilling its mission.

Recommendation Four: Reimagine LYNX! Committees

High-functioning committees can play a significant role in the governance of a consortium by informing the decision-making process of the leadership. The committees should be reimaged with clearly defined duties and operational procedures, and to bear a shared responsibility for moving the development of the LYNX! consortium forward through recommendations to the Board.

### Recommendations in the Area of Operations

Recommendation Five: Standardize Policies and Procedures Across the Consortium

Significant effort has gone into developing standardized circulation policies and procedures across LYNX! and LYNX! should expand this standardization to the maximum extent possible. This would greatly simplify staff interactions with users and reduce user confusion over differing policies among LYNX! libraries.

## Recommendation Six: Equalize Services to LYNX! Members

### *Courier Service and Cooperative Borrowing*

Currently, only eight of the twelve LYNX! libraries are serviced by the Courier which is run out of the Boise Public Library. We highly recommend that LYNX! outsource the courier service to a logistics company that can deliver to all LYNX! libraries. Were the consortium able to normalize the courier service across all current members there would be no need for different borrowing policies.

## Recommendations in the Area of Technology

### Recommendation Seven: Move the ILS to a Hosted Solution

ILS vendors (including Innovative) have been developing new solutions for hosting their ILS's in the cloud which greatly reduces the need for local staff with a high level of technical sophistication, allowing resources to be repurposed elsewhere. In addition to moving to a hosted solution for the ILS, the consortium should evaluate the costs and benefits of moving to Vega Discover as a next generation Discovery tool.

### Recommendation Eight: Hold a Summit to Explore the Holdings Distribution and PAC Display Concerns

CDygart Solutions identified a "lack of collective understanding" in a few system-related issues. CDygart Solutions proposes two "summits," meaning focused meetings with staff, to collaboratively delve into two of the issues: holds distribution and PAC displays. Desired outcomes are a better shared understanding of how Polaris works and documentation of the configurations in place. The summits will have the added benefit of modeling a collaborative approach to problem solving across the consortium.

Requesting Branch	Responding Branch	Order	Days at Branch	Sequence
Ada Avimor 24-7 locker	Ada Avimor 24-7 locker	1		1 Primary
Ada Avimor 24-7 locker	Ada Lake Hazel Branch	2		1 Primary
Ada Avimor 24-7 locker	Ada Victory Branch	3		1 Primary
Ada Avimor 24-7 locker	Ada Star Branch	4		1 Primary
Ada Avimor 24-7 locker	Ada North Star 24-7 locker	5		1 Primary
Ada Avimor 24-7 locker	Ada Hidden Springs Branch	6		1 Primary
Ada Avimor 24-7 locker	Ada Hidden Springs 24-7 locker	7		1 Primary
Ada Avimor 24-7 locker	Ada Cartwright 24-7 locker	8		1 Primary
Ada Avimor 24-7 locker	Ada Bookmobile North	9		1 Primary
Ada Avimor 24-7 locker	Ada Bookmobile South	10		1 Primary
Ada Avimor 24-7 locker	Boise Main Library	11		1 Primary
Ada Avimor 24-7 locker	Boise City Hall	12		1 Primary
Ada Avimor 24-7 locker	Boise Home-Based Services	13		1 Primary
Ada Avimor 24-7 locker	Eagle Public Library	14		1 Primary
Ada Avimor 24-7 locker	Garden City Public Library	15		1 Primary
Ada Avimor 24-7 locker	Boise Cole and Ustick Branch	16		1 Primary
Ada Avimor 24-7 locker	Boise Bown Crossing Branch	17		1 Primary
Ada Avimor 24-7 locker	Boise Collister Branch	18		1 Primary
Ada Avimor 24-7 locker	Boise Hillcrest Branch	19		1 Primary
Ada Avimor 24-7 locker	Meridian Library at Silverstone	20		1 Primary

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Ada Avimor 24-7 locker	Meridian Library at Cherry Lane	21	1 Primary
Ada Avimor 24-7 locker	Meridian Home Delivery	22	1 Primary
Ada Avimor 24-7 locker	Meridian Library at Orchard Park	23	1 Primary
Ada Avimor 24-7 locker	Meridian Library District Bookmobile	24	1 Primary
Ada Avimor 24-7 locker	Meridian Library Sprinter	25	1 Primary
Ada Avimor 24-7 locker	Meridian Library unBound	26	1 Primary
Ada Avimor 24-7 locker	Meridian Tiny Library	27	1 Primary
Ada Avimor 24-7 locker	Kuna Library District	28	1 Primary
Ada Avimor 24-7 locker	Nampa Public Library	29	1 Primary
Ada Avimor 24-7 locker	Nampa Public Library Bookmobile	30	1 Primary
Ada Avimor 24-7 locker	Caldwell Public Library	31	1 Primary
Ada Avimor 24-7 locker	Caldwell Mobile Maker Space	32	1 Primary
Ada Bookmobile North	Ada Victory Branch	1	1 Primary
Ada Bookmobile North	Ada Lake Hazel Branch	2	1 Primary
Ada Bookmobile North	Ada Star Branch	3	1 Primary
Ada Bookmobile North	Ada North Star 24-7 locker	4	1 Primary
Ada Bookmobile North	Ada Hidden Springs Branch	5	1 Primary
Ada Bookmobile North	Ada Hidden Springs 24-7 locker	6	1 Primary
Ada Bookmobile North	Ada Avimor 24-7 locker	7	1 Primary
Ada Bookmobile North	Ada Cartwright 24-7 locker	8	1 Primary

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Ada Bookmobile North	Ada Bookmobile North	9	1 Primary
Ada Bookmobile North	Ada Bookmobile South	10	1 Primary
Ada Bookmobile North	Meridian Library at Silverstone	11	1 Primary
Ada Bookmobile North	Meridian Tiny Library	12	1 Primary
Ada Bookmobile North	Boise Hillcrest Branch	13	1 Primary
Ada Bookmobile North	Meridian Library at Cherry Lane	14	1 Primary
Ada Bookmobile North	Meridian Home Delivery	15	1 Primary
Ada Bookmobile North	Meridian Library District Bookmobile	16	1 Primary
Ada Bookmobile North	Meridian Library Sprinter	17	1 Primary
Ada Bookmobile North	Meridian Library unBound	18	1 Primary
Ada Bookmobile North	Boise Main Library	19	1 Primary
Ada Bookmobile North	Meridian Library at Orchard Park	20	1 Primary
Ada Bookmobile North	Boise Cole and Ustick Branch	21	1 Primary
Ada Bookmobile North	Boise Bown Crossing Branch	22	1 Primary
Ada Bookmobile North	Garden City Public Library	23	1 Primary
Ada Bookmobile North	Boise Collister Branch	24	1 Primary
Ada Bookmobile North	Eagle Public Library	25	1 Primary
Ada Bookmobile North	Kuna Library District	26	1 Primary
Ada Bookmobile North	Nampa Public Library	27	1 Primary

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Ada Bookmobile North	Nampa Public Library Bookmobile	28	1 Primary
Ada Bookmobile North	Caldwell Public Library	29	1 Primary
Ada Bookmobile North	Boise City Hall	30	1 Primary
Ada Bookmobile North	Boise Home-Based Services	31	1 Primary
Ada Bookmobile North	Caldwell Mobile Maker Space	32	1 Primary
Ada Bookmobile South	Ada Victory Branch	1	1 Primary
Ada Bookmobile South	Ada Lake Hazel Branch	2	1 Primary
Ada Bookmobile South	Ada Star Branch	3	1 Primary
Ada Bookmobile South	Ada North Star 24-7 locker	4	1 Primary
Ada Bookmobile South	Ada Hidden Springs Branch	5	1 Primary
Ada Bookmobile South	Ada Hidden Springs 24-7 locker	6	1 Primary
Ada Bookmobile South	Ada Avimor 24-7 locker	7	1 Primary
Ada Bookmobile South	Ada Cartwright 24-7 locker	8	1 Primary
Ada Bookmobile South	Ada Bookmobile North	9	1 Primary
Ada Bookmobile South	Ada Bookmobile South	10	1 Primary
Ada Bookmobile South	Meridian Library at Silverstone	11	1 Primary
Ada Bookmobile South	Meridian Tiny Library	12	1 Primary
Ada Bookmobile South	Boise Hillcrest Branch	13	1 Primary
Ada Bookmobile South	Meridian Library at Cherry Lane	14	1 Primary
Ada Bookmobile South	Meridian Home Delivery	15	1 Primary

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Ada Bookmobile South	Meridian Library District Bookmobile	16	1	Primary
Ada Bookmobile South	Meridian Library Sprinter	17	1	Primary
Ada Bookmobile South	Meridian Library unBound	18	1	Primary
Ada Bookmobile South	Boise Main Library	19	1	Primary
Ada Bookmobile South	Meridian Library at Orchard Park	20	1	Primary
Ada Bookmobile South	Boise Cole and Ustick Branch	21	1	Primary
Ada Bookmobile South	Boise Bown Crossing Branch	22	1	Primary
Ada Bookmobile South	Garden City Public Library	23	1	Primary
Ada Bookmobile South	Boise Collister Branch	24	1	Primary
Ada Bookmobile South	Eagle Public Library	25	1	Primary
Ada Bookmobile South	Kuna Library District	26	1	Primary
Ada Bookmobile South	Nampa Public Library	27	1	Primary
Ada Bookmobile South	Nampa Public Library Bookmobile	28	1	Primary
Ada Bookmobile South	Caldwell Public Library	29	1	Primary
Ada Bookmobile South	Boise City Hall	30	1	Primary
Ada Bookmobile South	Boise Home-Based Services	31	1	Primary
Ada Bookmobile South	Caldwell Mobile Maker Space	32	1	Primary
Ada Cartwright 24-7 locker	Ada Cartwright 24-7 locker	1	1	Primary
Ada Cartwright 24-7 locker	Ada Avimor 24-7 locker	2	1	Primary
Ada Cartwright 24-7 locker	Ada Hidden Springs 24-7 locker	3	1	Primary

Ada Cartwright 24-7 locker	Ada Hidden Springs Branch	4	1 Primary
Ada Cartwright 24-7 locker	Ada North Star 24-7 locker	5	1 Primary
Ada Cartwright 24-7 locker	Ada Lake Hazel Branch	6	1 Primary
Ada Cartwright 24-7 locker	Ada Star Branch	7	1 Primary
Ada Cartwright 24-7 locker	Ada Victory Branch	8	1 Primary
Ada Cartwright 24-7 locker	Ada Bookmobile North	9	1 Primary
Ada Cartwright 24-7 locker	Ada Bookmobile South	10	1 Primary
Ada Cartwright 24-7 locker	Eagle Public Library	11	1 Primary
Ada Cartwright 24-7 locker	Garden City Public Library	12	1 Primary
Ada Cartwright 24-7 locker	Boise City Hall	13	1 Primary
Ada Cartwright 24-7 locker	Boise Cole and Ustick Branch	14	1 Primary
Ada Cartwright 24-7 locker	Boise Collister Branch	15	1 Primary
Ada Cartwright 24-7 locker	Boise Hillcrest Branch	16	1 Primary
Ada Cartwright 24-7 locker	Boise Hold Pickup Location (Mailed)	17	1 Primary
Ada Cartwright 24-7 locker	Boise Home-Based Services	18	1 Primary
Ada Cartwright 24-7 locker	Boise Main Library	19	1 Primary
Ada Cartwright 24-7 locker	Boise Bown Crossing Branch	20	1 Primary
Ada Cartwright 24-7 locker	Caldwell Mobile Maker Space	23	1 Primary
Ada Cartwright 24-7 locker	Caldwell Public Library	24	1 Primary
Ada Cartwright 24-7 locker	Kuna Library District	25	1 Primary
Ada Cartwright 24-7 locker	Meridian Home Delivery	26	1 Primary

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Ada Cartwright 24-7 locker	Meridian Library at Cherry Lane	27	1	Primary
Ada Cartwright 24-7 locker	Meridian Library at Orchard Park	28	1	Primary
Ada Cartwright 24-7 locker	Meridian Library at Silverstone	29	1	Primary
Ada Cartwright 24-7 locker	Meridian Library District Bookmobile	30	1	Primary
Ada Cartwright 24-7 locker	Meridian Library Sprinter	31	1	Primary
Ada Cartwright 24-7 locker	Meridian Library unBound	31	1	Primary
Ada Cartwright 24-7 locker	Meridian Tiny Library	32	1	Primary
Ada Cartwright 24-7 locker	Nampa Public Library	33	1	Primary
Ada Cartwright 24-7 locker	Nampa Public Library Bookmobile	33	1	Primary
Ada Hidden Springs 24-7 locker	Ada Hidden Springs 24-7 locker	1	1	Primary
Ada Hidden Springs 24-7 locker	Ada Hidden Springs Branch	2	1	Primary
Ada Hidden Springs 24-7 locker	Ada Victory Branch	3	1	Primary
Ada Hidden Springs 24-7 locker	Ada Lake Hazel Branch	4	1	Primary
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Ada Hidden Springs 24-7 locker	Ada North Star 24-7 locker	6	1	Primary
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Ada Hidden Springs 24-7 locker	Ada Cartwright 24-7 locker	8	1	Primary

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Ada Hidden Springs 24-7 locker	Ada Bookmobile South	9	1	Primary
Ada Hidden Springs 24-7 locker	Ada Bookmobile North	10	1	Primary
Ada Hidden Springs 24-7 locker	Eagle Public Library	11	1	Primary
Ada Hidden Springs 24-7 locker	Garden City Public Library	12	1	Primary
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Ada Hidden Springs 24-7 locker	Meridian Library District Bookmobile	24	1	Primary

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Ada Hidden Springs 24-7 locker	Meridian Library Sprinter	25	1	Primary
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Ada Hidden Springs Branch	Ada Hidden Springs Branch	1	1	Primary
Ada Hidden Springs Branch	Ada Hidden Springs 24-7 locker	2	1	Primary
Ada Hidden Springs Branch	Ada Victory Branch	3	1	Primary
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Ada Hidden Springs Branch	Ada Star Branch	5	1	Primary
Ada Hidden Springs Branch	Ada Cartwright 24-7 locker	6	1	Primary
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Ada Hidden Springs Branch	Ada Bookmobile North	9	1	Primary
Ada Hidden Springs Branch	Ada Bookmobile South	10	1	Primary
Ada Hidden Springs Branch	Eagle Public Library	11	1	Primary

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Ada Hidden Springs Branch	Garden City Public Library	12	1 Primary
Ada Hidden Springs Branch	Boise Collister Branch	13	1 Primary
Ada Hidden Springs Branch	Boise Cole and Ustick Branch	14	1 Primary
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Ada Hidden Springs Branch	Boise Main Library	16	1 Primary
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Ada Hidden Springs Branch	Meridian Library unBound	25	1 Primary
Ada Hidden Springs Branch	Meridian Home Delivery	26	1 Primary
Ada Hidden Springs Branch	Meridian Tiny Library	27	1 Primary
Ada Hidden Springs Branch	Kuna Library District	28	1 Primary
Ada Hidden Springs Branch	Nampa Public Library	29	1 Primary
Ada Hidden Springs Branch	Nampa Public Library Bookmobile	30	1 Primary
Ada Hidden Springs Branch	Caldwell Public Library	31	1 Primary

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Ada Hidden Springs Branch	Caldwell Mobile Maker Space	32	1	Primary
Ada Lake Hazel Branch	Ada Lake Hazel Branch	1	1	Primary
Ada Lake Hazel Branch	Ada Victory Branch	2	1	Primary
Ada Lake Hazel Branch	Ada Hidden Springs Branch	3	1	Primary
Ada Lake Hazel Branch	Ada Hidden Springs 24-7 locker	4	1	Primary
Ada Lake Hazel Branch	Ada Star Branch	5	1	Primary
Ada Lake Hazel Branch	Ada Cartwright 24-7 locker	6	1	Primary
Ada Lake Hazel Branch	Ada North Star 24-7 locker	7	1	Primary
Ada Lake Hazel Branch	Ada Avimor 24-7 locker	8	1	Primary
Ada Lake Hazel Branch	Ada Bookmobile North	9	1	Primary
Ada Lake Hazel Branch	Ada Bookmobile South	10	1	Primary
Ada Lake Hazel Branch	Meridian Library at Silverstone	11	1	Primary
Ada Lake Hazel Branch	Boise Hillcrest Branch	12	1	Primary
Ada Lake Hazel Branch	Meridian Library at Cherry Lane	13	1	Primary
Ada Lake Hazel Branch	Meridian Library at Orchard Park	14	1	Primary
Ada Lake Hazel Branch	Meridian Home Delivery	15	1	Primary
Ada Lake Hazel Branch	Meridian Library District Bookmobile	16	1	Primary
Ada Lake Hazel Branch	Meridian Library unBound	17	1	Primary
Ada Lake Hazel Branch	Meridian Library Sprinter	18	1	Primary

Ada Lake Hazel Branch	Meridian Tiny Library	19	1	Primary
Ada Lake Hazel Branch	Boise Main Library	20	1	Primary
Ada Lake Hazel Branch	Boise City Hall	21	1	Primary
Ada Lake Hazel Branch	Boise Home-Based Services	22	1	Primary
Ada Lake Hazel Branch	Garden City Public Library	23	1	Primary
Ada Lake Hazel Branch	Boise Cole and Ustick Branch	24	1	Primary
Ada Lake Hazel Branch	Boise Collister Branch	28	1	Primary
Ada Lake Hazel Branch	Boise Bown Crossing Branch	29	1	Primary
Ada Lake Hazel Branch	Eagle Public Library	29	1	Primary
Ada Lake Hazel Branch	Caldwell Mobile Maker Space	30	1	Primary
Ada Lake Hazel Branch	Kuna Library District	30	1	Primary
Ada Lake Hazel Branch	Caldwell Public Library	31	1	Primary
Ada Lake Hazel Branch	Nampa Public Library	31	1	Primary
Ada Lake Hazel Branch	Nampa Public Library Bookmobile	32	1	Primary
Ada North Star 24-7 locker	Ada North Star 24-7 locker	1	1	Primary
Ada North Star 24-7 locker	Ada Star Branch	2	1	Primary
Ada North Star 24-7 locker	Ada Victory Branch	3	1	Primary
Ada North Star 24-7 locker	Ada Hidden Springs Branch	4	1	Primary
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Ada North Star 24-7 locker	Ada Lake Hazel Branch	6	1	Primary
Ada North Star 24-7 locker	Ada Cartwright 24-7 locker	7	1	Primary
Ada North Star 24-7 locker	Ada Avimor 24-7 locker	8	1	Primary

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Ada North Star 24-7 locker	Ada Bookmobile North	9	1 Primary
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Ada North Star 24-7 locker	Boise Main Library	26	1 Primary
Ada North Star 24-7 locker	Boise City Hall	27	1 Primary
Ada North Star 24-7 locker	Boise Home-Based Services	28	1 Primary

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Ada North Star 24-7 locker	Boise Hillcrest Branch	29	1	Primary
Ada North Star 24-7 locker	Boise Bown Crossing Branch	30	1	Primary
Ada North Star 24-7 locker	Kuna Library District	31	1	Primary
Ada North Star 24-7 locker	Nampa Public Library Bookmobile	32	1	Primary
Ada Star Branch	Ada Star Branch	1	1	Primary
Ada Star Branch	Ada North Star 24-7 locker	2	1	Primary
Ada Star Branch	Ada Victory Branch	3	1	Primary
Ada Star Branch	Ada Hidden Springs Branch	4	1	Primary
Ada Star Branch	Ada Hidden Springs 24-7 locker	5	1	Primary
Ada Star Branch	Ada Cartwright 24-7 locker	6	1	Primary
Ada Star Branch	Ada Lake Hazel Branch	7	1	Primary
Ada Star Branch	Ada Avimor 24-7 locker	8	1	Primary
Ada Star Branch	Ada Bookmobile North	9	1	Primary
Ada Star Branch	Ada Bookmobile South	10	1	Primary
Ada Star Branch	Eagle Public Library	11	1	Primary
Ada Star Branch	Meridian Library at Cherry Lane	12	1	Primary
Ada Star Branch	Meridian Home Delivery	13	1	Primary
Ada Star Branch	Meridian Library District Bookmobile	14	1	Primary
Ada Star Branch	Meridian Library Sprinter	15	1	Primary
Ada Star Branch	Meridian Library unBound	16	1	Primary

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Ada Star Branch	Nampa Public Library	17	1 Primary
Ada Star Branch	Meridian Library at Silverstone	18	1 Primary
Ada Star Branch	Meridian Library at Orchard Park	19	1 Primary
Ada Star Branch	Meridian Tiny Library	20	1 Primary
Ada Star Branch	Caldwell Public Library	21	1 Primary
Ada Star Branch	Caldwell Mobile Maker Space	22	1 Primary
Ada Star Branch	Garden City Public Library	23	1 Primary
Ada Star Branch	Boise Cole and Ustick Branch	25	1 Primary
Ada Star Branch	Boise Collister Branch	28	1 Primary
Ada Star Branch	Boise Main Library	28	1 Primary
Ada Star Branch	Boise City Hall	29	1 Primary
Ada Star Branch	Kuna Library District	29	1 Primary
Ada Star Branch	Boise Bown Crossing Branch	30	1 Primary
Ada Star Branch	Boise Home-Based Services	30	1 Primary
Ada Star Branch	Boise Hillcrest Branch	31	1 Primary
Ada Star Branch	Nampa Public Library Bookmobile	32	1 Primary
Ada Victory Branch	Ada Victory Branch	1	1 Primary
Ada Victory Branch	Ada Lake Hazel Branch	2	1 Primary
Ada Victory Branch	Ada Star Branch	3	1 Primary
Ada Victory Branch	Ada North Star 24-7 locker	4	1 Primary
Ada Victory Branch	Ada Hidden Springs Branch	5	1 Primary
Ada Victory Branch	Ada Hidden Springs 24-7 locker	6	1 Primary

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Ada Victory Branch	Ada Avimor 24-7 locker	7	1 Primary
Ada Victory Branch	Ada Cartwright 24-7 locker	8	1 Primary
Ada Victory Branch	Ada Bookmobile North	9	1 Primary
Ada Victory Branch	Ada Bookmobile South	10	1 Primary
Ada Victory Branch	Meridian Library at Silverstone	11	1 Primary
Ada Victory Branch	Meridian Tiny Library	12	1 Primary
Ada Victory Branch	Boise Hillcrest Branch	13	1 Primary
Ada Victory Branch	Meridian Library at Cherry Lane	14	1 Primary
Ada Victory Branch	Meridian Home Delivery	15	1 Primary
Ada Victory Branch	Meridian Library District Bookmobile	16	1 Primary
Ada Victory Branch	Meridian Library Sprinter	17	1 Primary
Ada Victory Branch	Meridian Library unBound	18	1 Primary
Ada Victory Branch	Boise Main Library	19	1 Primary
Ada Victory Branch	Meridian Library at Orchard Park	20	1 Primary
Ada Victory Branch	Boise Cole and Ustick Branch	21	1 Primary
Ada Victory Branch	Boise Bown Crossing Branch	22	1 Primary
Ada Victory Branch	Garden City Public Library	23	1 Primary
Ada Victory Branch	Boise Collister Branch	24	1 Primary
Ada Victory Branch	Eagle Public Library	25	1 Primary
Ada Victory Branch	Kuna Library District	26	1 Primary

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Ada Victory Branch	Nampa Public Library	27	1	Primary
Ada Victory Branch	Nampa Public Library Bookmobile	28	1	Primary
Ada Victory Branch	Caldwell Public Library	29	1	Primary
Ada Victory Branch	Boise City Hall	30	1	Primary
Ada Victory Branch	Boise Home-Based Services	31	1	Primary
Ada Victory Branch	Caldwell Mobile Maker Space	32	1	Primary

	Shipped to other members	Received from other members	Shipped within Branch locations
Ada	119,877	77,996	32,475
Boise	131,433	175,000	147,057
Caldwell	26,784	37,127	0
Eagle	43,017	64,168	0
Emmett	3	2	0
Garden City	32,738	30,566	0
Hailey	1	1	0
Kuna	43,736	12,955	0
Meridian	100,164	129,734	33,748
Mountain Home	0	0	0
Nampa	96,215	66,418	0
Twin Falls	6	7	556
LYNX! Totals	593,974	593,974	213,836

Example: The Ada locations shipped 119,877 items to the other LYNX! members to fulfill a hold. They received 77,996 items from the other LYNX! members to fulfill. They shipped 32,475 within the 6 Ada locations.

This report does not track who the owner of the material was, it tracks the location where the shipping and receiving occurred.

	Ada	Boise	Caldwell	Eagle	Emmett	Garden City	Hailey	Kuna	Meridian	Mountain Home	Nampa	Twin Falls	Total shipped
Ada		50,538	5,857	14,299	0	3,795	0	3,411	30,140	0	11,835	2	119,877
Boise	30,603		8,057	16,603	0	14,335	1	3,496	39,411	0	18,925	2	131,433
Caldwell	3,271	8,451		2,065	0	820	0	419	4,467	0	7,291	0	26,784
Eagle	6,454	18,221	2,026		0	2,679	0	707	8,928	0	4,002	0	43,017
Emmett	2	0	0	0		0	0	1	0	0	0	0	3
Garden City	3,498	15,466	1,259	5,874	0		0	375	4,060	0	2,206	0	32,738
Hailey	0	0	0	0	0	0		0	0	0	0	1	1
Kuna	5,347	14,015	2,517	2,765	0	1,342	0		9,362	0	8,388	0	43,736
Meridian	18,289	40,335	6,787	13,631	2	4,636	0	2,713		0	13,770	1	100,164
Mountain Home	0	0	0	0	0	0	0	0	0		0	0	0
Nampa	10,532	27,972	10,624	8,930	0	2,959	0	1,833	33,364	0		1	96,215
Twin Falls	0	2	0	1	0	0	0	0	2	0	1	0	6
Total received	77,996	175,000	37,127	64,168	2	30,566	1	12,955	129,734	0	66,418	7	

Summary of the Open Compensation Report for FY 2021

Library A	# of Transactions at Library A from Library A Constituents	Total # of Transactions at other Library constituents	Library B	# of Transactions from Library B Constituents occurring at Library A
<b>Ada</b>	148,594	99,519	Boise*	65467
			Caldwell	627
			Eagle	1,893
			Garden City	188
			Kuna	2,808
			Meridian	27,059
			Nampa	1,477
<b>Boise</b>	665,210	21,955	Ada*	*N/A due to annexation agreement
			Caldwell	1,156
			Eagle	2,249
			Garden City	4,874
			Kuna	392
			Meridian	9,810
			Nampa	3,474
<b>Caldwell</b>	77,149	6,621	Ada	428
			Boise	767
			Eagle	364
			Garden City	1
			Kuna	24
			Meridan	1,044
			Nampa	3,993
<b>Eagle</b>	93,583	50,373	Ada	14,707
			Boise	22,676
			Caldwell	243
			Garden City	1,027
			Kuna	39
			Meridian	10,831
			Nampa	850
<b>Garden City</b>	26,457	41,631	Ada	1,862
			Boise	37,214
			Caldwell	72
			Eagle	910
			Kuna	41
			Meridian	1,460
			Nampa	72
<b>Kuna</b>	66239	3,920	Ada	492
			Boise	812

			Caldwell	261
			Eagle	60
			Garden City	1
			Meridian	1,682
			Nampa	612
<b>Meridian</b>	349,595	59,455	Ada	6,659
			Boise	34,930
			Caldwell	2,306
			Eagle	4,662
			Garden City	411
			Kuna	2,846
			Nampa	7,641
<b>Nampa</b>	179,406	17,485	Ada	961
			Boise	2,306
			Caldwell	9,842
			Eagle	138
			Garden City	174
			Kuna	415
			Meridian	3,649
<b>Totals</b>	1,606,233	300,959		



# LYNX Holds

# Polaris Hold Settings

Picklist

Pickup Branches

Holds Queue

Item Record Settings

Hold Limits

Hold Routing Sequences



# Picklist

leap Scan or search FIND New Utilities Help bcsmith (BPL)

CHECK IN NEW PATRON PRINT

### Picklist

Pending (120) Located (0) Unclaimed (7) Unclaimed (0)

Located Ask Me Later Missing Denied

Total items | 120 total

<input type="checkbox"/>	COLLECTION	SHELF LOCATION	CALL NUMBER	AUTHOR	TITLE	MATERIAL TYPE	PICKUP BRANCH	BARCODE	PENDING DATE
<input type="checkbox"/>	Adult Audio Fiction (AV)	1st Floor	BKSCD FICTION HILDERB E	Hilderbrand, Elin.	The island	Audiobook (CD)	BCU	31150012215105	3/10/2022
<input type="checkbox"/>	Adult Audio Fiction (AV)	1st Floor	BKSCD MYSTERY PENNY L	Penny, Louise.	The cruelest month	Audiobook (CD)	BHIL	31150015832765	3/10/2022
<input type="checkbox"/>	Adult Book Club Kit (Print)	Storage	BOOK CLUB	Atwood, Margaret, 1939-	Alias Grace : Book club set	Book Club	MLD	31150013210717	3/10/2022

Polaris Reports

Report Categories: Available Reports:

### Report Wizard - Hold Requests To Fill

Parameters | Sorting Options

Organization:

- Ada Bookmobile South (ABMS)
- Ada Cartwright 24-7 locker (ACR)
- Ada Hidden Springs 24-7 locker (AXV)
- Ada Hidden Springs Branch (AHSB)
- Ada Lake Hazel Branch (ALHB)
- Ada North Star 24-7 locker (AXS)
- Ada Star Branch (ASBL)
- Ada Victory Branch (AVBL)
- Boise Bown Crossing Branch (BBOWN)
- Boise City Hall (BCH)
- Boise Cole and Ustick Branch (BCU)
- Boise Colliester Branch (BCOL)

Submit Cancel

# Pickup Branches

Hold options [ Boise Main Library (br) ]

Requests Charges Preferred Pickup Staff client & PAC Terms RTF Queue

Pickup branches to exclude in PAC when creating requests:

- Ada Avimor 24-7 locker
- Ada Bookmobile North
- Ada Bookmobile South
- Ada Cartwright 24-7 locker
- Ada Hidden Springs 24-7 locker
- Ada Hidden Springs Branch
- Ada Lake Hazel Branch
- Ada North Star 24-7 locker
- Ada Star Branch
- Ada Victory Branch
- Boise Bown Crossing Branch
- Boise City Hall

Patrons can change pickup branch in PAC when holds have these statuses:

- Active
- Held
- In transit
- Inactive
- Located
- Pending

Exclude selected branches in staff client

OK Cancel Apply He

Barcode: \*\*\*\*\*3003

Pickup Library: Boise Main Library

Select a pickup library

- Ada Avimor 24-7 locker
- Ada Cartwright 24-7 locker
- Ada Hidden Springs 24-7 locker
- Ada Hidden Springs Branch
- Ada Lake Hazel Branch
- Ada North Star 24-7 locker
- Ada Star Branch
- Ada Victory Branch
- Boise Bown Crossing Branch
- Boise Cole and Ustick Branch
- Boise Collister Branch
- Boise Hillcrest Branch
- Boise Main Library**
- Caldwell Public Library
- Eagle Public Library
- Garden City Public Library
- Kuna Library District
- Meridian Library at Cherry Lane
- Meridian Library at Silverstone

LIBRARY

LIB

PO

AS

Phrase

Event

# Holds Queue

Hold options [ Boise Public Library (lib) ]

Requests Charges Preferred Pickup Staff client & PAC Terms RTF Queue

Trapping Preference

- None
- Prefer my location
  - in Preference Group
- Prefer my patron
  - in Preference Group
- Prefer check-in location

Maintain Queue Position

- If suspended/inactive
- If re-activated

Preference Group

Group 1

Group 1 has 8 members.

- LYNX! Consortium
  - Ada Community Library
  - Boise Public Library
    - Boise Bown Crossing Branch [Patron] [Grp: 1]
    - Boise City Hall [Patron] [Grp: 1]
    - Boise Cole and Ustick Branch [Patron] [Grp: 1]
    - Boise Collister Branch [Patron] [Grp: 1]
    - Boise Hillcrest Branch [Patron] [Grp: 1]
    - Boise Hold Pickup Location (Mailed) [Patron] [Grp: 1]
    - Boise Home-Based Services [Patron] [Grp: 1]
    - Boise Main Library [Patron] [Grp: 1]
  - Caldwell Library

OK

Cancel

Apply

He

## Request

Loanable outside system       Do not mail to patron

Holdable

Limit to:

Pickup at

Patrons from this library and branches

days past first available

Patrons from this branch only

Preferred borrowers

# Item Records

# Hold Limits

Organization	Patron Code	1st Level Fine	2nd Level Fine	Total Item Limit	Total Overdue	Total Holds	Total ILL	^
Boise Main Library	Juvenile Non-Resid...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Juvenile Non-Resid...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	New Borrower/Pro...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	ZZ Deleted - No Fi...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	No Internet	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Non-Resident	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Non-Resident 3 mo...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Non-Resident 4 mo...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	ZZ Deleted - Non-...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Non-Resident 6 mo...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Non-Resident 65+ ...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	ZZ Deleted - Non-...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Non-Resident New ...	\$0.01	\$10.00	25	20	15	5	
Boise Main Library	ZZ Deleted - Non-...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Online Registration	\$0.01	\$10.00	0	20	0	0	
Boise Main Library	Organization	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Resident	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Resident Teen	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	ZZ Deleted - Resid...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Seasonal	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Senior Non-Resident	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Senior Non-Reside...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Senior Non-Reside...	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Staff	\$0.01	\$10.00	999	20	15	5	
Boise Main Library	Staff Use Only	\$0.00	\$0.00	999	999	999	5	
Boise Main Library	ZZ Deleted - Student	\$0.01	\$10.00	999	20	15	5	

Organization	Patron Code	Material Type	Maximum Item Limit	Hold Limit	^
Boise Main Library	Resident	Artwork	999	15	
Boise Main Library	Resident	Audio tape-book	10	15	
Boise Main Library	Resident	Audio Tapes	999	15	
Boise Main Library	Resident	Bike Locks	1	1	

# Hold Routing Sequences

Hold Routing Sequences Primary

Requester Branch	Responder Branch	Sequence	Days at branch
Boise Main Library	Boise Main Library	1	1
Boise Main Library	Boise City Hall	2	1
Boise Main Library	Boise Home-Based ...	3	1
Boise Main Library	Boise Hillcrest Bran...	4	1
Boise Main Library	Boise Cole and Usti...	5	1
Boise Main Library	Boise Bown Crossin...	6	1
Boise Main Library	Boise Collister Bran...	7	1
Boise Main Library	Garden City Public ...	8	1
Boise Main Library	Ada Victory Branch	9	1
Boise Main Library	Ada Lake Hazel Bra...	10	1
Boise Main Library	Meridian Tiny Library	11	1
Boise Main Library	Eagle Public Library	12	1
Boise Main Library	Meridian Library at ...	13	1
Boise Main Library	Meridian Library at ...	14	1
Boise Main Library	Meridian Library at ...	15	1
Boise Main Library	Meridian Home Del...	16	1
Boise Main Library	Meridian Library Di...	17	1
Boise Main Library	Meridian Library Sp...	18	1
Boise Main Library	Meridian Library un...	19	1
Boise Main Library	Ada Hidden Spring...	20	1
Boise Main Library	Ada Hidden Spring...	21	1
Boise Main Library	Ada Star Branch	22	1
Boise Main Library	Ada North Star 24-7...	23	1
Boise Main Library	Ada Cartwright 24-...	24	1
Boise Main Library	Ada Avimor 24-7 lo...	25	1
Boise Main Library	Ada Bookmobile N...	26	1
Boise Main Library	Ada Bookmobile So...	27	1
Boise Main Library	Kuna Library District	28	1
Boise Main Library	Nampa Public Libra...	29	1
Boise Main Library	Nampa Public Libra...	30	1
Boise Main Library	Caldwell Public Libr...	31	1
Boise Main Library	Caldwell Mobile M...	32	1

Hold Routing Sequences Secondary

Requester Branch	Responder Branch	Sequence	Days at branch
There are no items to display on this page...			



# Resources

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- View the routing sequence(s) for you Library
  - Go to <http://polaris.idaho-lynx.org/Reports> and choose Polaris>Custom>Lynx Consortium>**Hold Routing Sequence**
- Polaris Documentation - <https://documentation.iii.com/polaris/7.1>
  - Search for Setting Up Hold and ILL Request Processing
- Note: If an item on hold is targeted for a patron (hold is pending) and then a patron hold from the item's owning library is placed, it will ignore the hold preferences. This may explain some instances where the trapping isn't with the expected patron.

## Appendix H: PAC Display Summit Packet

### **PAC Display Summit Packet Contents:**

1. Agenda
2. Recommendations for the Future of LYNX! - Summary of the Task Five Deliverable report that CDygert Solutions submitted to the Library Directors 1/17/2022
3. PAC Summit Exercises – searches to do in preparation for the Summit to show the differences in different LYNX! members' catalog presentations.
4. PAC display presentation slides - shared by Brad Smith and Elaine Sloan during the Summit on March 31st



**LYNX! Holds Distribution Summit**  
**March 31 2022, 10:00-11:30 MDT**  
**Agenda**

**Zoom link:** <https://us02web.zoom.us/j/84804110798?pwd=QitOU0drZmNDKzJDZWp5S2hOYlk2dz09>

- Introduction and welcome – Jean Phillips
- LYNX! Assessment Project and Recommendations – Kathy Stalder
- Polaris PAC configurations and options – Brad Smith
- Use cases – Elaine Sloan
- Digital Resources – Elaine Sloan
- Discussion – all
- Next Steps – Shelly Garland and Mike Sloan

**Prework:**

- The PAC Summit Exercises Document has searches that you can do ahead of time. Look for differences between members catalogs, note any changes you might want to make to your own catalog presentations or any questions you have.

**Planning Team:**

- Elaine Sloan (Chair, Cataloging Committee) [esloan@cityofboise.org](mailto:esloan@cityofboise.org)
- Shelly Garland (Co-Chair Tech Committee) [sgarland@cityofcaldwell.org](mailto:sgarland@cityofcaldwell.org)
- Mike Sloan (CoChair IT), [sloanm@cityofnampa.us](mailto:sloanm@cityofnampa.us)
- Kathy Stalder [KStalder@cityofboise.org](mailto:KStalder@cityofboise.org)
- Brad Smith [bcsmith@cityofboise.org](mailto:bcsmith@cityofboise.org)
- Claire Dygert [cdygert@cdygertsolutions.com](mailto:cdygert@cdygertsolutions.com)
- Jean Phillips [jsphillips2@fsu.edu](mailto:jsphillips2@fsu.edu)

# Recommendations for the Future of LYNX!: Talking Points

## Updated, February 11, 2022

### Background

The LYNX! Library Directors have contracted with the consulting firm CDygart Solutions to perform a LYNX! Consortium Assessment Project. A key part of the project is to provide recommendations on how to improve the structure, governance, and operations to include administrative, financial, and technical support. CDygart Solutions has completed an extensive information gathering process and made a set of recommendations for the future of LYNX! that have been unanimously approved by the LYNX! Directors. CDygart will continue to build out these recommendations to include specific actions and estimated costs.

### Recommendations in the Area of Leadership and Structure

Recommendation One: Establish LYNX! as a 501(c)(3) Organization.

Most library consortia are incorporated as a 501(c)(3) tax-exempt organization, and we think this is the best option for LYNX! moving forward. This would establish LYNX! as an entity separate from the City of Boise, allowing for more direct oversight of the consortium by the shared governance of LYNX! Library Directors.

Recommendation Two: Hire LYNX! Staff

#### *Executive Director and Cataloging Librarian*

Typically, consortia such as LYNX have an Executive Director to manage the consortium in accordance with the Board of Directors. The Executive Director would support the ILS in conjunction with the ILS host, among many other duties. LYNX! should also hire a cataloging librarian to assume the LYNX! responsibilities currently assigned to Boise Public Library's head cataloger.

Recommendation Three: Establish LYNX! Directors as the LYNX! Governing Board

The LYNX! Directors should officially become the LYNX! Governing Board and be responsible for hiring the LYNX! Executive Director and working closely with that individual to ensure that LYNX! is fulfilling its mission.

Recommendation Four: Reimagine LYNX! Committees

High-functioning committees can play a significant role in the governance of a consortium by informing the decision-making process of the leadership. The committees should be reimaged with clearly defined duties and operational procedures, and to bear a shared responsibility for moving the development of the LYNX! consortium forward through recommendations to the Board.

### Recommendations in the Area of Operations

Recommendation Five: Standardize Policies and Procedures Across the Consortium

Significant effort has gone into developing standardized circulation policies and procedures across LYNX! and LYNX! should expand this standardization to the maximum extent possible. This would greatly simplify staff interactions with users and reduce user confusion over differing policies among LYNX! libraries.

## Recommendation Six: Equalize Services to LYNX! Members

### *Courier Service and Cooperative Borrowing*

Currently, only eight of the twelve LYNX! libraries are serviced by the Courier which is run out of the Boise Public Library. We highly recommend that LYNX! outsource the courier service to a logistics company that can deliver to all LYNX! libraries. Were the consortium able to normalize the courier service across all current members there would be no need for different borrowing policies.

## Recommendations in the Area of Technology

### Recommendation Seven: Move the ILS to a Hosted Solution

ILS vendors (including Innovative) have been developing new solutions for hosting their ILS's in the cloud which greatly reduces the need for local staff with a high level of technical sophistication, allowing resources to be repurposed elsewhere. In addition to moving to a hosted solution for the ILS, the consortium should evaluate the costs and benefits of moving to Vega Discover as a next generation Discovery tool.

### Recommendation Eight: Hold a Summit to Explore the Holdings Distribution and PAC Display Concerns

CDygart Solutions identified a "lack of collective understanding" in a few system-related issues. CDygart Solutions proposes two "summits," meaning focused meetings with staff, to collaboratively delve into two of the issues: holds distribution and PAC displays. Desired outcomes are a better shared understanding of how Polaris works and documentation of the configurations in place. The summits will have the added benefit of modeling a collaborative approach to problem solving across the consortium.

## PAC Display Issues Summit Exercises

Instructions: Please look up each of these items in your own catalog, and then look up items in the other suggested locations to see differences and similarities in the displays.

Bring any questions you have or observations to the meeting

1. Title - Legend of Zelda: Link's Awakening (Nintendo Switch, 2019)

Suggested locations: Hailey, Twin, Boise, Caldwell, Kuna

2. Title - Sh\*t my dad says by Justin Halpern (book)

Suggested locations: Nampa, Twin, Eagle

3. Title - Knock three times by Cressida Cowell (ebook and eaudiobook)

Suggested locations: Twin, Hailey, Mountain Home, Caldwell, Meridian

4. Title - Dangerous book for boys (book)

Suggested locations: Emmett, Ada, Kuna

5. Title - Moon handbooks. Oregon (serial record)

Suggested locations: Emmett, Garden City, Boise

Lynx! Library Catalog Links		
<a href="#">Ada Catalog</a>	<a href="#">Boise Catalog</a>	<a href="#">Caldwell Catalog</a>
<a href="#">Eagle Catalog</a>	<a href="#">Emmett Catalog</a>	<a href="#">Garden City Catalog</a>
<a href="#">Hailey Catalog</a>	<a href="#">Kuna Catalog</a>	<a href="#">Meridian Catalog</a>
<a href="#">Mountain Home Catalog</a>	<a href="#">Nampa Catalog</a>	<a href="#">Twin Falls Catalog</a>

# LYNX PowerPac

+

# Homepage

Language Branch Large Text Log In

meridian library district  
MERIDIAN LIBRARY AT CHERRY LANE

Library Info Search My Account Connections Help

Library Winter Hours   
• Please refer to mld.org for current hours and available services.

Links:  
• Library Calendar  
• Visit Our Website  
• Request Materials

eBooks and More...   
• Overdrive EBooks/Audiobooks  
• Hoopla (movies, music, audiobooks, eBooks)  
• RBDigital eMagazines

Overdrive eContent   
• Please log into your account to include Overdrive ebooks, eaudiobooks and more in your search.

New Materials at Meridian   
• New Fiction DVDs/Blurays

Quick library search:

Anywhere Subject Title Author Series

New Books

Depth of field Deen, Natasha, author.	A stitch through time Burke, Lauren, author.	Savvy Sheldon feels good as hell McCoy, Taj, author.	In you I see Emily, Rachel, author.	Against all odds : a true story of ultimate cou... Kershaw, Alex, author.	God is here : reimagining the Divine Spitzer, Toba, author.	This or story : choc Andrew 1969-ε

New Videos

Around the world in 80 days	Dragonworld	The 355	Belfast	Luzzu	The Matrix. Resurrections	The Mi Blanc my Cais

# Other Searches

Language Branch Large Text Log In

**meridian library district** MERIDIAN LIBRARY AT CHERRY LANE

Library Info Search My Account Connections Help

Keyword search:

Search by: Any Field Using: 1 selected databases

Limit by: All formats Select Databases

More Search Options

Need help searching? [Click here for tips and instructions](#)


LANGUAGE	LIBRARY INFO	SEARCH	MY ACCOUNT	CONNECTIONS	HELP
English	Portal	Keyword	My Record		
Español	Hours	Browse	Items Out		
	Web Site	Phrase	Requests		
	Ask Us	Exact	Fines & Fees		
		Advanced	Saved Searches		
		Boolean	My Lists		
			Log In / Register		

s/search/default.aspx?ctx=31.1033.0.0.5&type=Keyword#

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# Search Results

Language ▾ Branch ▾ Large Text Log In

 **meridian library district** MERIDIAN LIBRARY AT CHERRY LANE

Library Info ▾ Search ▾ My Account ▾ Connections Help ▾

[Save Search](#)

**Narrow your search** ▾

Availability ▾


Available Now (3922)


Type of Material ▾

Book (3154)  
 Visual Materials (774)  
 Videorecording (744)  
 Projected Medium (668)  
 DVD (539) [More>>](#)

Location ▾

**Local**

Meridian Library at Cherry Lane (1071)   
 Boise Main Library (1867)  
 Nampa Public Library (1083)  
 Eagle Public Library (576)  
 Kuna Library District (538)  
 Ada Victory Branch (503)  
 Boise Cole and Ustick Branch (463)  
 Ada Lake Hazel Branch (368)  
 Caldwell Public Library (355)


Keyword search:  


Search by:  Using: 1 selected databases

Limit by:  [Select Databases](#)


[More Search Options](#)

1 - 10 of 4324  PER PAGE SORT

 **1. *Test*. Volume 1**  
by Sebela, Christopher, author.  
... of a mythical, Midwestern town named Laurelwood-where they're *test*-marketing the future with tech that can't possibly exist yet, ...  
Publisher, Date: Missoula : Vault Comics, 2019.  
Description: 1 volume (unpaged) : chiefly illustrations ; 26 cm  
Local Availability: 1 (of 1)  
System Availability: 1 (of 1)  
Current Holds: 0

 2019  
[Rate or review](#)  
[Add to Shelf](#)

AVAILABILITY  
 FULL DISPLAY  
 PLACE REQUEST  
[Add to My List](#)


 **2. *Test***  
... *Test* / Serious Productions presents, in association with Gloss ; ...

107




# Detail Page

Language ▾ Branch ▾ Large Text Log In

 **meridian library district** MERIDIAN LIBRARY AT CHERRY LANE

Library Info ▾ Search ▾ My Account ▾ Connections Help ▾

RETURN TO LIST DISPLAYING 1 OF 14 NEXT PLACE REQUEST



**Title:** *My hero academia*. Vol. 12, *The test* / story & art, Kohei Horikoshi ; translation & English adaptation, Caleb Cook ; touch-up art & lettering, John Hunt ; series editor, John Bae ; graphic novel editor, Mike Montesa.

**Author:** Horikoshi, Kōhei, 1986- author, illustrator.

**Format:** Book

**Edition:** Shonen Jump manga edition.

**Publisher, Date:** San Francisco, CA : VIZ Media, LLC, [2018]

**Description:** 186 pages : chiefly illustrations ; 19 cm.

**System Availability:** 7 (of 11)

**Local Availability:** 5 (of 8)

**Current Holds:** 0

**Target Audience Note:** Rated: T for teen.

**Series:** Shonen Jump  
Shonen Jump manga.

**Subjects:** High school students -- Comic books, strips, etc.  
Superheroes -- Comic books, strips, etc.  
High schools -- Comic books, strips, etc.  
Young adult fiction.

**Genre:** Comics (Graphic works)  
Graphic novels.  
Superhero comics.

**Other Author:** Bae, John, editor.  
Cook, Caleb D., translator.  
Hunt, John, letterer.  
Montesa, Michael, editor.







**Other Title:** Boku no *hero academia*. English




2018

**User rating**  
★★★★★  
6 reviews

[Add to Shelf](#)

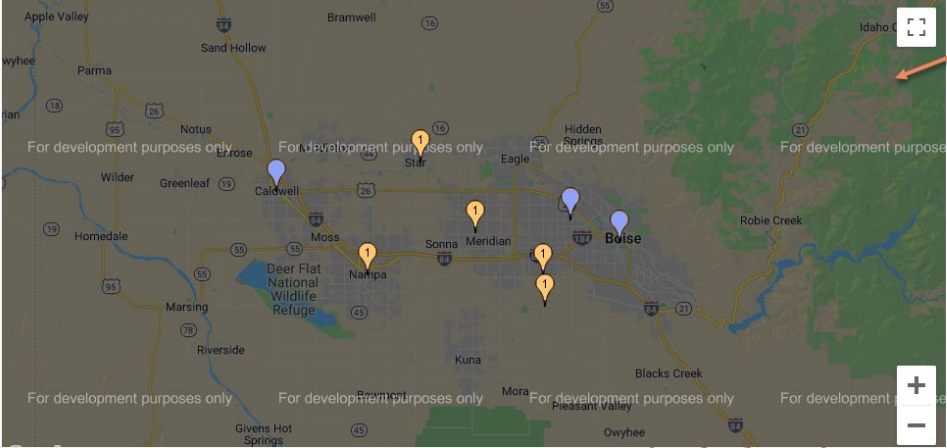
[More Options](#)

Share      

 TEEN GRAPHIC NOVEL MY HERO	Checked Out (Due: 4/20/2022)	Book
▼ Caldwell Public Library (0 of 1 available)		
▼ Teen Graphic Novel Collection (Print)		
 YA HORIKOS	Teen Graphic Novels Checked Out (Due: 4/10/2022)	Book - Teen
▼ Nampa Public Library (1 of 1 available)		
▼ Teen Graphic Novel Collection (Print)		
 TEEN GN MG My	Checked In	Book

[Click here to see items from all branches...](#)


Map It



Map showing library locations in the Boise area. Pins indicate library locations with labels such as Caldwell, Nampa, Meridian, and Boise. The map includes geographical features like the Deer Flat National Wildlife Refuge and various roads.

# Log In Page

Language ▾ Branch ▾ Large Text

 meridian library district  
MERIDIAN LIBRARY AT CHERRY LANE

Library Info ▾ Search ▾ My Account ▾ Connections Help ▾

If you are not registered for library services, click or tap here to register now

Please enter your barcode and PIN

Barcode:

PIN:


[Forgot your PIN?](#)

*Don't forget to log out...*

LANGUAGE	LIBRARY INFO	SEARCH	MY ACCOUNT	CONNECTIONS	HELP
English	Portal	Keyword	My Record		
Español	Hours	Browse	Items Out		
	Web Site	Phrase	Requests		
	Ask Us	Exact	Fines & Fees		
		Advanced	Saved Searches		
		Boolean	My Lists		

# Patron Registration

Language ▾ Branch ▾ Large Text Log In

 **meridian**  
library district  
MERIDIAN LIBRARY AT CHERRY LANE

Library Info ▾ Search ▾ My Account ▾ Connections Help ▾

Please fill in the fields on this form and click Submit to register. Your online registration will be forwarded to the library. You can pick up your library card at the branch you specify in the form.

**Personal Information:**

First name:\*  Middle name:  Last name:\*

If the name on your identification is different than specified above, please indicate the full name on your identification. If you wish to use the name on your identification for receiving print or phone notices from the library, please check the appropriate box.

**Name on Identification:**

First name:  Middle name:  Last name:

Use name on ID for print / phone notices Gender:  Birth date:\*  
MM  DD  YYYY

**Address information**

Street 1:\*

Street 2:

Street 3:

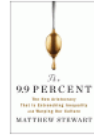
BOISE, ID 83706 -

Registered at: *Meridian Library at Cherry Lane*

**Contact information**

# Carousel Toolkit

## Read Something New



★★★★★  
The 9.9 percent :  
the new  
aristocracy that  
is e...  
Stewart,  
Matthew, 1963-  
au...



★★★★★  
All of the marvels  
: a journey to the  
ends of t...  
Wolk, Douglas,  
author.



★★★★★  
Another history  
of art  
Kunz, Anita,  
1956- artist.



★★★★★  
Barcelona  
dreaming  
Thomson, Rupert,  
author.



★★★★★  
Biscuits and  
gravy  
Johnstone,  
William W., aut...



★★★★★  
Black birds i  
sky : the st  
and legacy  
Colbert, Bra  
author.

## Book Club Sets

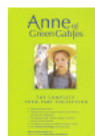
Book club sets contains 10 copies of one title and can be checked out for six weeks. Sets must be checked out and returned as sets.

To find a book club set, add the words "book club" to your search terms. For example, you could search "catcher in the rye book club" or "salinger book club" to see the book club set of *The Catcher in the Rye*. You can also view all book club sets available by searching "book club set."

## Movies & TV Shows

We have thousands of movies, TV series, documentaries, live performances, and other videos. You can also stream videos online using [Hoopla](#) or [Access Video](#).

## Get Green!



# PAC Limit (Single Library)

PAC Limit By Display

Organization Name	Limit Description	CCL/Filter	Enabled	Display Order	Protected
Nampa Public Library	All formats	TOM=*	Yes	1	Yes
Nampa Public Library	Available Now	AVAILABILITY > 0	Yes	2	No
Nampa Public Library	Audio-book	TOM=abk	Yes	3	Yes
Nampa Public Library	Book	TOM=bks	Yes	4	Yes
Nampa Public Library	Braille	TOM=brl	No	5	Yes
Nampa Public Library	Cartographic	TOM=cmt	No	6	Yes
Nampa Public Library	DVD	TOM=dvd	Yes	7	Yes
Nampa Public Library	Ebook	TOM=ebk	Yes	8	Yes
Nampa Public Library	E-resources	TOM=elr	Yes	9	Yes
Nampa Public Library	Globe	TOM=glb	Yes	10	Yes
Nampa Public Library	Kit	TOM=kit	No	11	Yes
Nampa Public Library	Large print	TOM=lpt	Yes	12	Yes
Nampa Public Library	Manuscript maps	TOM=mcm	No	13	Yes
Nampa Public Library	Manuscript	TOM=mss	No	14	Yes
Nampa Public Library	Manuscript music	TOM=mmu	No	15	Yes
Nampa Public Library	Map	TOM=map	Yes	16	Yes
Nampa Public Library	Microform	TOM=mic	No	17	Yes
Nampa Public Library	Mixed materials	TOM=mix	No	18	Yes
Nampa Public Library	Motion picture	TOM=mot	Yes	19	Yes
Nampa Public Library	Music CD	TOM=mcd	Yes	20	Yes
Nampa Public Library	Musical recording	TOM=msr	Yes	21	Yes
Nampa Public Library	Newspaper	TOM=new	Yes	22	Yes
Nampa Public Library	Nonmusical recordi...	TOM=nsr	Yes	23	Yes
Nampa Public Library	Periodical	TOM=per	Yes	24	Yes

# PAC Limit (Multiple)

PAC Limit By Display

Organization Name	Limit Description	CCL/Filter	Enabled	Display Order	Protected
Boise Main Library	All formats	TOM=* AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	1	Yes
Boise Main Library	Boise Main Items Only	AB=17 AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	2	No
Boise Main Library	Available Now	AVAILABILITY > 0 AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	3	No
Boise Main Library	Book (All Formats)	TOM=bks AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	4	Yes
Boise Main Library	Book (Physical Format)	TOM=bks AND MAT <> 24 AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	5	No
Boise Main Library	Ebook	TOM=ebk AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	6	Yes
Boise Main Library	Blu-ray Disc	TOM=brd AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	7	Yes
Boise Main Library	DVD	TOM=dvd AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	8	Yes
Boise Main Library	Audio-book	TOM=abk AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	9	Yes
Boise Main Library	Eaudiobook	TOM=aeb AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	10	Yes
Boise Main Library	Music CD	TOM=mcd AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	11	Yes
Boise Main Library	Braille	TOM=brl AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	12	Yes
Boise Main Library	Large print	TOM=lpt AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	13	Yes
Boise Main Library	Cartographic	TOM=cmt AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	14	Yes
Boise Main Library	Periodical	TOM=per AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	15	Yes
Boise Main Library	Newspaper	TOM=new AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	16	Yes
Boise Main Library	Magazines	MAT=42 AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	17	No
Boise Main Library	Magazines - Juvenile	MAT=36 AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	18	No
Boise Main Library	E-resources	TOM=elr AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	19	Yes
Boise Main Library	Book + CD	TOM=bcd AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	20	Yes
Boise Main Library	Videorecording	TOM=vid AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	21	Yes
Boise Main Library	Serial	TOM=ser AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	22	Yes
Boise Main Library	Map	TOM=map AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	23	Yes
Boise Main Library	Globe	TOM=glb AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	24	Yes
Boise Main Library	Kit	TOM=kit AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	25	Yes
Boise Main Library	Manuscript maps	TOM=mcm AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	26	Yes
Boise Main Library	Manuscript	TOM=mss AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	27	Yes
Boise Main Library	Manuscript music	TOM=mmu AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	28	Yes
Boise Main Library	Microform	TOM=mic AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	29	Yes
Boise Main Library	Mixed materials	TOM=mix AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	30	Yes
Boise Main Library	Motion picture	TOM=mot AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	No	31	Yes
Boise Main Library	Musical recording	TOM=msr AND AB<>23 AND AB<>27 AND AB<>29 AND AB<>39 AND AB<>40	Yes	32	Yes

# Item Availability Display

Item Availability Display Order

Organization	Level	Sorting Order	Branch Location
Twin Falls Public ...	Local	1	Twin Falls Public Li...
Twin Falls Public ...	Local	2	Twin Falls Public Li...
Twin Falls Public ...	System	1	Twin Falls Public Li...
Twin Falls Public ...	System	2	Twin Falls Public Li...

Item Availability Display Order

Organization	Level	Sorting Order	Branch Location
Boise Main Library	Local	1	Boise Main Library
Boise Main Library	Local	2	Boise Hillcrest Bran...
Boise Main Library	Local	3	Boise Cole and Usti...
Boise Main Library	Local	4	Boise Collister Bran...
Boise Main Library	Local	5	Boise Bown Crossin...
Boise Main Library	Local	6	Boise Home-Based ...
Boise Main Library	Local	7	Boise City Hall
Boise Main Library	Local	8	Ada Victory Branch
Boise Main Library	Local	9	Ada Lake Hazel Bra...
Boise Main Library	Local	10	Ada Hidden Spring...
Boise Main Library	Local	11	Ada Star Branch
Boise Main Library	Local	12	Ada Avimor 24-7 lo...
Boise Main Library	Local	13	Ada Hidden Spring...
Boise Main Library	Local	14	Ada North Star 24-7...
Boise Main Library	Local	15	Caldwell Public Libr...
Boise Main Library	Local	16	Eagle Public Library
Boise Main Library	Local	17	Garden City Public ...

# Settings: Parameters

Profile	Value
Active directory logon	Setup ...
Branch list order	Yes
Default polaris user in PAC	OPAC Default
Did you mean: Enabled	Yes
Email notification: Email address of sender	library@cityofboise.org
Email notification: Server running SMTP service	ch-ilspac
Enriched data	Setup ...
Fines & Fees: Show history in detailed view	Yes
Google Maps	Setup ...
Hours of operation message	Setup ...
Hours of operation: Display	No
Item availability: Display detailed item status	Yes
Item availability: Display due date in detailed item status	Yes
Item availability: Display shelf location	Yes
Item availability: Display status	Yes
Item availability: Display type	Yes
Item availability: Suppress for integrated econtent titles	No
Login retries	Setup ...
Most popular sort settings	Setup ...
Multiple language strings	Setup ...
Patron access options	Setup ...
Patron access: Display hold queue information	Yes
Patron access: Policy statement hyper text link	
Patron access: Policy statement hyper text link permitted	No
Patron access: Renewal	Setup ...
Patron eReceipts	Setup ...
Patron library assigned and free text block default text	Library assigned block
Patrons can remove reading history	Yes
Purchase options	Setup ...
Reset password link timeout duration	60 minute(s)
Resource Groups: Search result settings	Setup ...
Search agent: Enable	Yes
Search settings defaults	Setup ...
Search: Sub-sort-by-title	Yes
Suppress availability and requests	Setup ...
Suppress branches	Setup ...
Suppress item display	Setup ...



# Settings: Parameters

Acquisitions / Serials Patron Services Cataloging PAC PowerPAC Children's PAC Staff Client Mobile PAC Community

Profile	Value
3M PAMS: Enabled	No
Ask us: Require login	Yes
Bookmarking & Sharing: Enable	No
Bookmarking & Sharing: Profile ID for "AddThis" analytics	
Branch switching: Enable	Yes
Categorization of ESource targets	Setup ...
Cookie acceptance: Enable	No
Cookie acceptance: External workstation retention period	365 day(s)
Dashboards: Expanded	No
Dashboards: Narrow your search & related searches	Setup ...
Dashboards: Web page / web part assignment	Setup ...
Dashboards: Web part construction	Setup ...
Did you mean: Suggestions are to display even when hits...	No
Enable logging of transactions	Yes
Feature It: Screen display options	Setup ...
Google Preview: Enable on full display	Yes
Google Preview: Enable on search results pages	Yes
Highlight local items in matching title view	No
In-house access definitions	Setup ...
Item availability: "Text it" feature enabled	Yes
Item availability: Display last circ date	No
Item availability: Display local and system levels	Yes
Item availability: Display notes	Icon
Item availability: Display textual holdings notes	Icon
Item availability: Expand non-serial titles	Yes
Item availability: Expand serial titles	No
Librarian's (MARC) View: Enable	Yes
Local call number indexed field: Limit choice	No
Navigation: Advanced	Yes
Navigation: Ask us	Yes
Navigation: Boolean	Yes
Navigation: Browse	Yes
Navigation: Children's PAC	No
Navigation: Claimed and Lost	No
Navigation: Course reserves	No
Navigation: E-Sources	No
Navigation: Events	No
Navigation: Exact	Yes
Navigation: Fines & fees	Yes
Navigation: Hours	No
Navigation: Items out	Yes
Navigation: Keyword	Yes
Navigation: My record	Yes

Acquisitions / Serials Patron Services Cataloging PAC PowerPAC Children's PAC Staff Client Mobile PAC Community

Profile	Value
Navigation: Patron account	Yes
Navigation: Phrase	Yes
Navigation: Policies	No
Navigation: Portal	Yes
Navigation: Requests	Yes
Navigation: Web site	No
Navigation: Web site URL	
OverDrive download: Enable on in-house workstations	Yes
OverDrive Preview: Enable on full display	Yes
OverDrive Preview: Enable on search results pages	Yes
Page header options	Setup ...
Patron inactivity timeout	Setup ...
Perform a new search if a cross reference is selected	Yes
Portal custom content (URL)	
Portal page content carousels	Setup ...
PowerPAC Analytics	Setup ...
Product page categories: Configure	Setup ...
Quick search button configuration	Setup ...
Recently viewed titles	Setup ...
Related words options	Setup ...
Remote databases: Categorization of target databases	Setup ...
Remote databases: Maximum number that can be search...	10
Remote databases: Usage settings	Setup ...
Remote user PowerPAC: Enable	Yes
Result set: Maximum number of records to return	100000
Rotating best seller book jacket on Portal page	No
RSS Feeds: Enable	Yes
RSS Feeds: Maximum new releases	5
Scoping: Use MARC language scoping display table	Yes
Search options: Limit by collection enabled	Yes
Search: Display search criteria in search box for link-prod...	No
Single login: Enable	Yes
Text: Headings count column for "see from" headings	--
Theme dashboard position	Left
Theme selection	Gray
Title Display: Configure	Setup ...
Title Display: Number of characters in the Summary (Short)	0
Title list: Email	Yes
Title list: Enable	Yes
Title list: Enable bulk holds	No
Title list: Maximum number of titles to request in bulk	10
Title list: Print	Yes
Title list: Save	Yes

# Settings: Search Agent

SelfCheck Unit	Request	Credit Card Payment	NCIP
Acquisitions / Serials	Patron Services	Cataloging	Notification

↑ ↓ ↻ 📄

Parameter	Value
📁 Search agent parameters	Setup ...

Search Agent parameters

Number of Saved Searches:



Maximum Number of Search Results Returned:

Number of Times to Run a Saved Search:

Allow Weekly Searches       Allow Monthly Searches

Notification "from" Address:

# Settings: WebAdmin

  **Polaris Web Admin Tool**

Language Tools | PAC Tools | PAPI Key Management | Help

Edit | Add | Import | Export | Log Off

## Edit Tool

### Language Options

Product:

Organization:

Language 1:

Language 2:

Reset All Custom Strings

### Limit Options

Specific string ID:

String contains:

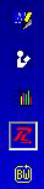
Only show customized strings

Copyright © 2022 Innovative Interfaces, Inc.



Polaris Web Admin Tool

# Overdrive and other eResources



Control number:  Owner:  Items:  Record status:   
Title:   Display in PAC  ILL  
 Do not overlay  Host

▼ Resource Entities

☐ Overdrive Integrated Boise and Garden City

Vendor Account Name: Overdrive Integrated Boise and Garden City  
Active: Yes  
Resource Group: Boise and Garden City Overdrive  
Imported MARC Data: 856 40 #3Click for more information+uhttps://api.overdrive.com/v1/collections/v1L1BlwAAA2h/products/6f679008-75f3-46e0-8606-de5e5b44bc83x1363  
Object Identifier: 6F679008-75F3-46E0-8606-DE5E5B44BC83  
URL: https://api.overdrive.com/v1/collections/v1L1BlwAAA2h/products/6f679008-75f3-46e0-8606-de5e5b44bc83  
Link Text:   
Cover Image URL: https://img1.od-cdn.com/ImageType-200/0017-1/{6F679008-75F3-46E0-8606-DE5E5B44BC83}img200.jpg  
Public Note:   
Non-Public Note:   
Creator: PolarisExec  
Creation Date: 12/21/2019 5:20:42 AM

Linked Item Records  
Open Vendor Account  
Revert to MARC tag  
Delete Resource Entity

☐ Overdrive Integrated--Twin Falls

Vendor Account Name: Overdrive Integrated--Twin Falls  
Active: Yes  
Resource Group: ID8--Twin Falls  
Imported MARC Data: 856 40 #3Click for more information+uhttps://api.overdrive.com/v1/collections/v1L2B7wIAAKwFAAA1g/products/6f679008-75f3-46e0-8606-de5e5b44bc83x3040  
Object Identifier: 6F679008-75F3-46E0-8606-DE5E5B44BC83  
URL: https://api.overdrive.com/v1/collections/v1L2B7wIAAKwFAAA1g/products/6f679008-75f3-46e0-8606-de5e5b44bc83  
Link Text:   
Cover Image URL: https://img1.od-cdn.com/ImageType-200/0017-1/{6F679008-75F3-46E0-8606-DE5E5B44BC83}img200.jpg  
Public Note:   
Non-Public Note:   
Creator: PolarisExec  
Creation Date: 4/21/2020 12:30:45 AM

Linked Item Records  
Open Vendor Account  
Revert to MARC tag  
Delete Resource Entity

☐ Overdrive Integrated--Mountain Home

Vendor Account Name: Overdrive Integrated--Mountain Home  
Active: Yes  
Resource Group: ID8--Mountain Home  
Imported MARC Data: 856 40 #3Click for more information+uhttps://api.overdrive.com/v1/collections/v1L2B7wIAAAoFAAA18/products/6f679008-75f3-46e0-8606-de5e5b44bc83x3040

Linked Item Records  
Open Vendor Account  
Revert to MARC tag  
Delete Resource Entity

# Resource Entities

**Local**

Twin Falls Public Library (4)

**Subjects**

- Fantasy (3)
- Fantasy fiction (2)
- Juvenile Fiction. (2)
- Magic (2)
- Princesses (2)

More>>

**Authors**

- Cowell, Cressida (4)
- OverDrive, Inc. (2)
- Tennant, David (1)
- Tennant, David, 1971- (1)

**Publication Date**

2020 (2)

2019 (2)

**Series**

**Popularity**

**Target Audience**

**Language**

 ... **Knock three times** / Cressida **Cowell** . ...

Publisher, Date: [New York, New York] : Hachette Audio, [2020]

Web Site: [RBMedia](#)

Description: 5 audio discs (approximately 6 hr.) ; 4 3/4 in.

Series: **Cowell**, Cressida. Wizards of once (Series). Spoken word ; bk. **3**.

Call Number: JBCD COWELL

Local Availability: 1 (of 1)  
System Availability: 1 (of 1)  
Current Holds: 0

Rate or review

 **2. Knock Three Times**  
by **Cowell**, Cressida

... **Knock Three Times** [electronic resource] / Cressida **Cowell** ...

Publisher, Date: [S.I.] : Little, Brown Books for Young Readers, 2019.

Call Number: DIGITAL DOWNLOAD

Available: 1 (of 1)  
Current Holds: 0

Rate or review

AVAILABILITY

2. Knock Three Times, Cowell, Cressida (2019)

Call Number	Shelf Location	Status	Type
<ul style="list-style-type: none"> <li>Twin Falls Public Library (1 of 1 available)                             <ul style="list-style-type: none"> <li>Electronic Books (eBooks) (Digital)                                     <ul style="list-style-type: none"> <li>DIGITAL DOWNLOAD</li> </ul> </li> </ul> </li> </ul>		Checked In	eBook

# Resources

- Polaris Documentation  
[https://documentation.iii.com/polaris/7.1/Default.htm#PolarisStaffHelp/Public Access Admin/PDOSearching/Searching in Polaris PowerPAC.htm](https://documentation.iii.com/polaris/7.1/Default.htm#PolarisStaffHelp/Public%20Access%20Admin/PDOSearching/Searching%20in%20Polaris%20PowerPAC.htm)
- Econtent Integration With Polaris:  
[https://documentation.iii.com/polaris/7.1/Default.htm#PolarisStaffHelp/EContent%20Integration/EContentResEnt/Resource Entities.htm?Highlight=resource%20entities](https://documentation.iii.com/polaris/7.1/Default.htm#PolarisStaffHelp/EContent%20Integration/EContentResEnt/Resource%20Entities.htm?Highlight=resource%20entities)

## Appendix I: Agreement for LYNX! Consortium Services

Note: This Appendix is excerpted from the complete LYNX! Agreement package on the LYNX! website at [https://lynx.lili.org/wp-content/uploads/sites/87/2017/12/LYNX-Agreement-2016\\_0.pdf](https://lynx.lili.org/wp-content/uploads/sites/87/2017/12/LYNX-Agreement-2016_0.pdf). It also includes the Agreement's update Appendix B provided to CDyert Solutions on December 20, 2021 by Kari Davis of the City of Boise.

# Agreement for LYNX! Consortium Services

This Agreement is made and effective this 29th day of March, 2016 (the Effective Date) for the purposes of increasing efficiency, convenience and relevancy of library services; increasing access to library materials; improving access to technology; ensuring greater accuracy in an online database; improving services to under-served populations; and coordinating specialized collections. In furtherance of the aforementioned purposes, the following parties (hereafter referred to as "LYNX! libraries") hereby agree to form and maintain a level of membership in the consortium to be known as the LYNX! Consortium:

- (1) ADA COUNTY FREE LIBRARY DISTRICT (d.b.a. ADA COMMUNITY LIBRARY), 10664 W. Victory, Boise, ID 83709
- (2) BOISE PUBLIC LIBRARY, 715 S. Capitol Boulevard, Boise, ID 83702
- (3) CALDWELL PUBLIC LIBRARY, 1010 Dearborn, Caldwell, ID 83605
- (4) EAGLE PUBLIC LIBRARY, 100 N. Stierman, Eagle, ID 83616
- (5) EMMETT PUBLIC LIBRARY, 275 S. Hayes Avenue, Emmett, ID 83617
- (6) GARDEN CITY LIBRARY, 6015 Glenwood, Garden City, ID 83714
- (7) HAILEY PUBLIC LIBRARY, 7 West Croy, Hailey, ID 83333
- (8) MERIDIAN FREE LIBRARY DISTRICT, 1326 W. Cherry Lane, Meridian, ID 83642
- (9) MOUNTAIN HOME PUBLIC LIBRARY, 790 N. Tenth E., Mountain Home, ID 83647
- (10) NAMPA PUBLIC LIBRARY, 215 12th Avenue South, Nampa, ID 83651
- (11) TWIN FALLS PUBLIC LIBRARY, 201 Fourth Ave East, Twin Falls, ID 83301

NOW THEREFORE, the parties hereby agree as follows:

### I. LYNX! CONSORTIUM MEMBERSHIP LEVELS AND REQUIREMENTS.

A. LEVELS OF MEMBERSHIP. The LYNX! Consortium is comprised of three different but progressive levels of membership as defined below. Each LYNX! library will request participation at a particular level of membership and the Library Directors for the LYNX! libraries will make the ultimate determination of membership level by simple majority vote. The three progressive levels of membership in the LYNX! Consortium are:

1. **Integrated On-Line System (hereinafter "ILS").** An on-line catalog, bibliographic and patron database system that member libraries cooperatively purchase, maintain, and share. Members may choose one or more components to participate in, including but not limited to the on-line catalog function, cataloging function, circulation function, acquisitions function, serials function, and other supporting functions. This is the basic level of membership for all LYNX! libraries in a progressive membership system such that all LYNX! libraries will, at a minimum, participate in the ILS.
2. **Cooperative Borrowing.** This category of membership includes participation in the ILS and also provides member library patrons in good

standing with their home library free access to direct check out of materials at any other Cooperative Borrowing LYNXI library. Patron cards from a LYNXI library in this membership category will be honored equally by all other Cooperative Borrowing LYNXI libraries. Each library's rules and procedures will have authority over its own items. The procedure for returning materials to the Cooperative Borrowing library where they were checked out is governed by the following sub-categories of this membership level:

a) *Cooperative Borrowing Libraries Located Outside the Boise-Nampa Metro-Statistical Area:* Patrons return materials to the library where the materials were checked out or patrons may return materials to their home library and that home library is then responsible for returning the materials to the library from which the materials were checked out. For purposes of this sub-category, the term "Boise-Nampa Metro-Statistical Area" is defined by the United States Census.

b) *Cooperative Borrowing Libraries Located Within the Boise-Nampa Metro-Statistical Area:* Patrons must return materials to the library where the materials were checked out. For purposes of this sub-category, the term "Boise-Nampa Metro-Statistical Area" is defined by the United States Census.

3. **Open Access.** This category of membership includes participation in the ILS and Cooperative Borrowing membership and also provides for delivery and return of patron holds by courier to the Open Access LYNXI library of the patron's choice. This is the only membership level that includes courier service, which is detailed at Section VII of this Agreement. A patron who holds a library card with an Open Access LYNXI library has access to walk-in check out and return of materials and may place a request for a hold on any eligible item and then may return that item to any other Open Access LYNXI library. Open Access members may be required to compensate another member library per the requirements and procedures in Appendix B.

B. **MEMBERSHIP STANDARDS.** All parties acknowledge that they currently meet and agree to continuously maintain for the duration of this contract period and any subsequent renewal periods uninterrupted satisfaction of the following qualifying standards for membership in the LYNXI Consortium:

1. A qualifying institution must be a public library as defined by Idaho Code, Title 33, Section 2601-2611 and Section 2701-2729;
2. A qualifying library must have a 2 - 6 year strategic plan adopted by its governing board;
3. A qualifying library must arrange for business-class Internet access separately, as deemed to be most advantageous to the specific library and the ILS host library;
4. A qualifying library must have a dedicated, salaried full-time library director;



5. A qualifying library must have a designated, paid, full-time employee responsible for circulation functions;
6. A qualifying library must have a 2 – 4 year technology plan; and
7. In addition to the foregoing six (6) standards, a qualifying library must satisfy a minimum of ten (10) other LYNX! Consortium Membership Standards set forth at Appendix A to this Agreement.

C. CHANGE IN OR WITHDRAWAL FROM MEMBERSHIP. All parties agree that any change in or withdrawal from membership in the LYNX! Consortium during the term of this Agreement or any subsequent renewal period is subject to the following:

1. A LYNX! library may only change its level of membership in the LYNX! Consortium or voluntarily withdraw from the LYNX! Consortium by providing written notification from its Library Director to the Library Directors of all other LYNX! libraries. Said written notification must be provided to the Library Directors no later than March 31<sup>st</sup>. Withdrawal shall be effective on the 30th of September of any year in which this Agreement is in force.
2. If any term of this Agreement is not met by a LYNX! library, the LYNX! Library Directors may ask that LYNX! library to voluntarily terminate its membership in the LYNX! Consortium and its status as a party to this Agreement. This potential course of action is not a required response to any one or more failures to abide by the terms of this Agreement. Failure to terminate a non-complying LYNX! library shall NOT operate as a waiver of the rights of the other LYNX! libraries to seek and obtain legal and equitable remedies whether for breach of contract or on some other legal or equitable basis against or from the non-complying library, nor shall it relieve the non-complying LYNX! library of its obligations pursuant to this Agreement.
3. At the termination or expiration of this Agreement, all improvements of any sort made to the ILS shall be the sole property of the ILS System Host, which is Boise Public Library.
4. A terminated or withdrawing LYNX! library, regardless of whether such withdrawal or termination is voluntary, shall NOT receive a refund of any monies paid for participating in the ILS, including monies paid into the ILS Upgrade Fund, which is an interest bearing account used to fund upgrades for the ILS.
5. A terminated or withdrawing LYNX! library may copy bibliographic data for its holdings from the ILS at its own cost.
6. A LYNX! Library electing to change its membership level or that is withdrawing or terminating from the LYNX! Consortium, regardless of whether such withdrawal or termination is voluntary, must fulfill any and all obligation(s) occurring during its term of membership with respect to the open access compensation procedure set forth in Appendix B to this Agreement.

D. ADDITIONAL LIBRARIES.

1. A library not party to this Agreement as of the Effective Date of this Agreement may subsequently request to become a party to this Agreement and

join the LYNX! Consortium by submitting to the LYNX! Library Directors a letter of intent and agreement to the standards for membership set forth at Section I. B herein.

- a) A request to join in the LYNX! Consortium and become a party to this Agreement must be approved by unanimous vote of the LYNX! Library Directors sharing the ILS and any such approval may be of a different membership level than that requested. The membership level of the requesting library will be determined by a simple majority vote of the Library Directors excluding the library director of the requesting library.
  - b) Approval of a request to join the LYNX! Consortium may only be granted if:
    - (1) the participation of a requesting library will not unreasonably interfere in the use of the ILS by other existing LYNX! libraries;
    - (2) the requesting library has an established funding base and an annual budget that is sufficient to include LYNX! resource sharing costs;
    - (3) the requesting library maintains a current and viable collection for its own patrons; and
    - (4) the requesting library provides a letter of support affirming financial support for consortium costs from its Board and, where applicable, from its City Council.
  - c) It is agreed that the addition of branch library facility locations that are part of the library system of a current LYNX! library may be added to the ILS without the afore-mentioned vote and approval, as long as the responsible current member LYNX! library assumes the costs for additional licenses, accessory equipment, and ILS enhancements to permit the addition of each new library branch facility.
2. Based upon a new member library's anticipated cost-share as determined by the pro rata cost share formula contained herein at Section V.F.5., any library or library district that joins the LYNX! Consortium subsequent to the Effective Date of this Agreement shall pay an initial buy-in fee to the ILS as a payment for existing shared equipment/software.
- a) The initial basis for the buy-in fee shall be the cost of the current system configuration. This basis shall be revised as required, but no less frequently than every three (3) years, to consider the actual costs of ILS elements subsequently acquired.
  - b) Upon the agreement of all LYNX! libraries, the buy-in fee shall be deposited in the ILS Upgrade Fund, which is the interest bearing account used to fund upgrades for the ILS maintained by the System Host.
  - c) Should the new member library account for a higher cost-share percentage than initially anticipated, an additional buy-in charge may be levied against that member in the succeeding budget year.

3. In the event that the ILS is expanded with the addition of a new library or library district, each existing LYNX! library will receive a *pro rata* reduction in the costs of its participation in the ILS based on the cost-share percentage per the formula set forth herein at Section V.F.5. attributed to the new library or library district.

**E. BYLAWS AND VOTING.**

1. The LYNX! Consortium is authorized to create bylaws that facilitate the operation of the LYNX! Consortium through the Library Directors and which provide procedure and governance for meetings.

2. A LYNX! library may only vote on matters that pertain to that library's particular level of membership in the LYNX! Consortium, e.g. only Open Access membership libraries may vote on courier service issues. In addition, voting membership in the LYNX! Consortium is restricted to those LYNX! libraries that:

- a) Adhere to U.S. industry standard data entry and cataloging protocols as agreed upon by the LYNX! Consortium;
- b) Pay an annual ILS system maintenance cost per the pro rata cost share formula set forth at Section V.F.5. of this Agreement; and
- c) Contribute to the ILS Upgrade fund, which is defined herein at Sections I. C. 4. and I.D.2.b.

**II. LYNX! MEETINGS AND SUBGROUPS.**

A. MEETINGS. Library directors for each LYNX! library (hereinafter "Directors") shall meet not less than quarterly at a time and place set by the Directors. Each director or his/her designated staff member shall be present at these meetings. Duties of the Chair and the Secretary of the LYNX! Consortium will rotate among the Directors. Non-directors may attend upon request or invitation of a director for the purpose of presenting reports from specialized areas.

**B. COMMITTEES AND TASK FORCES.**

1. The LYNX! Consortium, through majority agreement of the Directors, may form any committees and/or task forces that it deems necessary to its operation, and dissolve any subgroups that it deems no longer necessary.

- a) All subgroups are advisory to the Directors.
- b) Recommendations or decisions of subgroups must be ratified by simple majority vote of the Directors in order to take effect.

2. The LYNX! Consortium shall have no authority over the library services, practices and properties of individual LYNX! libraries other than that authority which is expressly granted in this Agreement.

**III. LYNX! MEMBERSHIP RIGHTS AND RESPONSIBILITIES.**

- A. Each LYNX! library is required to maintain a current and viable collection of materials for its own patrons.
- B. Nothing in this Agreement shall require a LYNX! library to extend services to a non-resident patron beyond the kind, number, value, or quality of services provided to resident patrons.
- C. A LYNX! library shall only extend borrowing services under this Agreement to a patron of another LYNX! library who holds a valid borrower's card from his/her home library and who is in good standing with his/her home library. The lending library may elect at its discretion to verify a patron's compliance with the afore-mentioned requirements and may deny service to a patron who does not meet said requirements or whose status does not correspond to the requirements of the lending Library.
- D. Any agreement between LYNX! libraries for the issuance of library cards to each other's residents is not affected by membership in the LYNX! Consortium created by this Agreement.
- E. All LYNX! libraries agree to provide electronic access to records of patron names, addresses and current standing to the other LYNX! libraries to the extent technically feasible for the sole purpose of verifying patron status. Notwithstanding the foregoing, LYNX! libraries shall have the discretion to verify patron status via other means.

#### IV. ILS COOPERATIVE CATALOGING.

- A. The parties agree to share the bibliographic database portion of the ILS.
- B. Each LYNX! library's rules and procedures will have authority only over its own holdings records which are attached to the bibliographic records.
- C. All LYNX! libraries who use the cataloging module shall have a working knowledge of cataloging records and the current standards of OCLC.
- D. All LYNX! libraries using the cataloging module agree that:
  - 1. Each LYNX! library will follow all U.S. industry standard cataloging rules;
  - 2. Each LYNX! library will follow all U.S. industry standard written procedures;
  - 3. Boise Public Library has the primary responsibility for the upkeep and management of the bibliographic database; and
  - 4. LYNX! libraries will maintain open communications with each other as well as collaborative support and assistance when needed to ensure the best possible public service for all concerned.

#### V. ILS DATABASE SYSTEM.

- A. SYSTEM HARDWARE.
  - 1. All LYNX! libraries agree to have or acquire at their own individual expense all necessary and desired access stations including but not limited to servers, workstations, personal computers, routers, firewalls, software, and all other necessary communications and related equipment installed at their respective sites and attached and incorporated into the ILS.

2. Each LYNX! library will have and maintain, at its own individual expense, all necessary communication lines connecting its access stations to the ILS.
3. Boise Public Library Information Technology staff will manage all connections to Boise Public Library for ILS access.
4. Wide Area Network (WAN) management will be the responsibility of Boise Public Library Information Technology staff based on agreed upon points of demarcation for connections, as agreed with each LYNX! library.
5. The access stations at each site referred to herein shall be the sole property and responsibility of the LYNX! library that purchased said equipment.

**B. SYSTEM OPERATION.**

1. The ILS shall be available twenty-four hours a day, seven days a week, except for normal maintenance, or in the event of a system failure and these hours of operation of the central computer equipment and availability of the central computer equipment to LYNX! libraries will not be decreased unless agreed upon by all parties.
2. When feasible, all maintenance and software upgrades to the ILS shall be scheduled in advance with notification to all LYNX! libraries no less than twenty-four (24) hours in advance of the ILS being made unavailable.
3. Boise Public Library, as System Host, shall provide at no cost to all LYNX! libraries reasonable explanations of the conventions and procedures established and utilized in the operation of the ILS provided, however, that any direct costs incurred by the System Host in training ILS personnel for subsequent ILS software releases shall be reimbursed to it by all LYNX! Libraries on a *pro rata* basis per the formula defined at Section V.F.5. of this Agreement.
  - a) For purposes of this Agreement, "System personnel" means only the person(s) whose salary and fringe benefit costs are shared by all LYNX! libraries.
  - b) Under normal circumstances, the cost incurred in training only one (1) member of the System personnel in ILS operations and software shall be shared equally by all LYNX! libraries;
  - c) In the event that it is deemed necessary by the Directors to send more than one person to the training, the System Host shall be entitled to negotiate with other LYNX! libraries prior to the training, regarding the sharing of training costs for the additional person(s).
  - d) System Host agrees to provide a training session for all other LYNX! libraries following any training attended by System personnel within thirty (30) days of the vendor's course.

**C. SYSTEM MAINTENANCE.**

1. Each LYNX! library shall be responsible for any and all maintenance agreements it has in regard to access stations and site-specific equipment. Each LYNX! library shall have such maintenance agreements on all equipment whose failure might adversely affect the operation of any part of the rest of the ILS System.

2. Each LYNX! library shall have maintenance agreements in place for the duration of this Agreement and any subsequent renewal periods and shall be individually responsible for maintaining all communications equipment and major connecting equipment used for accessing the ILS.

3. The System Host will maintain in effect the system vendor maintenance agreement relating to the ILS and shall negotiate where possible discounts that will be passed on to all LYNX! libraries for such things as prepayment of maintenance fees. All LYNX! libraries are responsible for paying their share of ILS related costs for central equipment according to the *pro rata* formula outlined herein at Section V.F.5.

D. ACCESS TO SYSTEM DATA.

1. Full access to information stored in the ILS relating to the bibliographic descriptions of library materials at each LYNX! library and relating to the holdings, availability and circulation status of such library materials shall be allowed to all LYNX! libraries.

2. Each LYNX! library shall maintain confidentiality of the information stored in the ILS relating to the patrons of each library. Only paid library staff may access the patron database.

3. The System Host shall allow each LYNX! library access to other machine-readable information stored in the ILS relating to the patrons, titles, holdings, and circulation status of each respective LYNX! library and facilities to extract and/or copy said information in machine-readable or other form at the sole expense of each LYNX! library.

E. SYSTEM SUPPLIES.

Each LYNX! library shall acquire, at its sole expense, any encoded labels it chooses to utilize in order to identify patrons and library materials at each of the LYNX! libraries.

F. SYSTEM COSTS.

1. All LYNX! libraries shall share the cost of System Personnel salary and fringe benefits on a *pro rata* basis pursuant to the formula set forth herein at V.F.5. Costs encompass other staff assistance from the Information Technology Group regarding Wide Area Network issues, trouble-shooting, on-site visits, etc., from Circulation staff regarding circulation issues, and from Cataloging staff regarding data base entry and authority control work.

2. All LYNX! libraries shall share in the costs of ILS maintenance, ILS support costs, and the ILS Upgrade Fund for replacement of any part or upgrade of the ILS that affects the entire membership on a *pro rata* basis pursuant to the formula set forth herein at Section V.F.5.

3. On a regular basis, but no less frequently than every two (2) years, the holdings database of the ILS shall be corrected to comply with Authority Control cataloging standards. All LYNX! libraries, based on each library's share of the

total holdings, shall share in the cost of the corrections on a pro rata basis pursuant to the formula set forth herein at Section V.F.5.

4. A simple majority vote of LYNX! Library Directors will determine whether further expansion of the capacity of the ILS shall be required, or a new ILS purchased. All LYNX! libraries shall share in the cost of a capacity expansion or migration to a new system on a pro rata basis as determined by the formula set forth herein at Section V.F.5. The Directors shall review and evaluate the performance of the ILS on a biennial basis.

5. PRO RATA COST SHARE FORMULA.

a) The following formula shall be used to determine a percentage applicable to each LYNX! library as a pro rata cost share for ILS maintenance, ILS support costs, ILS related costs for central equipment, System personnel, ILS holdings database corrections costs, ILS expansion or migration costs, and the ILS Upgrade Fund.:

$$\begin{aligned}
 & \text{Member library percentage of total consortium circulation} \\
 & + \text{Member library percentage of total consortium holdings} \\
 & + \text{Member library percentage of total staff PCs or the like} \\
 & = X \\
 & X \div 3 = \text{cost share percentage}
 \end{aligned}$$

(1) Each member shall provide to the host library the total annual circulation for its system, the total number of holdings for its system, and the total number of staff PCs for its system on a fiscal year basis.

(2) The host library shall calculate each member library's percentage of total consortium circulation, total percentage of consortium holdings, and total percentage of consortium staff PCs.

(3) The three percentage figures will be added and divided by three to determine the percentage applicable to each library and the pro-rata cost share percentage for the maintenance fees and subscription costs, support fee, and annual fee for contingency and replacement.

b) The cost share percentage shall be determined via the above formula annually in March of each year through unanimous consent of the LYNX! Consortium Library Directors, so that estimated costs can be adequately budgeted for by each participating LYNX! library in the October 1 -September 30 budget year and to ensure equitable cost sharing among all LYNX! libraries.

6. Nothing in this Agreement shall prevent the System Host from utilizing any additions or improvements to the ILS which enhance its capabilities. With

the exception of ILS upgrades and maintenance, other LYNX! libraries shall not be required to contribute to any further expansion of ILS capabilities except as may be agreed upon by all LYNX! libraries in the future. However, should any other LYNX! library wish to take advantage of these ILS improvements, it shall either reimburse the System Host for its *pro rata* share of the original cost of the improvement, or purchase the application directly from the vendor.

7. Each LYNX! library shall be individually responsible for the costs of electrical power, heat, light, ventilation, air conditioning, or other environmental controls at its premises, as well as for the costs of establishing, operating, and maintaining their Local Area Network (LAN). System personnel from the System Host will be available for telephone consultation and trouble shooting in the event of LAN or Wide Area Network (WAN) problems at other LYNX! library sites.

8. System Host shall submit invoices for salary and fringe benefits of System personnel, supplies, central ILS maintenance costs, annual contingency fee, and other agreed upon costs on a quarterly basis. Said invoices shall be submitted in the months of December, March, June, and September. Invoices are due and payable within thirty (30) days of receipt.

#### VI. LIMITATION ON LIABILITY.

Each LYNX! library shall use its best efforts to maintain the integrity of ILS files, and to use the appropriate fields for ILS information as designated by the vendor. No LYNX! library shall be responsible to or liable to any other LYNX! library for the reliability or performance of the ILS or of the ILS access stations or communications lines procured by each individual LYNX! library except that which is in accordance with Section V. F.1. of this Agreement.

#### VII. COURIER SERVICE FOR OPEN ACCESS MEMBERSHIPS.

A. THE SERVICE. LYNX! libraries with Open Access membership shall share the cost of a courier service to deliver and return materials amongst themselves based upon an agreed upon process and the formula contained in Appendix C to this Agreement.

B. DELIVERY SCHEDULE. Courier deliveries will originate from the library which has custody of the courier vehicle immediately before any given delivery. It is agreed that the delivery schedule shall be determined by Boise Public Library and may be adjusted as reasonable and necessary. Such schedule changes may affect the allocation of costs among the Open Access Membership Lynx! libraries.

C. OWNERSHIP OF COURIER VEHICLE. Boise Public Library, having provided matching funds from local tax monies for the current courier vehicle, maintains ownership of the vehicle in use as of the Effective Date of this Agreement and purchased for use in the courier delivery service for the duration of its serviceable life. The vehicle in use for courier delivery service as of the Effective Date of this Agreement shall remain with the Boise Public Library if and when the LYNX! libraries withdraw from



this Agreement or dissolve it by mutual consent. The cost of maintenance and liability insurance for the courier delivery vehicle is to be borne by the library with primary ownership and custody of said vehicle.

D. REPLACEMENT OF COURIER VEHICLE. The Open Access membership LYNX! libraries will share the cost of acquiring any replacement courier vehicle pursuant to the provisions of Appendix C hereto. As of the Effective Date of this Agreement, a contingency fund belonging to Ada, Boise, Caldwell, Eagle, Garden City, Meridian and Nampa libraries exists and is held at the Meridian Library District and it may be expended as payment, in whole or in part, for a replacement courier vehicle. When a decision is made via simple majority vote of Open Access Library Directors to purchase a replacement courier vehicle, primary ownership and custody of said vehicle will be reviewed and may be re-assigned by simple majority vote of Open Access Library Directors. Subsequent to the effective date of this Agreement, decisions made regarding the purchase, ownership, custody and re-assignment of a courier vehicle shall be incorporated into this Agreement by written amendment.

E. STATUS OF COURIER EMPLOYEE. The courier position shall be filled by an employee of the LYNX! library that has been designated responsible for the courier vehicle and courier services. Hiring for the courier position shall be in accordance with the policies and procedures of the afore-mentioned library. All personnel policies and other city or district library policies regulating employee salary, rights, and benefits of the aforementioned library shall apply to the courier position.

F. COST SHARE METHOD. Actual operating costs for the courier service are allocated by a formula which takes into account the frequency of the delivery service received by each LYNX! library, the quantity of materials returned to each LYNX! library from other locations, and mileage that must be traveled by the courier in order to provide the service to each LYNX! library. This formula as it exists on the Effective Date of this Agreement is contained at Appendix C hereto but said formula will be re-evaluated annually by the Open Access Library Directors. Any revision to the courier service operating costs formula shall be incorporated into this Agreement by written amendment.

G. STATISTICAL INFORMATION. Statistics reflecting the quantity of materials picked up from and delivered to each LYNX! library are kept by the ILS. This information shall be accessible to all LYNX! libraries through the ILS.

H. ADDITIONAL COURIER SERVICES. Nothing in this Agreement shall prohibit the development of courier services by LYNX! libraries outside of the Boise-Nampa Metro Statistical Area. For purposes of this Agreement, the Boise-Nampa Metro Statistical Area is defined by the United States Census.

VIII. TERM OF AGREEMENT.

A. ORIGINAL TERM. This Agreement shall commence on the Effective Date and shall terminate on January 1, 2021.

B. RENEWAL TERMS. This Agreement shall automatically renew for consecutive five (5) year terms unless terminated by any party at the end of the initial term or any renewal term upon ninety (90) days written notice to the other parties. This Agreement shall remain in full force and effect for all other signatories.

IX. PARTICIPATION CONTINGENT UPON FUNDING.

Should any political jurisdiction which funds a LYNXI library reduce or cease funding a LYNXI library during the term of this Agreement or during any subsequent renewal period, then that library may elect not to participate during the period of its reduced or eliminated funding without penalty, and may re-activate its participation with no penalty when its funding is restored. Nothing in this Agreement shall require the continuation of the Agreement beyond legally required time or funding limits.

X. ENTIRE AGREEMENT.

This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It specifically succeeds the LYNXI Consortium Services agreement executed in 2010 and it supersedes and extinguishes any and all other understandings, negotiations and agreements by or between the parties hereto, whether or not in writing, for automated circulation, integrated on-line services, Internet services, courier services, cooperative borrowing, open access and any other subject matter hereof.

XI. AMENDMENT.

This Agreement may be amended at any time during the initial term or during any renewal term by written agreement between the parties duly executed by each of them.

XII. AUTHORIZATION.

The persons executing this Agreement on behalf of Ada, Boise, Caldwell, Eagle, Emmett, Garden City, Hailey, Meridian, Mountain Home, Nampa, and Twin Falls libraries and on behalf of any other library joining the LYNXI Consortium subsequent to the Effective Date each hereby represents that he/she is duly authorized by the governing body of the entity on whose behalf he/she purports to act to execute this Agreement on behalf of said entity. Upon the execution hereof by such person and, where applicable, by the City Council, this Agreement shall be a valid and binding agreement of the entity represented by him/her.

**XIII. GOVERNING LAW.**

This Agreement shall be construed and the rights of the parties governed by the laws of the State of Idaho.

**XIV. NOTICES.**

Any notice or other writing required or permitted by this Agreement to be delivered to any party may be delivered personally to an authorized representative or may be delivered by mailing such notice or writing c/o Library Director to the address(es) listed on page 1 of this Agreement.

**XV. SEVERABILITY.**

If any portion of this Agreement is found to be invalid, ineffective, illegal or unenforceable, all other provisions of this Agreement shall remain valid and in full force and effect.

**XVI. ACCOUNTING AND DOCUMENTATION.**

An accounting for services and documentation identifying the financial expenses for ILS and courier services provided pursuant to this Agreement shall be provided by the System Host to the Library Directors at the regular meetings of the Directors as described at Section II. A. herein.

**XVII. INDEMNIFICATION.**

Clause removed.

**XVIII. NO THIRD PARTY RIGHTS.**

This Agreement is for the protection and benefit of the parties hereto, and is not intended to and does not confer any rights whatsoever on any individual, person, entity or unit of government not a party to this Agreement. Specifically, this Agreement shall not be construed to confer any right on a non-party to become a party to this Agreement or a member of the LYNX Consortium, and whether a non-party library shall be permitted to become a party to this Agreement and a member of the LYNX Consortium, and on what terms, shall be a matter in the sole and absolute discretion of the parties hereto.

**XIX. HEADINGS.**

The headings contained in this Agreement are for convenience and ease of reference only and shall not be deemed to be a part of this Agreement for the purpose of construing or interpreting it.

**XX. ASSIGNMENT.**

It is expressly agreed and understood by the parties hereto that they shall not have the right to assign, transfer, hypothecate or sell any of their rights under this Agreement.

**XXI. DISCRIMINATION PROHIBITED.**

In performance of their obligations under this Agreement the parties shall not discriminate against any person on the basis of race, color, religion, sex, sexual orientation, gender identity/expression, national origin or ancestry, age or disability.

**XXII. COUNTERPARTS.**

This Agreement may be executed in one or more counterparts, each of which shall be deemed an original but all of which together will constitute one and the same instrument.

[End of Agreement; Appendices and Signature Pages follow]

## Appendix A

### LYNX! Consortium Membership Standards

All prospective and existing members of the LYNX! Consortium must meet the six qualifying standards marked by asterisks (\*) and at least 10 of the remaining standards outlined below.

#### ACCESS:

1. **Non-Duplicated Hours:** The number of non-duplicated hours for each member library facility(ies) should be a minimum of 50 hours.
2. **Evening Hours:** Each member library should have regular open evening hours.
3. **Weekend Hours:** Each member library should have regular open weekend hours.

#### ADMINISTRATION:

1. **Idaho Statute/Code:** \* A qualifying institution must be a public library as defined by Idaho Code, Title 33, Section 2601-2611 and Section 2701-2729.
2. **Strategic Plan:** \* A qualifying library must have a two-to-six year strategic plan adopted by its governing board.
3. **Internet:** \* A qualifying library must arrange for business-class Internet access separately, as deemed to be most advantageous to the specific library and the ILS Host library.
4. **Technology Plan:** Each member library should have a technology component to its strategic plan or a separate technology plan adopted by its governing Board.

#### COLLECTIONS:

1. **Materials:** Each member library should spend a minimum of \$3.00 per capita population on materials (Books, A-V, periodicals, and databases) or 10% of its operating budget.

#### FACILITIES:

1. **Square Footage:** The minimum size for a permanent LYNX! Consortium library structure should be 10,000 square feet of space dedicated exclusively to library purpose.
2. **Distance:** A new member library should be within 75 miles of the nearest LYNX! Consortium library.

#### SERVICES:

1. **Value-added Programming:** Each member library offers weekly programs.

#### STAFFING:

1. **Library Director:** \* A qualifying library must have a dedicated, salaried, full-time library director.

- 2. **Circulation Manager:** \* A qualifying library must have a designated, paid full-time circulation manager.
- 3. **Full-time Staff:** Each member library should have a .5 FTE staff per 1,000 populations.
- 4. **MLIS Degrees:** Each member library should have at least one staff member who has obtained an ALA accredited MLIS degree or equivalent.
- 5. **Reference and Readers' Advisory Staff:** Each member library should have trained reference and readers' advisory staff.
- 6. **Cataloging:**
  - a. Each member library should have a qualified cataloger.
  - b. A member library's original cataloging should be completed by a qualified cataloger.
- 7. **Youth Services Staffing:** Each member library should have qualified, designated and trained youth services staff serving pre-school through high school aged patrons.
- 8. **IT Staff:** Each member library should have qualified, designated IT staff or regular access to outside IT expertise.

**Appendix B:**  
**Compensation Procedure for Boise – Nampa MSA:**  
**Open Access Compensation**  
Revised 3/19/2010 by Lynx! Directors

Unique Household = All registered borrowers at one residence.

**Guidelines:**

1. When an Open Access Library provides lending service to ten percent (10%) or more of its total registered borrowing households to the registered borrowing households of another single library's jurisdiction representing a period of a full calendar year, that lending library may be entitled to compensation.
2. Libraries receiving contract payments for lending service or payments made due to annexation and subsequent loss of revenue for service from a single library shall not be eligible for open access compensation from that library.
3. A library seeking compensation may elect, at its discretion, in-kind compensation in lieu of cash.
4. Compensation agreements are bilateral agreements between two parties and require the signature and approval of the governing bodies of the two libraries. The bilateral compensation agreement shall identify and set forth the issue or issues involved in the compensation as well as the amounts, types, and dates of compensation. Nothing in a compensation agreement shall modify this Agreement.
5. Failure to compensate a member library for open access lending services pursuant to these guidelines will be reported to the LYNX! Directors and may result in forfeiture of LYNX! Membership at the Boise – Nampa MSA: Open Access Membership level.

**Payment Processes:**

1. LYNX! Directors shall appoint 3 Directors (Compensation Team) to compute the amount of compensation owed to/by member libraries under the compensation section per the LYNX! Agreement.
2. The System Administrator shall compile a cumulative statistical report each month consisting of:
  - a. Number of active registered borrowers and unique registered households for each member library

- b. Number of repeat (more than once) unique households from each library jurisdiction using each library for each library

The report will be submitted to the LYNX! Directors on a monthly basis during the second week of the month.

3. The Compensation Team will file a compensation calculation to each Director by February 1<sup>st</sup> indicating the amount the member library owes to other member libraries the following fiscal year. One full calendar year of statistics will be used (January through December).
4. Compensation disputes will be addressed by the Directors with resolutions/decision no later than March 1<sup>st</sup> of each year.
5. Member libraries are responsible for their respective local budgeting, local government policy/procedure resolutions and disputes, bilateral compensation resolutions/agreements, and accounts payable/receivable.

**Formula:**

- a. Total number of repeat unique households from Library B using Library A when those households exceed four percent of Library A's total unique registered households.
- b. Less number of Library A unique households using Library B.
- c. Less four percent of Library A total unique households.
- d. Resultant number times the non-resident fee for Library A equals total compensation due.

*Statistics obtained through the shared ILS by the System Administrator.*

**Formula Example:**

Library A records repeat use from Library B of 1,147 unique households. Library A has 2,323 unique households. Library B unique households equals 49% of the total registered unique households of Library A. Therefore, Library A is entitled to compensation using the following formula:

Library B unique repeat households using Library A	Less # of like usage from Library A @ Library B	Less 4% of Library A unique households	Revised number of Library B unique households using Library A	Library A Current non-resident fee	Total Compensation Due
1,147	-218	$(2,323 * .04) = -93$	836	\$60	\$50,160



## Appendix C

### Open Access Courier Formula

1. Determine the average number of items couriered each week per location. Statistics are generated from the ILS and obtained by the System Administrator.
2. Determine the consortium-wide total average number of items couriered per week.
3. Determine the percentage of the consortium-wide total of items couriered per location.
4. Determine the pro-rated cost share for each location of the courier personnel. The pro-rated cost share is determined by multiplying each location's percentage of total consortium items couriered by the total cost of salary and benefits for courier personnel.
5. Determine the number of visits per week to each location.
6. Determine the mileage per run to each location from Boise Public Library Main Library.
7. Calculate the total each location logs per week (number of visits per week X number of miles per run).
8. Calculate the percentage of total courier miles per location.
9. Multiply the percentage of total miles by the maintenance and operating costs to determine the operating cost share.
10. Add the cost-share for salary and benefits to the cost-share for maintenance and operating to determine the total cost share per location.

LIBRARY LOCATION	Average number of items couriered per week	Percentage of total consortium items couriered	Total cost of courier salary and benefits	A. Cost share of Personnel (percentage of total consortium items couriered X total cost of courier salary and benefits)	Courier visits per week	Mileage from Boise Main per run	Total Miles (visits per week X mileage from Boise Main)	Percentage of total consortium miles	Total Operating Costs	B. Cost share for operating costs (Percentage of total consortium miles X total operating costs)	TOTAL COURIER COST SHARE PER LOCATION (A: cost share of personnel + B. cost share of operating costs)

## Appendix B: Revised Open Access Compensation Procedure

1. When an Open Access Library provides lending service to the constituents of another Open Access Library, compensation may be entitled. This threshold occurs once the number of annual transactions from the constituents of another Open Access Library meets or exceeds 50% of the annual transactions of the lending library's own constituents. Annual transactions shall represent a full calendar year.
2. Each January the System Administrator shall compile a statistical report of transactions (excluding renewals) that occurred between January and December of the year prior, and the LYNX! Directors shall appoint three (3) Directors to a Compensation Team.
3. The Compensation Team will use the statistical report to determine if the annual transactions from the constituents of another Open Access Library meets or exceeds 50% of the annual transactions of the lending library's own constituents. They shall distribute this report to each Director by March, indicating whether a member library owes another member library.
4. Compensation shall be decided between the two affected libraries. Compensation shall be based on usage, historical payments, and increased growth. If the two affected libraries cannot agree on compensation, the remaining LYNX! Directors will form a committee of three (3) to settle the dispute/reach a resolution no later than July 1<sup>st</sup> of each year. If a member library fails to compensate another member library for open access lending services pursuant to the committee's settlement/resolution, then that library may forfeit LYNX! Membership at the open access membership level as determined by unanimous vote of the other open access member libraries and the library affected by non-compensation may pursue a remedy through litigation.
5. A library seeking compensation may elect, at its discretion, in-kind compensation in lieu of cash.
7. Compensation agreements are bilateral agreements between two parties and require the signature and approval of the governing bodies of the two libraries. The bilateral compensation agreement shall identify and set forth the issue or issues involved in the compensation as well as the amounts, types, and dates of compensation. Nothing in a compensation agreement shall modify this Agreement.
8. Libraries receiving contract payments for lending service or payments made due to annexation shall not be eligible for open access compensation from that Library.
9. Member libraries are responsible for their respective local budgeting, local government policy/procedure resolutions and disputes, bilateral compensation resolutions/agreements and accounts payable/receivable.

## LYNX! DIRECTORS BYLAWS

These by-laws are to facilitate the operation of the LYNX! Directors and do not in any way supersede the contract, "AGREEMENT FOR LYNX! CONSORTIUM SERVICES"

### **MEMBERSHIP:**

Membership of the LYNX! Directors shall consist of the director or the director's representative from each library that has joined the LYNX! and signed the "AGREEMENT FOR LYNX! CONSORTIUM SERVICES"

### **OFFICERS:**

A convener and a minute taker shall be selected at the annual meeting, which is held in October.

Minutes shall be distributed within one month of the meeting to all members of the consortium.

Upon approval of minutes, they will be submitted to the LYNX! Web page.

### **MEETINGS:**

Meetings will be held four times a year, on the third Friday in April, July, October and January or as mutually agreed.

The meeting convener shall arrange for the site of the meeting and call for agenda items.

Meetings may be canceled if no agenda items have been submitted seven days before meeting, or if a quorum cannot be reached.

Special Meetings may be called by any (2) members of the LYNX! Directors, with one week written notice to all members.

### **QUORUM:**

A quorum shall consist of a majority of the members of LYNX!

### **VOTING RIGHTS:**

The Directors shall work to reach consensus on matters of common concern.

Consensus is defined as the ability to support an action, not as a total agreement.

Each member library shall be entitled to one (1) vote on each matter submitted for a vote.

A motion must receive approval of a majority of members.

A written absentee vote may be submitted or a written proxy may be given to another library.

### **AMENDMENTS:**

These bylaws may be amended by a majority vote of the total membership.

## Appendix K: Budget Based Allocation Models

Budget Figures Used in Calculating Alternative Cost-share Models					
Library	FY21:	FY20:	FY19:	3-Year Average	% of Total
Ada Community Library	3,531,678	3,342,850	3,101,333	3,325,287	10%
Boise Public Library	12,929,737	13,007,185	12,977,935	12,971,619	40%
Caldwell Public Library	1,098,711	1,092,422	997,815	1,062,983	3%
Emmett Public Library	260,612	249,068	249,349	253,010	1%
Eagle Public Library	1,455,736	1,494,994	1,559,073	1,503,268	5%
Garden City Public Library <sup>1</sup>	805,619	810,168	789,726	801,838	2%
Hailey Public Library	558,000	596,000	580,000	578,000	2%
Kuna Library District	1,148,106	1,064,325	945,470	1,052,634	3%
Meridian Library District	7,226,545	5,780,469	5,378,665	6,128,560	19%
Mountain Home Public Library	589,919	586,003	547,104	574,342	2%
Nampa Public Library	2,365,163	2,341,612	2,333,956	2,346,910	7%
Twin Falls Public Library	1,869,884	1,747,139	1,805,908	1,807,644	6%
Totals	33,839,710	32,112,235	31,266,334	32,406,093	100%
<sup>1</sup> Budget figures for Garden City Public Library do not include money from the LYNX! Open Access Compensation Program					

LYNX! Member Library	FY 22 Fees Example			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	2021 Actual Fees Paid Less Reserve Fund Contribution
Ada Community Library	\$28,774.24	\$29,370.93	\$29,967.61	\$29,759.16
Boise Public Library	\$74,837.19	\$84,646.47	\$94,455.74	\$98,312.06
Caldwell Public Library	\$17,971.34	\$16,407.44	\$14,843.55	\$13,113.20
Emmett Public Library	\$14,103.57	\$11,766.12	\$9,428.68	\$7,332.49
Eagle Public Library	\$20,073.77	\$18,930.37	\$17,786.96	\$20,827.30
Garden City Public Library	\$16,724.32	\$14,911.02	\$13,097.73	\$8,646.91
Hailey Public Library	\$15,655.46	\$13,628.39	\$11,601.32	\$8,738.68
Kuna Library District	\$17,921.92	\$16,348.14	\$14,774.36	\$11,215.93
Meridian Library District	\$42,160.37	\$45,434.28	\$48,708.19	\$47,712.75
Mountain Home Public Library	\$15,637.99	\$13,607.43	\$11,576.86	\$7,115.12
Nampa Public Library	\$24,102.32	\$23,764.62	\$23,426.92	\$28,368.63
Twin Falls Public Library	\$21,527.22	\$20,674.51	\$19,821.79	\$28,347.47
	\$309,489.70	\$309,489.70	\$309,489.70	\$309,489.70

LYNX! Member Library	FY 21 Fees Example			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	2021 Actual Fees Paid Less Reserve Fund Contribution
Ada Community Library	\$22,280.05	\$22,742.06	\$23,204.08	\$21,739.04
Boise Public Library	\$57,946.83	\$65,542.21	\$73,137.58	\$73,980.95
Caldwell Public Library	\$13,915.30	\$12,704.37	\$11,493.44	\$9,783.02
Emmett Public Library	\$10,920.47	\$9,110.57	\$7,300.67	\$5,511.14
Eagle Public Library	\$15,543.23	\$14,657.88	\$13,772.54	\$16,824.04
Garden City Public Library	\$12,949.73	\$11,545.68	\$10,141.64	\$7,121.24
Hailey Public Library	\$12,122.10	\$10,552.53	\$8,982.96	\$6,814.14
Kuna Library District	\$13,877.03	\$12,658.45	\$11,439.87	\$9,214.79
Meridian Library District	\$32,644.99	\$35,180.00	\$37,715.01	\$38,221.92
Mountain Home Public Library	\$12,108.58	\$10,536.30	\$8,964.03	\$5,362.84
Nampa Public Library	\$18,662.55	\$18,401.07	\$18,139.59	\$21,804.27
Twin Falls Public Library	\$16,668.64	\$16,008.38	\$15,348.12	\$23,262.13
	\$239,639.51	\$239,639.51	\$239,639.51	\$239,639.51

LYNX! Member Library	FY 20 Fees Example			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	2020 Actual Fees Paid Less Reserve Fund Contribution
Ada Community Library	\$19,878.03	\$20,290.23	\$20,702.44	\$19,395.35
Boise Public Library	\$51,699.56	\$58,476.08	\$65,252.59	\$66,005.04
Caldwell Public Library	\$12,415.09	\$11,334.71	\$10,254.32	\$8,728.31
Emmett Public Library	\$9,743.13	\$8,128.36	\$6,513.58	\$4,916.98
Eagle Public Library	\$13,867.51	\$13,077.61	\$12,287.72	\$15,010.23
Garden City Public Library	\$11,553.62	\$10,300.94	\$9,048.27	\$6,353.50
Hailey Public Library	\$10,815.21	\$9,414.86	\$8,014.50	\$6,079.50
Kuna Library District	\$12,380.95	\$11,293.74	\$10,206.53	\$8,221.34
Meridian Library District	\$29,125.53	\$31,387.23	\$33,648.94	\$34,101.20
Mountain Home Public Library	\$10,803.15	\$9,400.38	\$7,997.61	\$4,784.67
Nampa Public Library	\$16,650.54	\$16,417.24	\$16,183.95	\$19,453.55
Twin Falls Public Library	\$14,871.59	\$14,282.51	\$13,693.43	\$20,754.23
	\$213,803.89	\$213,803.89	\$213,803.89	\$213,803.89

## **LYNX! Consortium Committee/Team Chartering Document**

### **1. PROJECT/TEAM TITLE AND DATE**

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**LYNX! Technical Services Team – Cataloging, Acquisitions, Serials  
2015**

### **2. Project and Team Objectives:**

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Implement technical services processes that are accurate, efficient, and provide best access for customers.

### **3. Strategic Plan Objectives:**

---

Members of this team share the technical processes and technological investigation, along with testing, which support the following strategic goals and objectives:

- LYNX! cardholders will have access to all collections
- Strategic implementation will strengthen growth of relevant collections and services
- Standard practices will keep current with trends affecting collections and services
- LYNX! user interfaces will be easy and friendly for customers
- Technology will be deployed quickly, successfully, and consistently
- Staff understands and supports the LYNX! mission and contributes to its achievement

### **4. Desired Results and Outcomes:**

---

- The system is maintained in an accurate manner and continually improved to provide efficient access and ease of use for staff and customers.
- Guidelines are developed, shared, and followed which ensure records are created and maintained in a consistent manner according to current bibliographic and ILS standards. Duplication of records will be limited.



- Staff is knowledgeable of and able to utilize the full capabilities of the ILS system to assist with their work.
- Staff has a mechanism to help them keep abreast and share new standards and technology that may affect their work processes.
- Staff is aware of both resources and limitations within the Consortium to assist with resolving cataloging, acquisition and serials questions and processes.

## **5. Roles and Responsibilities:**

---

- The Boise Public Library lead cataloger will work closely with member library staff to understand issues and will have the authority to make final determination on record creation which may negatively impact the database or customer access.
- The current cataloging agreement will reviewed and revised as needed on an annual basis.
- Boise Public Library acquisitions and technical services staff will be the lead for understanding of acquisitions and serials processes, budget and order creation, and maintenance within the ILS due to their in-depth experience working as a large system. Smaller libraries should feel free to share organizational processes that work well in a less complex setting.
- An acquisitions guideline should be developed to document code formation and order record standards that best meet the needs of staff and customers.

## **6. Guidelines and parameters:**

---

- The LYNX! Strategic Plan will guide team direction.
- The LYNX! Technical Services team will meet at least once a year or as needed for special projects or major changes in standards pending approval of the Directors.
- It is recommended the head cataloging librarian at Boise Public Library lead the team due to the complex and intertwined interaction of the records that underlie bibliographic, serials, and acquisitions processes and Boise Public Library's responsibility to maintain the ILS database. This position also has the best opportunity to work closely with City of Boise IT staff for record and code creation or changes which affects the underlying database, 3rd party product integration, and/or user interfaces.

- Ad-Hoc subcommittees may be formed to work on specifically identified topics as approved by the Directors.

## **7. Resources:**

---

- Vendor setup and guides are currently available for Cataloging, Acquisitions, and Serials processes and can be accessed from the Consortium or vendor customer support websites.
- Though each library has primary responsibility for training their technical services staff, Boise Public Library is happy to serve as a resource and assist via over-the-phone or in-person training for Cataloging, Acquisitions, Serials processing questions and procedures as needed.
- System-wide training will be provided with any major ILS vendor change.
- Boise Public Library will arrange for vendor or BPL-provided training for lead staff with new products that affect technical or public services.
- Cataloging, Acquisitions and Serials topics should be included in workshops or round tables at Consortium-wide User Group conferences as scheduled by the Directors.
- Excellent training and understanding of systems and related products can be gained by individual participation in national or regional vendor or user group conferences.
- The ILS vendor may provide paid training on different levels for their various modules.
- A LYNX!-provided introductory/basic program may be developed to assist with training.

## **8. Accountability:**

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- The team will provide timely summaries of meetings and recommendations to Directors.
- The team lead will submit all guideline documents and changes to the Directors for review and acceptance.
- Individual participants are accountable to his/her library director.

## **9. Recognition:**

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- Individual library directors will implement recognitions if and when appropriate.

## **10. Management Sponsor:**

---

A LYNX Director will serve as the convener and management consultant to the group.

- 2015 Luise House, MHPL

## **11. Team Members:**

---

Directors will assign members from their respective staff. Library staff in lead cataloging, acquisitions, and serials positions will be assumed to automatically serve on the committee. Directors may assign others to serve as well.

The Team will update member information as necessary and submit an annual roster to the Directors in October of each year. The roster will be placed on the on the LYNX! website by the Director's Chair.

# LYNX! Consortium Committee/Team Chartering Document

Draft September 2014; Revised December 2014; Revised April 2021

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## 1. PROJECT/TEAM TITLE AND DATE

---

- Circulation Managers; 2015

## 2. Project and Team Objectives:

---

The LYNX Directors established this team to:

- Enhance circulation service by ensuring accuracy of information and consistency in customer interactions per LYNX standards.

## 3. Strategic Plan Objectives:

---

- Review LYNX! Consortium Circulation Agreement to meet user needs and provide access to information and items.
- Train staff to follow the LYNX! Consortium Circulation Agreement.
- Recommend circulation practices that will help improve customer service.
- Communicate needs to LYNX directors.

## 4. Desired Results and Outcomes:

---

- Develop and maintain a Consortium Circulation Agreement.
- Develop methods of training to ensure consistency of circulation services and an advanced use of the ILS.
- Keep staff informed and connected to peers within the consortium.
- Maintain open communication between libraries.
- Share resources and information.

## 5. Roles and Responsibilities:

---

- Establish a facilitator and notetaker for all circulation manager meetings.
- Emulate respect and civility for consortium libraries, including proper meeting etiquette.
- Establish a regular meeting schedule and report it to LYNX Directors.

- Post written and approved meeting minutes on the consortium website in a timely manner.
- Provide recommendations and action steps for LYNX Directors.

## **6. Guidelines and parameters:**

---

- Action steps and plans must be approved by LYNX Directors prior to implementation.
- Ad-Hoc subcommittees may be formed to work on specifically identified topics.

## **7. Resources:**

---

- Directors will provide time and space for all participants to meet.
- One Director will be assigned to serve as the liaison to the group.
- Directors will support approved goals with funding and resources.

## **8. Accountability:**

---

- The team will post meeting minutes in a timely manner.
- Recommendations and requests will be shared quarterly with the Directors via the liaison.
- Individual participants are accountable to his/her library director.

## **9. Team Members:**

---

Directors will assign members from their respective staff. Library staff in a circulation supervisor position will automatically serve on the committee.

# LYNX! Consortium Marketing Committee Charter

## Project/Team Title and Date

LYNX! Marketing Committee – Established August 2021

## Project and Team Objectives

The LYNX Directors establish this team to:

- Align messaging on LYNX services and initiatives across all libraries in the consortium.
- Regularly review and coordinate patron-friendly updates on central LYNX materials and through individual library networks.
- Identify opportunities for additional LYNX marketing efforts.
- Stay up-to-date on industry trends, share marketing ideas, and explore professional development resources.
- Share information with respective staff members on a timely and needed basis.

## Desired Results and Outcomes

- Increase patron understanding of the LYNX consortium's purpose and benefits.
- Develop shared tools to address common communication, marketing, and advocacy challenges.

## Roles and Responsibilities

- Establish a facilitator for all marketing committee meetings.
  - Allison Maier, Meridian Library District
- Establish a regular meeting schedule and report it to LYNX Directors for approval. Meetings can be held virtually.
  - This team will meet virtually at 9 a.m. the first Thursday of each month. Quarterly meetings held the same month as the LYNX Director meetings are required; all other meetings are less formal opportunities to share updates and discuss a different marketing topic each month. A full meeting schedule is available [here](#).
- Provide a written report of minutes, action steps, and recommendations for the LYNX Directors on a quarterly schedule.
  - Reports are due the Friday prior to each Director meeting.

## Guidelines and parameters

An action plan with key milestones and dates should be the first order of business for the team, addressing the key outcomes and goals listed above.

- Action steps and plans must be approved by LYNX Directors prior to implementation.
- Proposed budget and business plan must accompany all recommended action steps, presented to Directors for approval.
- All LYNX marketing materials must be shared with the LYNX Directors and approved by every represented library prior to distribution.
- Action items must link to the LYNX strategic plan initiatives.

## Resources

Directors will provide time and space for all participants to meet. A director will serve as the convener and management consultant to the group.

- Gretchen Caserotti, Meridian Library District

## Accountability

All recommendations must be submitted to the LYNX Directors for approval. Individual participants are accountable to their library director.

## Team Members

Directors will assign members from their respective staff. Library staff in a communications and marketing position will be assumed to automatically serve on the committee. Directors may assign others to serve

as well. There is no limit to the membership size of this group. Meetings will be held virtually, and work may be broken out into subcommittee projects.

- Current members
  - Erin Archambeault, Ada Community Library
  - Jamie Lundergreen, Boise Public Library
  - Haley Westbrook, Caldwell Public Library
  - Ellen Mattila, Eagle Public Library
  - Lindsey Pettyjohn, Garden City Public Library
  - Caitlyn Mills, Hailey Public Library
  - Allison Maier, Meridian Library District
  - Jessica Mann, Mountain Home Public Library
  - Brittany Sullenger, Nampa Public Library
  - CJ Rasmusson, Twin Falls Public Library

# **LYNX! Consortium Committee/Team Chartering Document**

*Draft September 5, 2014,*

*Revised November 17, 2014,*

*Revised March 11, 2015*

*Approved March 20, 2015*

## **1. Project/Team Title and Date**

- LYNX Information Technology (LIT) 2015

## **2. Project and Team Objectives**

*The LYNX Directors establish this team to:*

- Review updates to the ILS system and analyze impacts on staff training, library service, and operations.
- Investigate and research emerging technologies that may enhance or improve library service and which could be of interest consortium-wide.
- Recommend technology improvements and implementation to LYNX Directors.
- Share information with respective staff members on a timely and needed basis. Conduct or facilitate training sessions with consortium staff as needed.

## **3. Strategic Plan Objectives**

**Goal 1:** Users find LYNX Technology easy and friendly.

- Develop a list of top libraries to conduct benchmarking analysis.
- Develop a way to share our workarounds on the ILS and other tech tools.
- Develop a practice of sharing staff resource and best practices for access/use of tech initiatives.
- Research UX training opportunities for LIT group.

**Goal 2:** Research and development is standard practice in LYNX

- Host a tech summit.
- Develop a list of technology challenges for LYNX and make recommendations to solve existing challenges - develop in regular meetings add to each agenda.
- Conduct a focus group of library users. Survey the public on ease of use of library tech.
- Stay connected to trends in technology, make recommendations to other libraries for implementation - add to regular meeting agenda.
- Communication and training on funding for R&D (acquire and test new tech).

**Goal 3:** LYNX deploys technology quickly, successfully and consistently.

- Support implementation schedules for projects - starts with ILS, BPL will disseminate.



#### **4. Desired Results and Outcomes**

Develop a tech plan for the Consortium with a plan and deadlines for implementation.

- Support implementation of a migration to a new ILS for the consortium in keeping with the established timeline.
- Provide training opportunities as needed. Standardize & share training opportunities.
- Establish an ongoing method to obtain customer feedback regarding consortium technology solutions and services. This could be accomplished by conducting and reviewing an annual survey (Goal 2)

#### **5. Roles and Responsibilities**

- Establish a facilitator for all tech leader meetings.
- Establish a regular meeting schedule and report it to LYNX Directors for approval. Meetings can be held virtually.
- Provide a written report of minutes and action steps for the LYNX Directors on a quarterly schedule.
- Provide recommendations on desired outcomes and action steps for LYNX Directors on a quarterly basis.

#### **6. Guidelines and parameters**

*An action plan with key milestones and dates should be the first order of business for the team, addressing the key outcomes and goals listed above.*

- Action steps and plans must be approved by LYNX Directors prior to implementation.
- Proposed budget and business plan must accompany all recommended action steps, presented to Directors for approval.
- Action items must link to the LYNX strategic plan initiatives.

#### **7. Resources**

*Directors will provide time and space for all participants to meet.*

- A director will serve as the convener and management consultant to the group.

#### **8. Accountability**

*All recommendations must be submitted to the LYNX Directors for approval.*

- Individual participants are accountable to his/her library director.

#### **9. Rewards**

The Directors will provide rewards in the form of celebrations, etc. on a timely basis when milestones are reached.

#### **10. Management Sponsor**

- A LYNX Director will serve as the convener and management consultant to the group.
  - 2015-present Gretchen Caserotti, MLD

#### **11. Team Members**

Directors will assign members from their respective staff. Library staff in an IT position will assumed to automatically serve on the committee. Directors may assign others to serve as well. There is no limit to the membership size of this group as meetings may be held virtually and work broken out into sub-committee projects. A diverse experience and knowledge of technology trends in the profession is desired.

Appendix M: RFI for LYNX! Consortium Courier Services

CITY OF BOISE  
BOISE PUBLIC LIBRARY  
REQUEST FOR INFORMATION



RFI 22-272  
LYNX! CONSORTIUM COURIER SERVICES

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March 10, 2022

## INTRODUCTION

The City of Boise, Idaho, requests information from courier delivery experts to help identify possible solutions and budgetary information for courier delivery services. Our goal, with your assistance is to gain knowledge about courier delivery services and possible solutions for our current needs. This knowledge is expected to be put into use when creating a bid document (should we decide to continue this project).

RFI Responses will be prepared per the specifications detailed within the Request for Information document. Documents are available at no charge with registration through DemandStar (link provided on City Website: [www.cityofboise.org](http://www.cityofboise.org)) or a CD copy can be picked up at the Purchasing Office of the City of Boise, 150 North Capitol Blvd., Boise, Idaho.

This RFI is being sought strictly for the purpose of gaining knowledge of courier services and supplies available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered.

***No contract will result from any response to this RFI.***

## Important Dates

Question Submission Deadline	March 30 <sup>th</sup> , 2022 at 5:00pm, Local Time
Responses Due	April 6 <sup>th</sup> , 2022 at 11:00am, Local Time

## Public Response Opening

If you would like to attend the bid opening, you can watch it real time via the web or listen in via phone.

Link	Phone
<b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>	<b>Or call in (audio only)</b> <a href="tel:+12085937896">+1 208-593-7896</a> United States, Boise <a href="tel:(833)533-1404">(833) 533-1404</a> United States (Toll-free) Phone Conference ID: 366 092 748#

The City appreciates your interest in meeting the needs of the citizens of Boise.

### Instructions for Submission of Responses

- Any qualified vendor may submit a response.
- The intent of this RFI is to solicit information that will aide in the decision process for our future design.
- As you complete the RFI please be as creative as possible. We are interested in all ideas and concepts and welcome your perspective and input.
- Please answer all questions as completely as possible. If you do not have an answer for the question or prefer to not answer it please indicate so in the box.
- Respondents may request clarifications or submit questions to Boise City Purchasing, via e-mail to Megan Harvey at [mharvey@cityofboise.org](mailto:mharvey@cityofboise.org) prior to the question submission deadline.

### RFI Response Submission

- Responses may be submitted electronically through DemandStar, BidNet or EMail.
- Email Responses are to be sent to Megan Harvey at [mharvey@cityofboise.org](mailto:mharvey@cityofboise.org) with the subject line of "**RESPONSE: RFI 22-272 LYNX! Consortium Courier Services**".
- RFI Responses must be submitted before the scheduled proposal opening. In the event of a technology failure, the City reserves the right to accept all proposals submitted and electronically time stamped prior to proposal opening. The City will require proposal receipt document to be on file as proof of timely submission. Proposers are encouraged to confirm the successful up-load of their proposal document. The City will not accept proposals after the scheduled time for opening.
- The Owner is the City of Boise.
- Additional sheets may be included if more room is needed for technical information, answers, and explanations.

### RFI Response Format

RFI responses should be clear, concise and formatted as outlined below to allow for consistent review of each submittal.

1. Cover Letter
2. Signature Page (provided)
3. Questionnaire Response
4. Additional Information (Optional)

### Issuing Office

All communications should be directed to:

Megan Harvey  
Purchasing Specialist  
[mharvey@cityofboise.org](mailto:mharvey@cityofboise.org)

**Addenda to the RFI**

If this RFI is modified by the Purchasing Office, the modifications will be sent to each plan holder in writing, or by DemandStar/BidNet. Verbal modifications are not binding on the City or the Respondent. No oral changes will be considered or acknowledged. Respondents are requested to acknowledge each addendum received in their RFI Response.

**Modification and Withdrawal of RFI Response**

An RFI Response may be modified or withdrawn by the Respondent prior to the set date and time for the opening of Responses.

**Disadvantaged Business Enterprises (D.B.E.)**

D.B.E. firms and business enterprises are encouraged to submit a RFI Response. Women owned and minority owned firms are encouraged to submit a Response. The City actively encourages any Responses by D.B.E. firms for services for the City.

**Costs**

The City will not be liable for any costs incurred by a firm in the preparation and presentation of responses submitted in response to the RFI or in their participation in interviews.

**Public Records/Confidential Information**

The City of Boise is a Public Agency. All submittals, including bids, proposals, responses and any other information provided by a Respondent may be considered a public record and, except as noted below, will be available for inspection and copying by any person. Any information submitted to the City is subject to release as provided for by Idaho Public Records Law, Idaho Code, Title 9, Chapter 338 through 350. The City will take reasonable efforts to protect any information marked "confidential", to the extent allowed by Idaho Public Records Law. Confidential information should be clearly identified in a cover letter, submitted with your response in a separate sealed envelope. Include the specific basis for your position that it be treated as exempt from disclosure. Marking your entire Response as exempt is not acceptable or in accordance with the Solicitation documents or the Public Records Law and will not be honored. Confidential Information will be returned to the Respondent upon request, after the evaluation and/or award of a contract. It is understood, however, that the City will have no liability for disclosure of such information. Any proprietary or otherwise sensitive information contained in or with any Response is subject to potential disclosure.

### SIGNATURE PAGE

Name of Business:			
	Please print or type		
Address:			
City:			
State:		Zip Code:	
Phone No.:			
<b>SIGNATURE:</b>			
Printed Name:			
E-Mail			
Title:			
Date:			

Applicant Acknowledges Receipt of the following Addenda:

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Addendum 1 | <input type="checkbox"/> Addendum 3 |
| <input type="checkbox"/> Addendum 2 | <input type="checkbox"/> Addendum 4 |

The above signed agrees to provide information in accordance with the specifications for RFI 22-LYNX! Consortium Courier Services for the City of Boise, Idaho and its terms and conditions. Submission of this signed response signifies agreement with the solicitation's specifications and specifically constitutes a waiver of any objections to them.



## PROJECT OVERVIEW AND QUESTIONNAIRE

### 1. Overview

The City of Boise, Idaho, is requesting information from vendors that can provide courier delivery services to the twelve libraries in the LYNX! Library Consortium. The service should include all personnel, vehicles, supervision and other items and services necessary to perform courier services for the library, other than the bins, tubs, or bags used to transport materials.

### 2. Description of Current Service

The City of Boise currently manages a courier service to transfer books and other library materials between the LYNX! libraries in the Treasure Valley area but has been unable to expand the service to LYNX! libraries outside of this area. The City of Boise is interested in gathering information from vendors that could provide library courier services to all libraries in the LYNX! system regardless of geographic distance.

The libraries currently ship materials in open bins that measure 23.87 x 15.87 x 8.75 inches. Each bin has a single library location and is delivered directly to the destination library. No interim sorting of materials is conducted on route or in a central location.

### 3. Description of Desired Service

The City of Boise is requesting information for a courier service that could pick-up and deliver to all twelve of the LYNX! Consortium libraries listed in Appendix A at the frequency provided. The City of Boise is asking all interested vendors to submit a response to the following questions and requests for information:

Question	Response
1. The libraries currently use open bins for materials. What type of transport container (e.g., plastic closable bins, canvas bags, etc.) do you recommend for use with your service?	
2. Do you recommend that sorting be part of the service provided? If yes, please explain how that would be provided (e.g., on route, at a central location, etc.)	
3. Will you use subcontractors to provide the required services? If yes, please list them here:	
4. Is there additional information about your proposed service you would like to provide? (Attach an additional sheet as necessary.)	

Please describe your ability to provide the following services:

Requirement	Yes	No	Other/Comments:
1. Pick up and drop off items in one stop			
2. Charge one fee per stop (picking up and dropping off)			
3. Add or reduce number of stops to location upon request			
4. Establish standard arrival time frames with each drop site			
5. Deliver during standard business hours (9:00 am – 5:00 pm Monday - Friday)			
6. Deliver between the hours of 9:00am – 3:00pm on Saturdays			
7. Provide own dollies or other equipment for transporting containers into and out of the library			
8. Drop off any and all empty transport containers at libraries by need of individual library			
9. Provide the ability to track transport containers online			
10. Provide same-day notification of late or cancelled delivery			
11. Reschedule late or cancelled deliveries to libraries at no charge			
12. Reduce cost of late or cancelled stops to libraries where deliveries cannot be rescheduled in a timely manner			
13. Provide LYNX! with monthly counts of transport containers delivered to each library location served			
14. Deliver containers which may contain typical library materials such as books, compact discs, DVDs, documents, or envelopes			
15. Deliver special items from library to library upon request			
16. Keep containers dry and free of debris			
17. Assure that drivers maintain a professional image and clearly bear company identification when providing courier services			
18. Respond directly to library staff either via phone or email regarding any concerns about service or delivery within two business days			
19. Accommodate variable quantities of containers for pick-up/delivery			

Please provide your best estimate for the cost per stops to each library location:

Library	Stops Per Week	Average # of Items Per Week	Estimated Cost Per Stop
1. Boise Public Library Main Library 715 S Capitol Blvd Boise, ID 83702	6	6500	
2. Boise Public Library Library! at Bown Crossing 2153 E Riverwalk Dr Boise, ID 83706	6	2500	
3. Boise Public Library Library! at Cole & Ustick 7557 W Ustick Rd Boise, ID 83704	6	2700	
4. Boise Public Library Library! at Collister 4724 W State St Boise, ID 83703	6	1600	
5. Boise Public Library Library! at Hillcrest 5246 W Overland Rd Boise, ID 83705	6	1300	
6. Ada Community Library Victory Branch 10664 W Victory Rd Boise, ID 83709	6	2500	
7. Ada Community Library Lake Hazel Branch 10489 Lake Hazel Rd Boise, ID 83709	6	1300	
8. Ada Community Library Hidden Springs Branch 5868 W Hidden Springs Dr Boise, ID 83714	6	600	
9. Ada Community Library Star Branch 10706 W State St Star, ID 83669	6	1600	

<b>Library</b>	<b>Stops Per Week</b>	<b>Average # of Items Per Week</b>	<b>Estimated Cost Per Stop</b>
10. Meridian Library District Cherry Lane 1326 W Cherry Ln Meridian, ID 83642	6	4500	
11. Meridian Library District Silverstone 3531 E Overland Rd Meridian, ID 83642	6	1700	
12. Garden City Public Library 6015 N Glenwood St Garden City, ID 83714	6	1700	
13. Eagle Public Library 100 N Stierman Way Eagle, ID 83616	6	2600	
14. Kuna Library District 457 N Locust Ave Kuna, ID 83634	6	1300	
15. Nampa Public Library 215 12 <sup>th</sup> Ave S Nampa, ID 83651	6	3600	
16. Caldwell Public Library 1010 Dearborn St Caldwell, ID 83605	6	1600	
17. Emmett Public Library 275 S Hayes Ave Emmett, ID 83617	6	1300	
18. Mountain Home Public Library 790 N 10 <sup>th</sup> E Mountain Home, ID 83647	6	1300	
19. Twin Falls Public Library 201 4 <sup>th</sup> Ave E Twin Falls, ID 83301	6	2600	
20. Hailey Public Library 7 W Croy St Hailey, ID 83333	6	1300	

#### 4. Future Contract Requirements

This Request for Information will not result in a contract with any Respondent, but if the City of Boise/LYNX! Library Consortium signs a contract with a courier service at a later date, the following terms and requirements would likely be included in that contract. They are listed here for informational purposes only.

The City of Boise/LYNX! Library Consortium will:

- Negotiate and maintain a single contract with the Contractor.
- Facilitate and provide centralized communication tools for the courier project.
- Collect consistent and standardized statistics from participating libraries and the Contractor.
- Provide support to participating libraries in troubleshooting issues with the Contractor.
- Provide standards for labeling, turnaround time, reporting closed days, and changes to delivery schedules.

The participating libraries of the contract, as appropriate, will:

- Provide to the Contractor, in writing, any changes to the stops (such as additional or deleted drops, or address changes) a minimum of one week in advance.
- Provide the Contractor with a list of scheduled closings at least one week in advance of the holiday.
- Provide the Contractor with a calendar of regularly scheduled and holiday closures and a calendar of acceptable make-up days.
- Notify the Contractor by the Contractor's preferred method of communication at least 24 hours ahead of the scheduled stop if a drop site is closed on a regular working day (Monday-Saturday, not a holiday), and the Contractor is scheduled for a regular stop that day.
- Keep informed about the packaging/labeling/handling requirements for efficient and secure delivery of materials put into the system for delivery.
- Ensure that all items shipped have an appropriate and properly affixed routing slip that clearly lists the shipping destination.
- Pack transport containers according to the methods established by the Contractor and the courier group.
- Maintain a designated location in their buildings that will be easily accessible for courier service.
- Provide monthly reports to the City of Boise/LYNX! Library Consortium Library of the number of transport containers (not individual items) sent and received by courier.
- Report specific courier-related problems (missed stop or wrong packages delivered, lost or damaged items) to the Contractor, by phone, email, or a form available from a central website, within 24 hours of the occurrence.
- The participating library agrees to reasonably cooperate with the Contractor and the City of Boise/LYNX! Library Consortium Library in determining the party responsible for loss or damage in accordance with the vendor contract, and, if applicable, the consortium Interlibrary Sharing Protocol and American Library Association Interlibrary Loan code.
- Assign one contact for the overall coordination of issues between the Contractor and participating library, and any other issues resulting from the contract.

Other requirements:

- The City of Boise/LYNX! Library Consortium reserves the right to deduct from the amount due the contractor for missed stops.
- Contractor is not allowed to charge any overtime.
- Contractor shall maintain a 98% dependability rate, or the City of Boise/LYNX! Library Consortium Library will have the right to cancel the contract.
- Contractor must provide an official list of its holidays and closed days to the City of Boise/LYNX! Library Consortium Library and to each dropsite. Service schedules may be changed occasionally with no less than one week's (seven days') prior written notice.
- All employees under this program must adhere to all established library building security policies and procedures.
- Contractor shall name a single individual as project manager for the project. The manager will see that contract requirements are met and will be the point person for problem resolution.
- Under no circumstances shall the Contractor or any subcontractor's personnel be deemed employees of the City of Boise/LYNX! Library Consortium.
- Contractor or subcontractor personnel shall not represent themselves to be employees of the City of Boise/LYNX! Library Consortium.
- All delivery vehicles must be supplied by the Contractor, maintained in a safe and clean condition, and have sufficient cargo capacity to accommodate the volume of materials to be picked up.
- Where it is proven that an item was lost or damaged during the period it was the Contractor's responsibility--in transit from dropsite to dropsite, being delivered or picked up by the Contractor, or being sorted by the Contractor--the contractor will reimburse the library that suffers the loss or damage directly, for any lost or damaged items, within 45 days of the reported problem.
- Contractor is properly and adequately licensed, insured, and bonded.

## Appendix N: Courier Billing

### Courier Billing for FY17 - FY21

#### FY17 Courier Billing

Library	Q1	Q2	Q3	Q4	Total
Boise Public Library	9,300.93	8,204.59	11,242.14	14,460.40	43,208.06
Ada Community Library	4,872.66	3,499.34	4,611.78	5,348.17	18,331.95
Meridian Library District	4,328.61	3,315.20	4,461.80	5,205.06	17,310.67
Nampa Public Library	2,037.85	1,781.26	2,437.30	2,677.35	8,933.76
Caldwell Public Library	1,225.06	953.22	1,259.59	1,392.03	4,829.90
Eagle Public Library	1,362.41	1,177.49	1,571.66	1,765.45	5,877.01
Garden City Public Library	906.61	838.34	1,112.51	1,333.40	4,190.86
Totals	24,034.13	19,769.44	26,696.78	32,181.86	102,682.21

#### FY18 Courier Billing

Library	Q1	Q2	Q3	Q4	Total
Boise Public Library	13,952.28	12,955.34	15,962.69	18,430.05	61,300.36
Ada Community Library	5,316.59	4,725.68	5,275.54	6,294.26	21,612.07
Meridian Library District	5,190.24	4,687.78	5,759.59	6,757.55	22,395.16
Nampa Public Library	2,668.21	2,380.36	2,912.68	3,535.67	11,496.92
Caldwell Public Library	1,416.58	1,378.69	1,664.13	1,979.08	6,438.48
Eagle Public Library	1,830.37	1,652.44	2,007.00	2,395.25	7,885.06
Garden City Public Library	1,353.14	1,144.63	1,419.31	1,681.98	5,599.06
Totals	31,727.41	28,924.92	35,000.94	41,073.84	136,727.11

#### FY19 Courier Billing

Library	Q1	Q2	Q3	Q4	Total
Boise Public Library	17,824.64	16,611.94	15,395.28	12,194.89	62,026.75
Ada Community Library	6,803.99	6,551.75	6,418.78	5,061.22	24,835.74
Meridian Library District	6,458.27	5,583.43	5,390.87	4,445.42	21,877.99
Nampa Public Library	3,332.97	3,210.20	3,660.92	2,905.70	13,109.79
Caldwell Public Library	2,016.69	1,728.85	1,913.27	1,559.81	7,218.62
Eagle Public Library	2,313.78	2,265.31	2,549.93	2,030.00	9,159.02
Garden City Public Library	1,582.10	1,622.42	1,737.76	1,316.37	6,258.65
Totals	40,332.44	37,573.90	37,066.81	29,513.41	144,486.56

#### FY20 Billing

Library	Q1	Q2	Q3	Q4	Total
Boise Public Library	17,166.70	16,292.74	4,452.87	13,071.07	50,983.38
Ada Community Library	7,124.10	6,578.59	1,658.25	5,186.07	20,547.01
Meridian Library District	6,549.24	6,409.22	1,643.51	5,451.39	20,053.36
Nampa Public Library	4,152.00	3,840.79	801.07	3,102.78	11,896.64
Caldwell Public Library	2,219.60	2,018.48	507.11	1,550.19	6,295.38
Kuna Library District	1,284.08	1,431.51	266.03	1,184.94	4,166.56
Eagle Public Library	2,749.43	2,633.92	735.91	1,947.02	8,066.28
Garden City Public Library	2,016.50	1,811.58	330.48	1,060.87	5,219.43
Totals	43,261.65	41,016.83	10,395.23	32,554.33	127,228.04

#### FY21 Billing

Library	Q1	Q2	Q3	Q4	Total
Boise Public Library	13,639.77	15,859.27	14,535.65	15,457.68	59,492.37
Ada Community Library	5,848.72	6,891.18	6,316.22	6,890.97	25,947.09
Meridian Library District	5,522.82	6,924.46	6,195.98	6,999.00	25,642.26
Nampa Public Library	3,367.57	4,288.06	3,755.97	4,123.04	15,534.64
Caldwell Public Library	1,618.84	1,860.14	1,715.31	1,849.80	7,044.09
Kuna Library District	1,323.93	1,599.52	1,517.84	1,697.95	6,139.24
Eagle Public Library	2,135.39	2,666.90	2,458.20	2,592.30	9,852.79
Garden City Public Library	1,212.29	1,612.29	1,480.57	1,591.90	5,897.05
Totals	34,669.33	41,701.82	37,975.74	41,202.64	155,549.53

## Appendix O: Digital Resources Inventory

Library	Vendor	Digital Resource Name
Ada Community Library	Proquest	Ancestry
Ada Community Library	Library Ideas LLC	Freegal
Ada Community Library	Proquest	HeritageQuest
Ada Community Library	Kanopy	Kanopy
Ada Community Library	OverDrive	OverDrive
Ada Community Library	Tech Talk.com	Tech Talk
Ada Community Library	Tumbleweed Press	Tumblebooks
Ada Community Library	Tumbleweed Press	Tumblemath
Ada Community Library	Tutor.com Inc	Tutor.com
Ada Community Library	WSJ	Wall Street Journal
Ada Community Library	Grey House Publishing	Weiss Financial Ratings
Boise Public Library	World Trade Press	AtoZ World Food
Boise Public Library	InfoBase	Access Video
Boise Public Library	InfoBase	Access Video for Kids
Boise Public Library	Bibliolabs	Biblioboard
Boise Public Library	Bibliolabs	Pressbooks
Boise Public Library	Jo-Ann Stores	CreativeBug
Boise Public Library	Cypress Information Services	Cypress Resume
Boise Public Library	Candid	Foundation Center
Boise Public Library	Cengage/Gale	Legal Forms
Boise Public Library	Cengage/Gale	Business: Plan Builder
Boise Public Library	ProQuest	HeritageQuest
Boise Public Library	Midwest Tape	Hoopla
Boise Public Library	IXL Learning	IXL
Boise Public Library	LinkedIn Corporation	LinkedIn Learning
Boise Public Library	Mango Languages	Mango Languages
Boise Public Library	Mergent/FTSE Russell	Mergent Intellect
Boise Public Library	Morningstar	Morningstar
Boise Public Library	Cengage/Gale	National Geographic Magazine Subscription 1995-Current
Boise Public Library	Cengage/Gale	National Geographic People Animals and the World
Boise Public Library	Cengage/Gale	National Geographic Kids
Boise Public Library	NewsBank	Access World News
Boise Public Library	NewsBank	Idaho Statesman
Boise Public Library	Niche Academy	Niche Academy
Boise Public Library	EBSCO	Novelist Select



Boise Public Library	EBSCO	Reader's Guide
Boise Public Library	ProQuest	O'Reilly
Boise Public Library	OverDrive	OverDrive
Boise Public Library	Scholastic	Teachables
Boise Public Library	Value Line	Value Line
Caldwell Public Library	OverDrive	Overdrive
Caldwell Public Library	Library Ideas	Freegal
Caldwell Public Library	World Trade Press	ABC Food America
Caldwell Public Library	World Trade Press	AtoZ Food America
Caldwell Public Library	World Trade Press	AtoZ World Food
Caldwell Public Library	World Trade Press	AtoZ Maps
Caldwell Public Library	World Trade Press	AtoZ the USA
Caldwell Public Library	NewsBank	NewsBank
Caldwell Public Library	ProQuest	Ancestry
Caldwell Public Library	CreativeBug	CreativeBug
Caldwell Public Library	Niche Academy	Niche Academy
Caldwell Public Library	Pronunciator	Pronunciator
Caldwell Public Library	Wall Street Journal	Wall Street Journal
Eagle Public Library	Overdrive	Overdrive
Eagle Public Library	Midwest Tape	Hoopla
Eagle Public Library	Library Ideas	Freeding
Eagle Public Library	Library Ideas	iVOX
Eagle Public Library	Scholastic	Weson Woods Plus
Eagle Public Library	Scholastic	BookFlix
Eagle Public Library	Scholastic	TrueFlix
Eagle Public Library	Scholastic	Scholastic Teachables
Eagle Public Library	Wall Street Journal	Wall Street Journal
Eagle Public Library	NewsBank	Idaho Statesman
Eagle Public Library	NewsBank	Black Life in America
Eagle Public Library	NewsBank	HeritageHub
Eagle Public Library	NewsBank	America's News
Eagle Public Library	Library Ideas	Freegal
Eagle Public Library	Kanopy (now Overdrive?)	Kanopy
Eagle Public Library	Data Axle	Data Axle
Eagle Public Library	Novelist (or whoever owns them)	Novelist Plus
Eagle Public Library	Value Line	Value Line
Emmett Public Library	Overdrive	Overdrive
Garden City Library	Forrester	Data Axle
Garden City Library	Midwest Tape	hoopla
Garden City Library	NewsBank, Inc	NewsBank

Garden City Library	Wall Street Journal	Wall Street Journal
Garden City Library	Overdrive	OverDrive
Hailey Public Library	Wall Street Journal	Wall Street Journal
Hailey Public Library	OverDrive	Overdrive
Hailey Public Library	Times-News	Times
Hailey Public Library	Idaho Statesman	Idaho Statesman
Kuna Public Library	Overdrive	Overdrive
Kuna Public Library	T-Mobile	Mobile Hostpots
Kuna Public Library	Envisionware	Patron Computers
Kuna Public Library	NewsBank	NewsBank
Meridian Public Library	Foundation Center	Foundation Directory Online
Meridian Public Library	Gale/Cengage	Gale Virtual Reference Library
Meridian Public Library	Midwest Tapes	Hoopla
Meridian Public Library	Ingram	Ingram Book Reviews
Meridian Public Library	NewsBank	NewsBank
Meridian Public Library	Dear Reader	Next Good Book or Select Reads
Meridian Public Library	Niche Academy	Niche Academy
Meridian Public Library	Overdrive	Overdrive
Meridian Public Library	InfoGroup	Data Axle
Meridian Public Library	Value Line	Value Line
Meridian Public Library	Wall street Journal	Wall street Journal
Mountain Home Public Library	Overdrive	Overdrive
Nampa Public Library	Kanopy	Kanopy
Nampa Public Library	Overdrive	Overdrive
Nampa Public Library	Odilo	Odilo
Nampa Public Library	America's News	Newsbank
Nampa Public Library	Michael's	Creativebug
Nampa Public Library	Age of Learning	ABC Mouse - in house only
Twin Falls Public Library	World Trade Press	AtoZ World Food
Twin Falls Public Library	World Trade Press	AtoZ America Food
Twin Falls Public Library	World Trade Press	AtoZ Maps
Twin Falls Public Library	CreativeBug	CreativeBug
Twin Falls Public Library	Overdrive	OverDrive
Twin Falls Public Library	Library Ideas, LLC	Freegal
Twin Falls Public Library	Overdrive	LawDepot
Twin Falls Public Library	Tutor.com	Learning Suite for Libraries
Twin Falls Public Library	EBSCO	Library Aware and Novelist
Twin Falls Public Library	Mango Languages	Mango Languages
Twin Falls Public Library	NewspaperArchive	NewspaperArchive
Twin Falls Public Library	ProQuest LLC	Sanborn Maps
Twin Falls Public Library	The Wall Street Journal	Wall Street Journal

Database Licensed Across LYNX! Libraries	
Row Labels	Count of Library
ABC Food America	1
ABC Mouse - in house only	1
Access Video	1
Access Video for Kids	1
Access World News	1
America's News	1
Ancestry	2
AtoZ America Food	1
AtoZ Food America	1
AtoZ Maps	2
AtoZ the USA	1
AtoZ World Food	3
Biblioboard	1
Black Life in America	1
BookFlix	1
Business: Plan Builder	1
CreativeBug	4
Cypress Resume	1
Data Axle	3
Foundation Center (Funding Information Network)	1
Foundation Directory Online	1
Freeding	1
Freegal	4
Gale Virtual Reference Library (Gale ebooks)	1
HeritageHub	1
HeritageQuest	2
Hoopla	4
Idaho Statesman	3
Ingram Book Reviews	1
iVOX	1
IXL	1
Kanopy	3
LawDepot	1
Learning Suite for Libraries	1
Legal Forms	1
Library Aware and Novelist	1
LinkedIn Learning	1
Mango Languages	2
Mergent Intellect	1
Mobile Hostpots	1

Morningstar	1
National Geographic Kids	1
National Geographic Magazine Subscription 1995-Current	1
National Geographic People Animals and the World	1
NewsBank	5
NewspaperArchive	1
Next Good Book or Select Reads	1
Niche Academy	3
Novelist Plus	1
Novelist Select	1
Odilo	1
O'Reilly	1
OverDrive	12
Patron Computers	1
Pressbooks	1
Pronunciator	1
Reader's Guide	1
Sanborn Maps	1
Scholastic Teachables	1
Teachables	1
Tech Talk	1
Times	1
TrueFlix	1
Tumblebooks	1
Tumblemath	1
Tutor.com	1
Value Line	3
Wall Street Journal	7
Weiss Financial Ratings	1
Weson Woods Plus	1
<b>Grand Total</b>	<b>116</b>

## Appendix P: Implementation Timeline

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The implementation timeline is presented in two views. The first is a one-page view that shows the flow-over time. The second and third page of this appendix splits the timeline into two so it may be printed single-sided on two sheets to be placed side-by-side.



## Proposed Timeline for Implementation of Recommendations

2022							
January	February	March	April	May	June	July	August
		Action 3.1: Holds Summit					
		Action 4.1: PAC Summit					
		Action 15.1: Conduct RFI for Courier Services					
				Action 5.1: Investigate Vega Discover			
				Action 16.1: Explore Options for Activating OverDrive RLA			
				Action 16.2: Explore Merging Kuna & ID8 OverDrive Account			
				Critical Decision Point I. Move the ILS to a Hosted Solution			
						Action 1.1: Amend the Innovative Contract	
				Critical Decisions Point II. Establish LYNX! Directors as the LYNX! Governing Board			
						Action 2.1: Circulation Committee Standardizes Policies	
						Action 3.2: Charge Circulation Committee with Managing Holds Distribution	
						Action 6.1: Draft New Bylaws for Governing Board	
							Action 6.2: Elect New Officers
						Action 6.4: Appoint or hire a part-time interim director	
							Action 18.1 Hold a LYNX! Board Meeting

2023							
January	February	March	April	May	June	July	August
Action 6.3: Executive Officers Oversee the Implementation of Recommendations							
Interim Director Implements Recommendations							
Critical Decision Point V. Provide Courier Services to All							
		Action 1.2 Complete the ILS Transition					
		Action 8.1: Develop and Approve New Budget					
		Actions 9.1 and 9.2: Determine & Adopt Cost-share Formula for LYNX!					
		Action 10.1: Sunset Open Access Compensation Program					
			Recommendation 11: Draft a new LYNX! Consortium Agreement				
			Critical Decision Point IV: Hire an Executive Director				
			Action 12.1 Develop the Job Description for Director				
			Action 12.2: Determine Salary & Benefits				
					Action 12.3: Hire Executive Director		

2024							
January	February	March	April	May	June	July	August
Executive Director							
	Action 15.2 Engage a Logistics Consultant						
	Action 17.1: Task LYNX! Committees with Drafting an Onboarding Plan in conjunction with Executive Director						
	Action 17.2: Develop a Plan for Covering the Cost of Onboarding New Members						
	Action 18.3: Develop an Online Community Space that Enables Better Sharing of Information						
	Action 13.2 Hire Cataloger						

2022			
September	October	November	December

Action 1.2: Move the ILS to the Cloud			
Action 5.1: Plan for the Implementation of Vega Discover			

s of the Board			
rd Retreat			
Critical Decision Point III. Establish LYNX! as a 501(c)(3) Organization			
Action 6.3: Executive Officers Oversee the Implementation of Recommendations			
Interim Director Implements Recommendations			
Actions 7.1-7.5: Establish LYNX! As a Non-Profit			
Action 15.1: Develop a Courier Route for All LYNX! Libraries			
Action 18.2 Provide Training for Staff on Meetings			
Action 14.1: Update Committee Charters			
Action 14.2: Establish a User Experience Committee			
2023			
September	October	November	December

New LYNX! Director Starts			
Action13.1 Develop Job Description for Cataloger			
2024			
September	October	November	December



## Appendix Q: Estimated Implementation Costs

Estimated Cost of Implementation: FY2023 & FY2024	
LYNX! Service/Support	Estimated FY2023 Budget <sup>1</sup>
Hosted ILS & Moblie App <sup>2</sup>	\$166,159
One-time Implementation Costs for Hosted ILS <sup>3</sup>	\$4,000
ILS Hosting Fees <sup>3</sup>	\$44,850
Ongoing IT Support (Help Tickets, etc.) <sup>4</sup>	\$2,053
Bibliographic Record Maintenance <sup>2</sup>	\$7,725
Information Technology Support Staff <sup>2</sup>	\$123,877
Acquisitions & Cataloging Support <sup>4</sup>	\$19,495
Adminstrative Support <sup>4</sup>	\$41,625
Talking Tech Subscription <sup>2</sup>	\$4,533
Part-time Interim Director	\$60,000
One-time Facilitator/Training Costs	\$20,000
One-time Legal/Consulting Support to Establish Non-profit	\$10,000
Vega Discover <sup>2</sup>	\$84,151
One-time Implementation Costs for Vega Discover <sup>2</sup>	\$10,000
Total:	\$598,467
<sup>1</sup> Known 2022 costs and estimates increased by 3%.	
<sup>2</sup> Base figure derived from the spreadsheet "costsharefy2022" provided by Boise Public Library.	
<sup>3</sup> Costs from the spreadsheet "Lynx.Polaris.Individual.Pricing.2.23.22s.v2" provided by Innovative.	
<sup>4</sup> Derived from estimates from the spreadsheet "Final.FY21 and Prior Year Comparisions04.17.2020" provided Boise Public Library.	

LYNX! Service/Support	Estimated FY2024 Budget
Hosted ILS & Moblie App <sup>1</sup>	\$171,143
ILS Hosting Fees <sup>1</sup>	\$46,196
Vega Discover <sup>2</sup>	\$84,151
Bibliographic Record Maintenance <sup>1</sup>	\$7,957
Executive Director Salary and Benefits	\$125,000
Part-time Cataloger Costs	\$65,000
Talking Tech Subscription <sup>1</sup>	\$4,669
Total:	\$504,116
<sup>1</sup> Costs from estimated 2023 budget increased by 3%.	
<sup>2</sup> Costs from the spreadsheet "Lynx.Polaris.Individual.Pricing.2.23.22s.v2" provided by Innovative.	

Comparison of FY2022 with estimated FY2023 & FY2024			
LYNX! Service/Support	2022 <sup>1</sup>	2023	2024
Hosted ILS & Moblie App <sup>2</sup>	\$158,320	\$166,159	\$171,143
Mobile app implementation (2022 only)	\$16,000	0	0
One off-hour upgrade	\$3,000	0	0
Bibliographic Record Maintenance <sup>2</sup>	\$7,500	\$7,725	\$7,957
Information Technology Support Staff <sup>2</sup>	\$120,269	\$123,877	\$0
Talking Tech Subscription <sup>2</sup>	\$4,401	\$4,533	\$4,669
Contingency & Replacement funds	\$50,000	\$0	\$0
Ongoing IT Support (Help Tickets, etc.) <sup>4</sup>	\$0	\$2,053	\$0
Acquisitions & Cataloging Support <sup>4</sup>	\$0	\$19,495	\$65,000
Adminstrative Support <sup>4</sup>	\$0	\$41,625	\$0
One-time Implementation Costs for Hosted ILS <sup>3</sup>	\$0	\$4,000	\$0
ILS Hosting Fees <sup>3</sup>	\$0	\$44,850	\$46,196
Director	\$0	\$60,000	\$125,000
One-time Facilitator/Training Costs	\$0	\$20,000	\$0
One-time Legal/Consulting Support to Establish Non-profit	\$0	\$10,000	\$0
Vega Discover <sup>3</sup>	\$0	\$84,151	\$86,676
One-time Implementation Costs for Vega Discover <sup>3</sup>	\$0	\$10,000	\$0
Total:	\$359,490	\$598,467	\$506,641

<sup>1</sup> Base figure derived from the spreadsheet "costsharefy2022" provided by Boise Public Library.
<sup>2</sup> Known 2022 costs and estimates increased by 3% for FY2023 and FY2024
<sup>3</sup> Costs from the spreadsheet "Lynx.Polaris.Individual.Pricing.2.23.22s.v2" provided by Innovative.
<sup>4</sup> Derived from estimates from the spreadsheet "Final.FY21 and Prior Year Comparisions04.17.2020" provided Boise Public Library.

## Appendix R: Cost-Share Scenarios per Library

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Percentages Used to Calculate Cost Share		
Library	Percentage Share of Total Using Budget Based Model	Current allocation method from FY22
Ada Community Library	10%	10%
Boise Public Library	40%	32%
Caldwell Public Library	3%	4%
Emmett Public Library	1%	2%
Eagle Public Library	5%	7%
Garden City Public Library	2%	3%
Hailey Public Library	2%	3%
Kuna Library District	3%	4%
Meridian Library District	19%	15%
Mountain Home Public Library	2%	2%
Nampa Public Library	7%	9%
Twin Falls Public Library	6%	9%
	100%	100%

**Scenario One, FY23: Implementation with No Use of Contingency Funds**

LYNX! Member Library	FY 23 Fees Example with estimated costs (no offset from contingency fund)			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	Estimated shares based on current method of calculation (from 2022 cost share)
Ada Community Library	\$55,641.38	\$56,795.20	\$57,949.03	\$57,545.93
Boise	\$144,714.31	\$163,682.72	\$182,651.13	\$190,108.18
Caldwell Public Library	\$34,751.56	\$31,727.43	\$28,703.29	\$25,357.28
Emmett Public	\$27,272.38	\$22,752.41	\$18,232.44	\$14,178.99
Eagle Public Library	\$38,817.10	\$36,606.07	\$34,395.03	\$40,274.21
Garden City Public Library	\$32,340.19	\$28,833.77	\$25,327.36	\$16,720.72
Hailey Public Library	\$30,273.30	\$26,353.51	\$22,433.72	\$16,898.19
Kuna Library District	\$34,656.00	\$31,612.75	\$28,569.50	\$21,688.50
Meridian Library	\$81,526.42	\$87,857.25	\$94,188.09	\$92,263.18
Mountain Home Public Library	\$30,239.52	\$26,312.98	\$22,386.43	\$13,758.66
Nampa Public Library	\$46,607.18	\$45,954.16	\$45,301.15	\$54,857.04
Twin Falls Public Library	\$41,627.66	\$39,978.75	\$38,329.83	\$54,816.13
<b>Total</b>	<b>\$598,467.00</b>	<b>\$598,467.00</b>	<b>\$598,467.00</b>	<b>\$598,467.00</b>

**Scenario One, FY24: Implementation with No Use of Contingency Funds**

LYNX! Member Library	FY 24 Fees Example with estimated costs (with no contingency offset)			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	Estimated shares based on current method of calculation (from 2022 cost share)
Ada Community Library	\$47,104.02	\$48,080.81	\$49,057.60	\$48,716.35
Boise	\$122,510.02	\$138,568.00	\$154,625.99	\$160,938.87
Caldwell Public Library	\$29,419.45	\$26,859.32	\$24,299.19	\$21,466.57
Emmett Public	\$23,087.83	\$19,261.38	\$15,434.93	\$12,003.43
Eagle Public Library	\$32,861.18	\$30,989.40	\$29,117.62	\$34,094.72
Garden City Public Library	\$27,378.06	\$24,409.65	\$21,441.25	\$14,155.17
Hailey Public Library	\$25,628.30	\$22,309.95	\$18,991.59	\$14,305.41
Kuna Library District	\$29,338.55	\$26,762.24	\$24,185.93	\$18,360.72
Meridian Library	\$69,017.38	\$74,376.84	\$79,736.30	\$78,106.75
Mountain Home Public Library	\$25,599.71	\$22,275.64	\$18,951.56	\$11,647.59
Nampa Public Library	\$39,455.99	\$38,903.17	\$38,350.35	\$46,440.03
Twin Falls Public Library	\$35,240.51	\$33,844.59	\$32,448.68	\$46,405.40
<b>Total</b>	<b>\$506,641.00</b>	<b>\$506,641.00</b>	<b>\$506,641.00</b>	<b>\$506,641.00</b>

**Scenario Two, FY23: Implementation with Use of \$238,977 in Contingency Funds**

LYNX! Member Library	FY 23 Fees Example with estimated costs (with offset by \$238,977 from contingency fund)			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	Estimated shares based on current method of calculation (from 2022 cost share)
Ada Community Library	\$33,422.93	\$34,116.01	\$34,809.10	\$34,566.96
Boise	\$86,927.68	\$98,321.71	\$109,715.75	\$114,195.09
Caldwell Public Library	\$20,874.73	\$19,058.18	\$17,241.63	\$15,231.73
Emmett Public	\$16,382.10	\$13,667.02	\$10,951.95	\$8,517.10
Eagle Public Library	\$23,316.84	\$21,988.71	\$20,660.57	\$24,192.10
Garden City Public Library	\$19,426.26	\$17,320.01	\$15,213.76	\$10,043.88
Hailey Public Library	\$18,184.71	\$15,830.15	\$13,475.59	\$10,150.48
Kuna Library District	\$20,817.33	\$18,989.30	\$17,161.27	\$13,027.95
Meridian Library	\$48,971.68	\$52,774.51	\$56,577.35	\$55,421.09
Mountain Home Public Library	\$18,164.42	\$15,805.80	\$13,447.19	\$8,264.62
Nampa Public Library	\$27,996.22	\$27,603.97	\$27,211.71	\$32,951.79
Twin Falls Public Library	\$25,005.10	\$24,014.62	\$23,024.14	\$32,927.21
<b>Total</b>	<b>\$359,490.00</b>	<b>\$359,490.00</b>	<b>\$359,490.00</b>	<b>\$359,490.00</b>

**Scenario Two, FY24: Implementation with Use of \$147,151 in Contingency Funds**

LYNX! Member Library	FY 24 Fees Example with estimated costs (with offset of \$147,151 from contingency fund)			
	50% of ILS Cost Split Equally; 50% Split according to % of LYNX! Libraries TOR	40% of ILS Cost Split Equally; 60% Split according to % of LYNX! Libraries TOR	30% of ILS Cost Split Equally; 70% Split according to % of LYNX! Libraries TOR	Estimated shares based on current method of calculation (from 2022 cost share)
Ada Community Library	\$33,422.93	\$34,116.01	\$34,809.10	\$34,566.96
Boise	\$86,927.68	\$98,321.71	\$109,715.75	\$114,195.09
Caldwell Public Library	\$20,874.73	\$19,058.18	\$17,241.63	\$15,231.73
Emmett Public	\$16,382.10	\$13,667.02	\$10,951.95	\$8,517.10
Eagle Public Library	\$23,316.84	\$21,988.71	\$20,660.57	\$24,192.10
Garden City Public Library	\$19,426.26	\$17,320.01	\$15,213.76	\$10,043.88
Hailey Public Library	\$18,184.71	\$15,830.15	\$13,475.59	\$10,150.48
Kuna Library District	\$20,817.33	\$18,989.30	\$17,161.27	\$13,027.95
Meridian Library	\$48,971.68	\$52,774.51	\$56,577.35	\$55,421.09
Mountain Home Public Library	\$18,164.42	\$15,805.80	\$13,447.19	\$8,264.62
Nampa Public Library	\$27,996.22	\$27,603.97	\$27,211.71	\$32,951.79
Twin Falls Public Library	\$25,005.10	\$24,014.62	\$23,024.14	\$32,927.21
<b>Total</b>	<b>\$359,490.00</b>	<b>\$359,490.00</b>	<b>\$359,490.00</b>	<b>\$359,490.00</b>

## Assistant Director Report – March 2022

To: Gretchen Caserotti, Library Director

From: Nick Grove, Assistant Director

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### Personnel

#### Assistant Director - Nick

In March, I met with branch managers to establish our bi-weekly touch base meetings and worked with all public facing supervisors to complete their staffing models for FY23. I talked with each supervisor/manager about expectations for each position's public facing hours and how we can have consistency across departments and locations. Working with HR and the unBound Business Librarian, I sat on the hiring committee for the unBound Library Assistant positions.

I continue to onboard by learning about ongoing projects, recurring monthly and annual tasks, and learning about needs of the district. HR and I sent out a staff survey and have worked with supervisors and managers to attend staff meetings in April to conduct a Staff Listening Tour. I assisted in testing and improving the audio setup in the Large Conference Room at Cherry Lane for MLD Board meetings; this has helped in providing better in room audio for attendees while also tying the audio into the meeting webcast.

- **Attended:**

- Digital Inclusion - ICfL Virtual Summit
  - Presented 15 minutes on 3D printing at MLD
- Meridian Chamber of Commerce - Downtown Committee
- Library 2.022: Virtual Reality and Learning - Leading the Way
- Capital projects planning meetings
- Meridian Chamber of Commerce - Oktoberfest Planning Subcommittee
- Employee retention (webinar)
- Meridian Chamber of Commerce - Coffee With Your Legislators
- Jesse Tree - How to Prevent Eviction Training (webinar)
- MLD Training and Development Committee

- **Met with:**

- Kyo - ABA Therapy Provider
- Business Improvement District Planning Team
- Mural at unBound planning team - City, MLD, and artist
- East Idaho Credit Union - Tour of unBound

### Committees

#### Training and Development - Staff Development Day

The Committee reviewed the Staff Day event held in February, thanked outgoing committee members, and welcomed new committee members. Using Doordash for staff lunches proved successful and ran with very few hiccups. Planning has started for outlining Staff Day 2023 and we will be adding additional staff over the next few months to fill out the committee.



## **Operations**

### **Training**

Staff worked on completing time sensitive ICRMP training. These trainings are important to maintain staff's operating knowledge pertaining to safety and risk management; they also assist MLD in keeping lower insurance costs.

## **Planning**

### **Orchard Park**

Work on FFE is progressing and contracts will be completed in April. Travis and I reviewed the staffing model for Orchard Park and discussed what they will look like for opening the branch.

### **South Branch**

Plans are continuing to take shape and the Silverstone staffing model has been developed to match the plans for Orchard Park.

### **Programs**

Audra and Allison are finishing up the planning form for staff to use when pitching library programs, events, and partnerships.

### **Listening Tour**

Working with HR to plan questions for the MLD Staff Listening Tour and scheduling attendance to each department's monthly meeting.

## **MLD Strategic Plan**

### **Goal 5.1 Review current organizational structure to accommodate new branches and other elements of this plan.**

- Completed staffing models for FY23

# Meridian Library District - Cherry Lane Board Report

## March 2022

To: Gretchen Caserotti, Director

From: Kristi Haman, Cherry Lane Manager

Camille Hampton, Reader Services Supervisor; Mary Flamino, Youth Services Supervisor; & Jane Olsen, Page Supervisor

Date: April 12, 2022

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### Summary

- The CDC announced a change in the metrics for determining COVID-19 transmission levels by county today. Ada County moved to the Medium level and then to the Low level. As a result, face masks moved from being a requirement to being optional.
- The Low transmission level made it possible for Cherry Lane to loosen up operations and programming. Staff are working at the Ask Desk near the computer lab and the Youth Services Desk after a hiatus of six months. Most of the acrylic barriers were removed and new signs were posted. Toys and children's shopping carts have also returned to the children's area. New indoor programs and community partnerships are being explored and renewed.

### Youth & Teen Services Programs & Activities:

- **Summer Reading Grant:** Youth Services Librarian Gabby, co-chair of the Summer Reading Committee, secured funding for Summer Reading prizes and community organizations to attend our Summer Reading kick off event. Borton-Lakey Law generously gave \$500 to sponsor the program and Lovevery, Jesse Tree, and Children's Therapy Place will set up booths at the event.
- **Guide for Parents & Caregivers:** Youth Services Supervisor Mary authored the content for [\*Creating the Best Library Experience for your Family: A Guide for Parents and Caregivers.\*](#) The guide was designed to help families navigate the library's collection to find materials that meet their family's needs.
- **Space Kits:** Library Assistant Nikki created and distributed 46 space kits for the school-age audience at Cherry Lane, Silverstone and the Bookmobile.
- **Returning Programs & Activities:**
  - **Outdoor After School Teen Space** - Meridian Middle School students are invited to eat a snack, socialize, and enjoy outdoor games in the east parking lot.
  - **Scavenger Hunt** - Participants can suggest a theme for the scavenger hunt and they will receive the credit if their theme is chosen.
  - **Child Care Center Tours:** Whitney and Rachel, Outreach Community Specialists, gave a behind the scenes tour of the sorter room and children's library for Polaris Learning Center during spring break. The kindergarten through 2nd grade participants enjoyed a read aloud about using the library and checked out books with their teachers. Polaris Learning Center plans to visit regularly over the summer.

## Adult Program:

- **Fostering Idaho:** Meridian Library partnered with Fostering Idaho to offer a Foster Care program and informational display for families interested in the rewards and challenges of fostering and adopting.

## Patron Stories:

- **Rental Assistance:** *“A patron, ‘Scott’ came into the library to fax some paperwork to Jesse Tree so that he could receive rental assistance. Scott needed help finding the fax number because it was not listed on their website. He had some difficulty standing so I asked Scott if he would like to sit down while I called Jesse Tree. I was able to get the fax number and information. His paperwork was then successfully faxed to them. Scott was at ease and he said he was very appreciative of my help with his housing. Scott stated he wished he could thank me with a hug. I told him giving me a smile was thanks enough.”* - **Sylvia, Reader Services Library Assistant**
- **Journey to Reading:** A family with a beginning reader visited the children’s department looking for Paddington books. There are Paddington books written at three reading levels: picture books, easy readers, and early chapter books. - **Jenny, Youth Services Associate Librarian**, used the opportunity to talk to the parent about the differences in these categories and how each level might fit into the child’s journey to independent reading. The family picked out a picture book for the parent to read to the child and an easy reader for the child to practice reading to the parent.
- **Patron Appreciation:** *“A Cherry Lane patron, Carol, has visited this location daily for the past 10 years. Carol uses the computers and she said she really appreciates the library. We have ‘always been there for her.’ One day, Carol brought in a donation of \$5,000 to show her heartfelt gratitude! Thank you!”* - **Camille, Reader Services Supervisor**
- **Early Literacy Support:** *“Some grandparents came to the library looking for easy level one books that they could read to a grandchild during a zoom call. I had recently participated in a Page training about how to support our library’s early literacy needs, so I knew how to help them find reading level specific books. I showed them one of our early literacy resources, a binder on the front table in the Juvenile section that has topics, books and reading levels. They were happy for that resource.”* - **Jody, Library Page**

## Professional Development/Training:

- **Public Library Association Annual Conference:** Kristi, Cherry Lane Manager, Jane, Page Supervisor, and Irene, Information Services Librarian, attended the three-day conference in Portland, Oregon. The conference attendance was sponsored in part by the National Library of Medicine (NNLM) PLA Professional Development Award and ICFL First Time Conference Attendance Grant.
- **ICFL Read to Me Rendezvous:** Mary, Youth Services Supervisor and Jenny, Youth Services Associate Librarian, attended a two-day conference in Boise where they networked, learned about creating successful library spaces for children, and discussed the

importance of play in early learning. Details on the training, along with photos of Mary and Jenny are on page 13 and 14 in this month's edition of [The Scoop](#). Mary presented a session on ways that MLD integrates early literacy as part of our library's strategic plan. She showcased EL/SA committee activities and talked about ways that libraries can get buy-in from their community to ensure that early learning is a core component of library offerings.

- Kristi joined the **Idaho Library Association Intellectual Freedom Committee**.
- Irene attended **Adult Mental Health First Aid** training provided by Optum Idaho.

### Personnel:

- Mariah was promoted to Associate Librarian at unBound. Mariah previously served as the Reader Services Interlibrary Loan (ILL) Assistant for the District.
- Jen, Information Services Library Assistant, was promoted to ILL Assistant.
- Irene, Information Services Supervisor, pivoted to a new role: Information Services Librarian.
- Library Assistant Kelley retired from the library after 23 years. We wish her well on her future adventures!



# Communications and Marketing – March 2022

To: Gretchen Caserotti, Library Director, and Lisa Zeiter, Interim Library Director  
 From: Allison Maier, Communications Manager  
 Date: April 12, 2022

## Strategic Plan Progress

**Goal 1.4: Ensure MLD’s online resources are inclusive and accessible.** After more than 6 months of planning with our web vendor, Library Market, our redesigned website is set to launch Tuesday, April 19! Accessibility is central to the design of the new site, and we have also taken this opportunity to simplify content throughout. Digital Services Librarian Jenaleigh and I are hard at work on final tweaks! We are particularly excited about the improved navigation, audience-specific landing pages, and reading recommendation tools on the new site.

**Goal 3.1: Adapt programs and services for safe and effective delivery in COVID and post-COVID environments.** Under the CDC’s updated guidelines, Ada County shifted to Medium COVID community risk level in early March, then Low later in the month. In alignment with the [Board-approved COVID operations plan](#), that meant a shift to masks optional for patrons and staff. It also meant staff could finalize plans for in-person, outdoor, and virtual storytime options this spring. We updated library signage accordingly and announced these changes on the website and social media. Community members are particularly excited to see more programs!

## Social Media

	Facebook Followers	Twitter Followers	Instagram Followers	Nextdoor Members
March 2022	5,471	1,178	2,229	41,757
April 2022	5,501	1,185	2,257	42,128
	+0.5%	+0.6%	+1.3%	+0.9%

With a couple of long-term Meridian Library staff members moving on to new opportunities in March, we posted updates on social media to give community members a chance to say farewell. Unsurprisingly, these were our most popular posts of the month, and a lovely illustration of the lasting impact of library relationships.

Meridian Library District  
 Published by Instagram · March 1 · Instagram

After a decade at the Meridian Library District, storytime star Nicole Steiner will be taking her skills to a new community! Tomorrow, March 2, is her last day at our Silverstone library. Stop by to say farewell!

2,187 People reached  
 283 Engagements  
 – Distribution score

Boost post

59 Reactions  
 13 Comments 1 Share

Meridian Library District  
 Published by Instagram · March 2 · Instagram

After 23 years at MLD, library assistant Kelley Pace is retiring! These past two decades, she has greeted thousands of community members, led crafting programs, and built relationships with so many of you. Tomorrow is her last day at our Cherry Lane library. Stop by to wish her well on her future adventures!

3,391 People reached  
 857 Engagements  
 – Distribution score

Boost post

153 Reactions  
 61 Comments 7 Shares

Here are a couple of patron stories shared on Instagram:

My oldest used to LOVE silly song and dance with Miss Nicole! We went to multiple locations every week or different story times but silly song was our favorite! Your new community is lucky to have you!! Thank you for the fun!

I grew up down the road and the Cherry Lane branch was our home branch. I spent so much time there and Kelley was a huge part of my childhood. I still think all the time about the reading programs I participated in and storytimes I went to and Kelley is part of why I'm still so obsessed with reading and books as an adult. Thank you for all the wonderful years! ❤️

We also received some great feedback on Facebook for our take-home Kindergarten All-Stars in a Box kits and for a Developmental Disabilities Awareness Month book display in the Children's Library at Cherry Lane:

Thank you! She was so excited to start as soon as we got home.



Love Reply Hide 1w



Love, love, love this! This representation is so important for kiddos with DDs. My neurodivergent kid found love and acceptance for his ADHD diagnosis through reading the Percy Jackson series ❤️ Thank you for spotlighting this awareness! We also love Aaron Slater Illustrator and Ada Twist Scientist for normalizing neurodivergence.

Love Reply Hide 2w



## Outreach and District Programs Report – March 2022

To: Gretchen Caserotti, Library Director

From: Audra Green, Outreach Manager

Date: April 2022

### Outreach

Goal 1: Expand Sustainable and Inclusive Spaces for a Growing Community

Goal 3: Pinpoint Priorities to Address the Most Critical Service Needs in Meridian

Volunteers: Audra (Outreach Manager) joined the Volunteer's Library Ambassador meeting to present on how the library is meeting community needs through library Outreach. Five people attended the hybrid session, and many volunteers viewed the recording following the event. Participants included citizens with valuable connections to HOA's, homeschool family networks, deaf and hard of hearing communities, and the MLD volunteer program. Ambassador meetings take place once a month and anyone from the public is invited. Meetings offer a space for citizens to learn about upcoming MLD projects, programs, and services they can share with their family, friends, and colleagues. Ambassadors keep Meridian Library staff informed about what citizens are hearing in the community and tell us how we can continue to support our patrons. Attendees with connections are welcome to become a formal Library Ambassador, which is a non-traditional volunteer-related role that deepens awareness of the breadth and relevance of library services in the community.

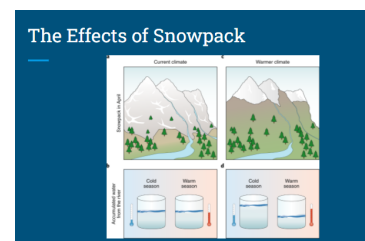
### Committees:

Equity Diversity Inclusion: Whitney and EDI created Sensory Kits to be distributed in all MLD branches. These kits will help our neurodiverse patrons with extra support during library programs, and will be an important addition to storytimes, and a tool staff can use when they identify a need outside of programs. They are for in-house and not circulation. Thanks to the Welcoming Libraries Grant from the ICfL, we were also able to create additional kits to offer partners: Boys and Girls Clubs, Hillsdale, Chaparral, Willowcreek, and Meridian Elementary developmental preschools, where we will also be hosting sensory outreach storytimes.



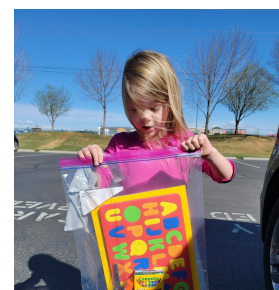
Here is feedback from Kaleb Jones (Kindergarten Coordinator at Boys and Girls Club): *“As for the sensory kits, I think it is definitely something we could utilize in the Kinder Club whether it be to help kids calm down when they are overwhelmed or just let them play around with the toys during our station time. “*

Sustainability: March's educational goal featured on Snowpack, what it is and why it is important partly in Idaho. The Green Team created a [display with a slideshow](#) on snowpacks.



### Programs

Outreach/K All Stars: Kindergarten All-Stars in a Box Spring 2022 started off with a bang! The original plan was to have spots for 30 students to be able to sign up, but when we checked on the signup form less than 24 hours later there were 57 signups! The first day of the program was Monday, March 28th and families are already showing their excitement to be in this program again. Several families have emailed Maria back to say thank you for doing this program and told library



staff how excited they are to receive their program supplies. Thank you to the ICFL for a Kindergarten Readiness grant that has made it possible to offer this multiple times this fiscal year.

ELSA/Summer Reading: The SRP team has been hard at work preparing for our ten week summer initiative to combat the summer slide. Alongside Allison in Marketing, the team is diligently working on flyers/signage, SRP promotions, Extreme Explorer challenges, new artwork, sponsorships, book prize purchasing, MLD's SRP website page, and school outreach events. The team is also excited to bring back the annual kickoff after a couple years hiatus.

ELSA/ Storytimes: This month storytime presenters on the ELSA committee put their heads together to figure out how to maximize current staffing to be able to offer the community as many accessible storytime offerings as possible, to kick off in April. There will be four in-person (two outdoor) storytime offerings and one virtual alternative that will continue through the Summer. These include Preschool Storytime at Cherry Lane on Tuesdays at 10am, Preschool Storytime Online held virtually on Zoom on Tuesdays at 9:30am, Family Pajama Storytime outdoors at Cherry Lane on Wednesday evenings at 7pm, and Preschool Storytime outdoors at Tiny Library on Fridays at 10:30am. Presenters are enthusiastic to be able to offer an array of options for the community with this core early literacy program.

TASC/ Senior: We are working with Legacy Corp to welcome back programs: *Memory Cafe* (a popular program pre-Covid) and *Powerful Tools for Caregivers* (a new 6 week training for those caring for others). These will be hosted at the Cherry Lane location.

TASC/ Mental Health Kits: March's kits focused on beating the winter blues by being outside and getting some much needed sunshine and Vitamin D with the theme of gardening. We worked with the Meridian Co-op Gardners, who graciously donated 100 lettuce seed packets to fill all of the kits and the kits included a gardening pot, a gardening flag, and a resource for beginner gardeners in each kit. We made 100 kits that were well received and quickly snagged by patrons.

### **Outreach Professional Development**

- Rachel & Whitney (Community Specialists, Outreach) attended an *Equity, Diversity, and Inclusion conference* with a number of library workers from Eastern Oregon. This was the third meeting of the cohort, and the first in person! They met at Cook Memorial Library in La Grande, OR and were enriched hearing the experiences of other libraries in similar positions as Meridian, and returned with ideas for the EDI working group at Meridian. This was made possible through a grant from the Libraries of Eastern Oregon.
- Rachel (Community Specialist, Outreach) attended her first ICfL *Read to Me Rendezvous* conference with a number of others from Youth Services from across the state. This conference focused largely on creating library spaces built for children, learning ways to encourage discovery, and the excellent grant and education opportunities ICfL provides. It was also exciting to hear from so many other librarians in Idaho, sharing resources and learning from each other.
- Justin (Community Librarian, Outreach) attended ICfL's *Digital Inclusion Summit* that focused on how libraries can help their communities with all-encompassing access to the digital necessities of life including broadband, internet-ready devices, digital literacy, tech support and user-friendly content. Ideas: add relevant resources to resources on website, digital literacy support, digital navigator training for MLD staff.



## Silverstone – March 2022

To: Gretchen Caserotti, Library Director

Lisa Zeiter, Interim Director

From: Dusty Waltner, Branch Manager

Date: April 12, 2021

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### Stats

	February	March
Checkouts	12,875	14,293
Checkins	10,077	11,226
Holds	2896	2885
Patron Register	46	52

### Summary

We have continued to work on recruitment and staffing this month. We were able to fill our Librarian position and welcome Paige Beach into the position of Branch Librarian. Paige has a long history working with MLD, specifically at Silverstone. She worked for 6 years as a Library Assistant and being inspired by our mission she pursued a MLIS. She spent the past year working for Ada Lake Hazel Library as their librarian. We are thrilled to have her joining us again and she has already hit the ground running, planning programs for the upcoming months.

We are still recruiting for our open Associate Librarian position, as well as our open Page position, vacated by Valerie.

### Staff Duties

- Bella assisted with formatting our location and districtwide Person in Charge manuals, editing for consistency and errors.
- Ryan and Patrick assisted with unBound coverage
- Tracy attended the ICFL Reading Rendezvous training which focused on fundamentals of early learning, and incorporating those fundamentals into library services, materials, and partnerships.
- Dusty attended the Idaho Women's Business Center Annual Luncheon with Yuki, Eryn, and Mariah.

### South Branch Project

MSR presented an updated building design to help bring costs down closer to our budget. The building design still incorporates all of the necessary features, but has more cost effective geometry and is a slightly smaller footprint.

## District Support Services – March 2022

To: Gretchen Caserotti, Library Director

Lisa Zeiter, Interim Director

From: Jason Su

Date: April 12, 2022

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### Technology Services

#### Patron Computer and Network Use Report

Total Unique Users	Total Sessions Authenticated	Avg. User Time	Wireless Users
1,646 (+409)	2,322 (+405)	35 (+3)	1,585 (+161)

### Technology Summary

We've noticed a healthy uptick in computer lab and wireless usage this past month. Cherry Lane and Silverstone requested more computers in their patron labs to meet increased demand. Silverstone had previously reported long lines early in March before more stations were added.

We awarded our eRate networking contract for the South Branch to Ednetics. Ednetics is a current partner on multiple projects including Orchard Park, network enhancements, and potential VoIP phone migration. They are a fantastic partner and we're excited to continue the relationship. We still have no word on the eRate contract for Tiny Library. USAC is denying our bid because they don't feel we did our due diligence on trying to get physical fiber into the building. Our eRate consultant is appealing the decision and showing the FCC that \$30/month for service and a \$350 device is far more economical than a \$12,000 fiber build and \$1,000/month for service.

Lastly, we completed the migration of our Cloud server cluster back to an on-premise solution. Our Systems Admin completed the work two weeks ago and everything is functioning as expected. Our next step is to move firewall services back in house in March so we have better control over that portion of our environment.

### Facilities/Maintenance

Facilities has been gearing up for the Spring season. The priority ticket is getting the patio ready for patrons to use as the weather warms. The water fountain in the patio will be cleaned but will not be turned on. There is a leak somewhere in the system that drains water out of the fountain. We currently consider it cost prohibitive to service considering that it's a 20+ year unit and would require digging up most of the dirt around the fountain to identify the source of the leak.

The garage door for the Bookmobile failed this month and needed to be serviced. Luckily, we were able to find a commercial technician that could come out the same day and replace all the parts necessary for the door to open again with minimal disruption to Outreach services. In similar news, the primary Home Delivery vehicle is currently out of order. There are multiple parts that need to be repaired that are backordered with no ETA on availability. Our facilities technician does not feel comfortable letting staff use the vehicle until the parts are replaced, so it is out of service until then.

## Material Services

### Circulation Statistics

March 2022	Cherry	MSIL	Outreach	Tiny	unBound	Home Delivery	Total
Checkouts	66,783	14,293	1335	545	115	5312	88,383
Checkins	58,988	11,226	355	366	140	16	71,091
Renewals	24,947	5839	440	220	60	2375	33,881
Holds Resolved	8719	2885	478	0	34	2930	15,046
Patron Reg.	258	52	3	1	4	0	318

### Digital:

- Overdrive: 331 new users, 4,303 unique users, 10,713 eBook checkouts, 10,842 audiobook checkouts, 882 magazine checkouts (22,437 total checkouts)
- Hoopla: 64 new users, 907 unique users, 716 eBook/comics checkouts, 2,117 audiobook checkouts, 291 movie/TV checkouts, 152 music checkouts (3,276 total checkouts)

### Collections:

- 1,226 items added to collection and 1,609 removed from collection

### Summary:

We've added the New York Times to our digital collection. This subscription includes access to the Times, the NYT Cooking collection, and the NYT Games collection. We jumped on an opportunity to join members of the LYNX! Consortium in getting a group rate for this service. We also added a trio of services from Cengage that will primarily be used at unBound. These services include Gale Legal Form, Demographics Now, and Plan Builder.

### Home Delivery:

Home Delivery started to test an items return system in March. We started by asking staff members (thank you for participating) and received good feedback. We will test the system with long-time patron users in April.

### Statistics:

Orders Delivered:	1269
Unique Addresses:	394
Unique Patrons:	474
Total Delivery Routes:	22

Items Delivered:	3070
Total of new & returning previous inactive users:	63
Above's percent of patron base:	13.29%

Stories:

While I was calling people to ask if they'd be interested in participating in our returns test, many of these patrons expressed their gratitude towards the Home Delivery service and their excitement at seeing this possibility implemented. Many of these patrons don't have the physical capability to get to the library on a regular basis-- due to health, children, etc.-- and say the Home Delivery service is the only way they can get books and other items. One woman said that she and her children read so much more than they did before, because they can pick what they want from home and have it delivered, instead of trying to make sure everyone gets what they need at the library itself. These compliments always made me smile while on the phone with these wonderful patrons. I'm so glad the Home Delivery Service is able to make a difference in their lives. -Bri

## **unBound Branch Report – March 2022**

To: Gretchen Caserotti, Library Director

From: Vassil Ivanov, Branch Manager & Travis Porter, Interim Manager

Date: April 2022

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### **unBound Staff**

#### **Business Liaison Librarian - Yuki**

Yuki attended two Leadership Meridian days this month to learn about local government, Idaho military operations, and local safety organizations. She also toured Kiln, the new coworking space in Meridian, and began establishing a partnership with their Community Director and staff. They are expected to meet next month to tour unBound and talk about collaboration opportunities. As hiring has been a primary focus at unBound over the past month, Yuki also sat in on interviews to help fill open positions. Community awareness of unBound seems to be increasing, as Yuki is receiving more inquiries about business services available.

#### **Events attended:**

- Idaho Job & Career Fair
- Digital Inclusion Summit
- Meridian Downtown Committee meeting
- ISU Health Science Experience Night

#### **Other notables:**

- Met with partners from TDS Fiber and Trailhead Boise
- Toured members of the West Ada Education Foundation

### **Interim Manager Report**

- The branch will welcome its new manager, Vassil Ivanov. Vassil begins working at unBound on April 4. He previously worked in the King County Library System for the past 13 years.
- Travis P. filled in as the interim manager for the month of March. He worked to create a staff schedule through the middle of April, worked on-site to assist with staff questions, and worked the service desk. Travis will also work with the incoming unBound manager to help his transition.
- The branch hired Mariah F. as the new 40-hour Associate Librarian. She is currently working 24 hours a week at unBound and 16 at Cherry. Mariah is currently training her replacement as the Interlibrary Loan Specialist at Cherry and we hope to schedule Mariah full-time starting in mid-April.

**Other**

- Matt submitted his letters of resignation from the 29-hour Library Assistant position. The 40-hour, 29-hour, and 19-hour Library Assistant positions have been posted and recruitment to backfill these is still underway.
- Staff from Cherry Lane, Silverstone, and Outreach are assisting in filling the staffing needs while unBound is working to fill the open positions.

**Statistics**

Type	# of Prints	Unique Users	ml of Resin	Grams of Filament	Total Print Charges	Average Price	Average Print Time (Hours)	Total Print (Hours)
<b>Fused Filament</b>	<b>64</b>	<b>29</b>	<b>-</b>	<b>4103</b>	<b>\$221.95</b>	<b>\$3.47</b>	<b>8:13</b>	<b>476:45</b>
<b>Resin</b>	<b>2</b>	<b>2</b>	<b>24.78</b>	<b>-</b>	<b>\$7.43</b>	<b>\$3.72</b>	<b>3:00</b>	<b>6:00</b>
<b>TOTALS</b>	<b>66</b>	<b>31</b>	<b>24.78</b>	<b>4103</b>	<b>\$229.38</b>	<b>\$3.60</b>	<b>5:36</b>	<b>482:45</b>

Check-outs	Check-ins	Renewals	Holds	Patron Registrations
115	140	60	34	4

# ANNUAL REPORT

October 2020 - September 2021



# LETTER FROM THE BOARD CHAIR

This was another year defined by adaptation and innovation at the Meridian Library District.

As COVID-19 case numbers and public health guidance shifted, we continued to reimagine services and programs to safely connect with our community. Our staff adapted popular early learning programs to online and outdoor environments, introduced new take-home activity kits, continued staffing a live virtual chat service, and offered free home delivery to Meridian residents. And though hundreds of residents connected with these new opportunities, many still relied on our in-building resources. Even with occupancy limited in our locations as a precaution for much of the year, our locations saw 222,263 visits. Our staff distributed thousands of free masks, gallons of hand sanitizer, and hundreds of free COVID-19 test kits to patrons coming through our doors.



**Megan Larsen**

Patrons visited the library for books but also for assistance navigating the bookshelves. With parents and caregivers facing ongoing challenges – homeschooling, working from home while caring for young children – many turned to library staff for help educating and entertaining their kids.

Other patrons visited the library primarily for free, reliable internet access. This resource was especially critical for job-seekers. Our staff members regularly assisted patrons as they assembled cover letters and resumes. One patron borrowed a laptop and hotspot for a job interview that required Zoom. She later called to let our staff know she got the job.

These community connections extended beyond our library walls. Our dedicated outreach team found safe ways to continue offering homework help at apartment complexes, bringing activity kits to child care centers, and providing assisted living residents with a constant supply of library materials.

In the middle of this unusual year, we also expanded our footprint with a new location: our unBound business and tech library. Originally operating out of a temporary pilot location from 2015 to 2019, we were thrilled to re-establish this unique resource in downtown Meridian. Within a week of opening, a local business owner had utilized unBound technology to make custom chocolate molds for a new product. She is now one of many regulars who return to the space to continue learning and innovating alongside our staff.

Libraries are so much more than buildings full of books. We provide critical connections, vital services, and personalized support to our community. And that work continues to be more important than ever.



# ABOUT US

The Occident Club founded the original Meridian Library in 1924, and voters established the Meridian Free Library District in 1974. The District now encompasses four locations. We serve the area of Meridian, the second-largest and fastest-growing city in Idaho.

## PURPOSE STATEMENT

The Meridian Library District will provide equal access to information, works of the imagination, and public space, offering resources and services that support educational success, economic development, an informed electorate, and overall quality of life regardless of race, nationality, age, gender identity, sexual orientation, religion, language, ability, economic and employment status, and educational attainment.

## MISSION

The Meridian Library District supports our community by enriching lives, igniting curiosity, and cultivating connections.

## VALUES

**Empathy:** We treat our patrons and colleagues with patience, compassion, and respect.

**Learning:** We are committed to lifelong learning and helping patrons find what they want to know.

**Excellence:** We seek to exceed expectations and demonstrate flexibility.

**Relationships:** We are a meeting place for the people of Meridian, facilitating meaningful connections within our community.

**Inclusivity:** We serve and provide access to every member of the community, embracing individuals of all backgrounds.

## STRATEGIC PLAN GOALS

The goals and strategies outlined in our 2021-25 Strategic Plan are designed to address our community's biggest needs. You can view the full plan at [www.mld.org/strategic-plan](http://www.mld.org/strategic-plan).

**Goal 1:** Expand sustainable and inclusive spaces for a growing community.

**Goal 2:** Undertake a community-wide initiative to improve early literacy.

**Goal 3:** Pinpoint priorities to address the most critical service needs in Meridian.

**Goal 4:** Deepen awareness of the breadth and relevance of library services.

**Goal 5:** Develop and maintain the Meridian Library District's strong organizational culture.

# HIGHLIGHTS

## THE BASICS

Operated **4 library locations**,  
**1 bookmobile**, and **delivery vehicles**



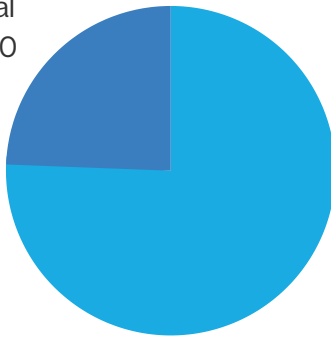
Locations were open for **8,082 hours**  
and saw a total of **222,263 visits**

**62,438 people** –  
including half the residents  
in our service area – have  
a Meridian Library card

## LIBRARY MATERIALS

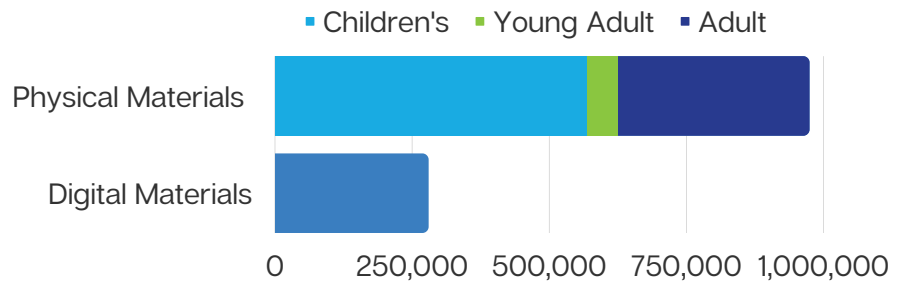
Collection of **216,886 items**

Digital  
52,910



Physical  
163,976

**1,252,480 total checkouts**



**Subscribed to nine research databases for community use**, including newspaper access, and early learning, fundraising, and business resources. Also **provided access to state databases**

**22,142**  
home delivery  
orders reached  
**7,762** patrons



Loaned **100,921 items**  
to other libraries  
across the country, and  
received **134,173 loans**  
from other libraries.

## TECHNOLOGY ACCESS

**20,776** uses of  
**21** internet stations  
in library buildings

**19,586** wireless sessions



**620**  
3D print  
submissions  
through unBound  
business &  
tech library

## DIGITAL BRANCH

**315,646 visits** to [www.mld.org](http://www.mld.org)

Live virtual chat was staffed  
over **50 hours** a week,  
and we answered an average  
of **690 messages** per month

# HIGHLIGHTS PROGRAMS & OUTREACH

## EVENTS AT A GLANCE

This includes virtual, in-person, and community outreach events

**355 children's programs**  
15,900 total attendance

**68 young adult programs**  
355 total attendance

**122 adult & senior programs**  
2,301 total attendance

**29 all-ages programs**  
1,117 total attendance

**22 self-guided activities**  
1,757 participants



## Summer Reading reached:

- **1,277 children** through our Cherry Lane, Silverstone, and Tiny Library locations
- **1,097 children** through visits to child care centers and other community partners

- Hosted weekly Preschool Storytimes on Zoom throughout the year.
- Led outdoor storytimes at Cherry Lane and the Tiny Library in fall 2020 and spring 2021.
- Introduced hybrid Early Learning Skills and Kindergarten All-Stars programs. Families picked up supplies for activities at library locations, then followed along to staff videos at home.
- Got creative with interactive displays and scavenger hunts in our buildings.
- Reached 234 students and distributed 1,404 books through our summer mailing program, thanks to a sponsorship from Kiwanis. The program reached kids who were at home during the summer, with little access to libraries.
- Served 8 sites through the My First Books program, funded by an Idaho Commission for Libraries grant. Staff led monthly storytimes October-May, worked with 35 classes, served 587 children, and gave away 5,283 books to build home libraries.
- Provided kindergarten registration bags – including books! – to 1,453 children at 18 West Ada schools.
- Partnered with the Meridian Senior Center to distribute craft bags to assisted living facilities. The bags were designed to give staff at the facilities an activity to do with their residents.
- Equipped the Bookmobile with a printer and wireless internet to assist students with homework after school. Also added supplies to a food and hygiene pantry on the Bookmobile.
- Hosted Idaho Department of Labor and Women's and Children's Alliance for regular community outreach events. Also hosted St. Luke's COVID-19 vaccine mobile unit and American Red Cross blood drives.



# FINANCIAL SUMMARY

October 1, 2020 - September 30, 2021

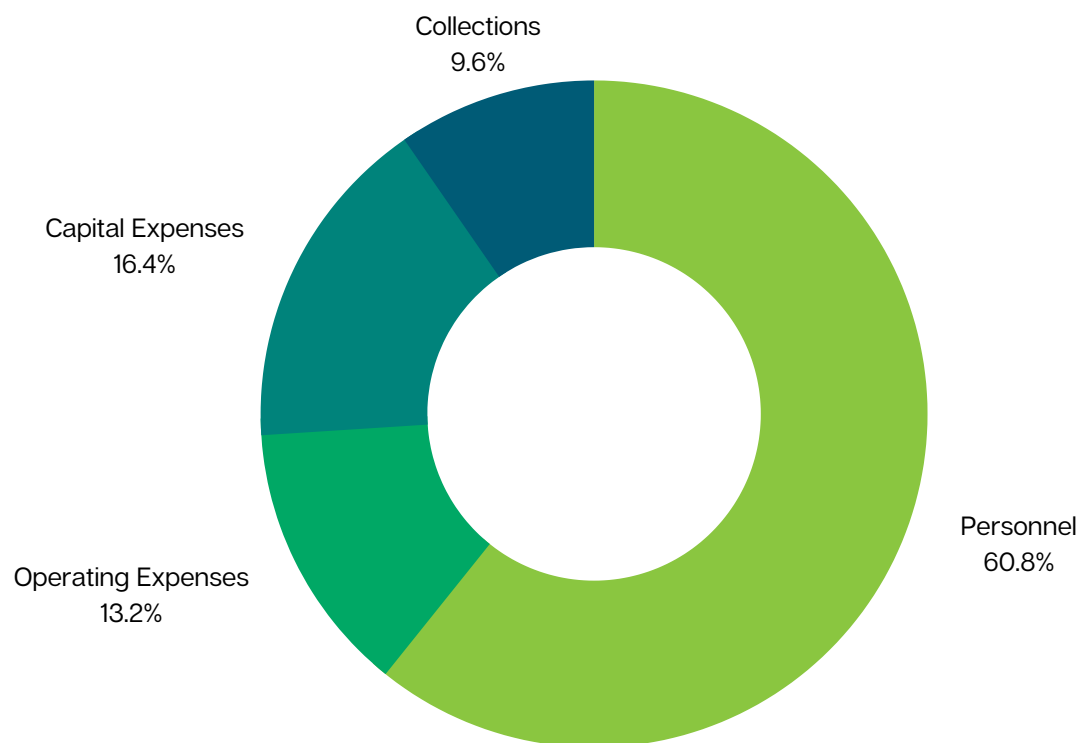
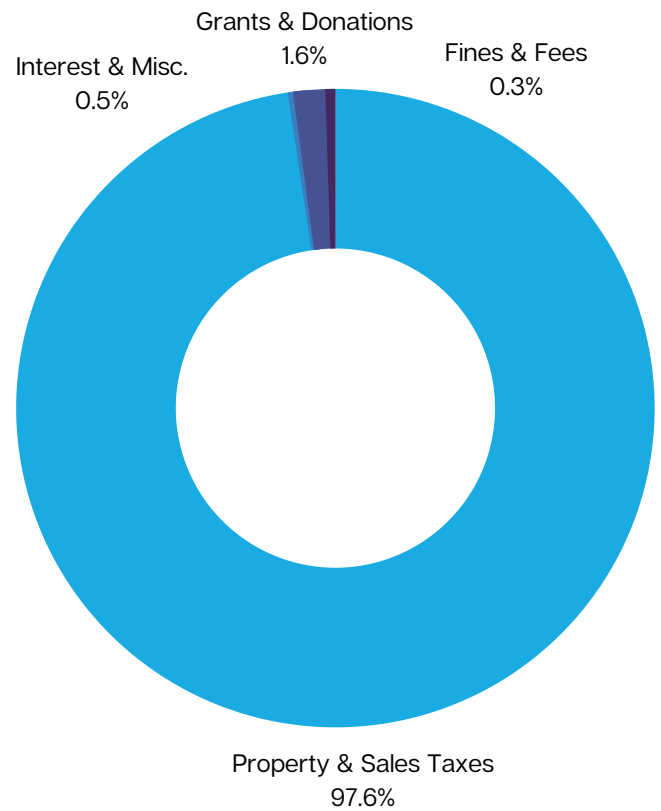
## GENERAL FUND

### REVENUE

Property & Sales Taxes	\$6,770,926
Fines & Fees	\$18,129
Grants & Donations	\$112,211
Interest & Misc. Income	\$35,197
<b>Total Revenue</b>	<b>\$6,936,463</b>

### EXPENSES

Personnel	\$3,806,195
Operating Expenses	\$828,676
Capital Expenses	\$1,026,593
Collections	\$603,534
<b>Total Expenses</b>	<b>\$6,264,998</b>



## CAPITAL PROJECT FUND

### REVENUE

Plant Facilities Levy	\$1,400,000
Interest	\$4,159
<b>Total Revenue</b>	<b>\$1,404,159</b>

### EXPENSES

Orchard Park –	\$121,549
Design Costs	
<b>Total Expenses</b>	<b>\$121,549</b>

# CAPITAL PROJECTS

## UNBOUND BUSINESS AND TECH LIBRARY

Renovations at 722 NE 2nd Street in downtown Meridian wrapped up in early 2021, and our unBound business and technology library opened for services in April 2021. unBound offers flexible meeting space, business-focused programs and books, and access to a range of technology – including 3D printers, laser engravers, and other fabrication equipment.

The final project cost for unBound was \$1,296,031 – slightly under our \$1.3 million budget. The project was paid for with 2020 and 2021 operating funds, in large part with funds from new construction tax revenue, saving plant facility levy funds for upcoming projects. unBound also received about \$40,000 in support from grants and individual donations, thanks to the Meridian Library Foundation.



## NORTH MERIDIAN LIBRARY AT ORCHARD PARK

Construction of a new 15,000-square-foot library in the Orchard Park development at Linder Road and Chinden Boulevard began in summer 2021. The Meridian Library District will be a long-term tenant in the building. Tenant improvements will be covered by plant facility levy funds, private donations, and grants – including a \$250,000 grant from the Sunderland Foundation, secured by the Meridian Library Foundation. The North Meridian library is expected to open in December 2022.



## SOUTH MERIDIAN LIBRARY

The Meridian Library and architects from MSR Design began planning and design work for a new branch at Lake Hazel and Locust Grove roads in South Meridian. The library will be located in the Pinnacle community under development by Brighton Homes. The new south branch will replace the Silverstone location, with a projected opening date in summer 2023.



**Meridian Library  
at Cherry Lane**  
1326 W Cherry Lane

**Tiny Library**  
5159 S Hillsdale Avenue

**Meridian Library  
at Silverstone**  
3531 E Overland Road

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