

The Trustees would like to thank the committee for their efforts. The Library Board of Trustees, along with the CRC, recognizes the many strides the library has made over the last several years. From the report: “The CRC recognizes the abilities, difficult decisions, and successes of the IFPL as a whole and believes it is important that the public recognize them as well. The IFPL is a public entity which has managed to do more than survive the recent and unforgiving economic conditions – it has thrived.” Within the CRC report there is valuable information that will help the library improve service to patrons and those included in the Executive Summary areas addressed below.

CRC Suggestion	Response
Trustees should develop and maintain an over arching strategic plan describing goals and objectives, and specific strategies and activities for accomplishing each over a 3-5 year period.	The Library’s strategic plan expired in 2013 and the library is in the process of preparing a strategic plan for 2015-2020.
Strategic plan should be developed with public input and disseminated through the website and other media to stakeholders, ensuring transparency and publicly holding the Board accountable to achieve its goals and objectives. Stakeholders defined as patrons, the County Library Board, partner and potential partner libraries, community groups and organizations and the State Library Commission.	Input from a variety of sources has been, and will continue to be used, as the library formalizes its next strategic plan. The Strategic Plan will be available to the public in a variety of formats.
Board should collect and use benchmark data from other library organizations as examples of strategic planning and inspiration.	The Idaho Commission for Libraries collects statistical data from all public libraries in Idaho. Library staff and trustees regularly consult this data as well as best practices from other libraries.
Move meeting time to more favorable time, publicize meetings on website.	Future meetings will be publicized on the library website in more detail. Regular meeting time is set in the October meeting. The board will consider this suggestion at that meeting
Acquire public address system and connecting security cameras to monitoring software.	These recommendations will be prioritized as part of the next Strategic Plan.

<p>There should be comprehensive written operating procedures, including succession plans for key library staff and a more complete set of policies.</p>	<p>The board will review the current level of operating procedure documentation and existing plans for replacing key people as well as the policies the library trustees have adopted.</p> <p>The Library Trustees review all library policies at least once a year during the October meeting.</p>
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<p>The Mayor, City Council and Library Board should discuss policies regarding how IFPL meets the needs of the Spanish speaking population and those English-speaking patrons wishing to improve their foreign language skills and how the library interacts with interlibrary loans, other libraries in relation to idea exchange, the Library Consortium of Eastern Idaho (LCEI), and the Idaho Commission for Libraries (ICFL).</p>	<p>Pursuant to section 33-2607 decisions regarding library operations and policy are the sole responsibility of the Library Board of Trustees. Trustees take this responsibility seriously and are cognizant of keeping discussions concerning library policy apolitical and separate from City politics. Therefore, while the trustees are open to suggestions from all library patrons, a formal discussion of library policy with the Mayor and Council is considered unwise as it may politicize an otherwise apolitical institution.</p> <p>The Library Board is satisfied with the current relationship with LCEI, and ICFL and other libraries in relationship to idea exchange. For example, the Idaho Falls Public Library hosted a regional conference for Region 5 and Region 6 at the library in May. The conference was attended by over 150 area librarians where ideas were exchanged and workshons were held</p> <p>Trustees recently amended the Interlibrary loan Policy for clarification.</p>
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<p>IFPL should consider increasing utilization of other city departments such as Public Information Officer services, maintenance of lawn with the Parks and Recreation Department, and IT services through the IT department.</p>	<p>Recommendation is noted and possibilities will be considered.</p>
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<p>Expand outreach program to reach all residents and increase use of volunteers</p>	<p>Recommendation is noted and possibilities will be considered as budget and staffing allow.</p>
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<p>Urge reorganization and expansion of the Friends of the Library</p>	<p>The Friends of the Idaho Falls Public Library is a separate organization from the library. The Friends organization is a valued asset and a great help to the library. The Friends through hard work and dedication of a small group have donated over \$250,000 to benefit the library. Library Trustees think this proposal is not completely thought through. Trustees wish to recognize and thank the Friends of the Idaho Falls Public Library for their dedicated service to the library.</p>
<p>Continue expansion of social media programs</p>	<p>Recommendation is noted and will be considered in the next revision of the strategic plan.</p>
<p>Consider redesign of website and blogs</p>	<p>The library is in the process of redesigning the website. Some suggestions concerning library blogs have been implemented and the Library Trustees are satisfied with the current state of the blogs. Redesign of the website will continue to be examined as part of the Strategic Plan and as budget allows</p>
<p>Include a section on the website for users to request a book that is not currently in the collection.</p>	<p>The library has had a suggestion email listed on the website for over the last ten years. However to better serve the public, a second link has been posted on the main page of the library website.</p>
<p>Small dollar procurements need to have greater advertisement to allow local bidders opportunities.</p>	<p>The library follows all state and City of Idaho Falls regulations and laws pertaining to procurements of any amount.</p>
<p>Concerning the RFID project. An accountability statement should be submitted to explain any cost increase, and why implementation is taking so long. Review of process should be done to help prevent future mistakes of this nature.</p>	<p>Bidding of the project was handled by City's Purchasing Agent who consulted with the City Attorney's Office to ensure that the regulations and laws regarding this purchase were followed. As part of that process the project was presented and voted on by the City Council numerous times pursuant to section 33-2607-4.a Idaho Code. The RFID project did take longer than expected, but was completed under budget</p>

<p>Generally Accepted Accounting Principles should be followed.</p>	<p>All accounting for the library is done by the City of Idaho Falls. As noted in the Post Register the City of Idaho Falls recently received an award for outstanding accounting for the 25th year in a row.</p>
<p>Board of Trustees, Director and Library Staff should seek after and apply for available grants that are appropriate and suitable for items needed for the library.</p>	<p>The library does apply for grants that are appropriate and suitable for items needed for the library. During fiscal year 2014 the library received over \$30,000 in grants from outside organizations. The library will continue to pursue grants that are beneficial to the library.</p>
<p>City IT department should have greater access and involvement in the maintenance, upkeep, backups and care of the IT equipment. IT equipment should not be kept at the home of personnel and should be kept in a city owned, safe environment, and the same is recommended for staff owned personal equipment – if equipment is needed it should be provided by the city.</p>	<p>City IT department installed backup software on library servers over five years ago. City IT personnel have had and still do have all administrative login and passwords needed to access any and all servers at the library.</p> <p>No City equipment is kept in any employee's home. The piece of equipment the committee references in their report was the personal property of a staff member that was donated to the library to allow the computer room to operate</p>
<p>Online and other venues are available for training and educational credits; these could be better utilized.</p>	<p>The library currently uses online venues for training all of the staff. All public service employees are encouraged to complete an online course sponsored by the Idaho Commission for Libraries. Employees regularly attend webinars and take classes online. The library will continue to seek the best training for all staff.</p>

Accountability and transparency are vital to the role of the Director and Board of Trustees. The CRC recommends that the council representative continue to take an active role in questioning whether taxpayer monies are being wisely spent and require regular reports from the Director and IFPL.

This recommendation violates section 33-2607 Idaho Code.

All library expenses are published on the City website monthly. For at least the last ten years detailed library budgets have been submitted each budget cycle to the Mayor and City Council. The Council has approved or adjusted the budget as it deemed proper.

The Council Liaison is invited and usually attends each Library Trustee meeting. At each meeting a financial report of expenses and revenues, prepared by the City Controller's Office, is presented and reviewed as well as expenses since the prior meeting. Those expenses are then approved by the Board of Trustees in an open meeting.