

**VII. Operations Report**

**C. Other – Idaho Commission for Libraries 2024 Performance Report – Information item**

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The Idaho Commission for Libraries submitted the following report to the Idaho Division of Financial Management in September 2024. The agency performance report is an annual requirement.

**Libraries, Idaho Commission for Performance Report**

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***Part I – Agency Profile***

**Agency Overview**

The Idaho Commission for Libraries (ICfL) is located in the Executive Branch of state government. It is governed by the Board of Library Commissioners—five members appointed by the Governor. The agency’s name has varied since it was established in 1901, but through much of its history it was known as the Idaho State Library. Effective July 1, 2006, the name changed to the Idaho Commission for Libraries.

The State Librarian, appointed by the Board of Library Commissioners (I.C. 33-2504), serves as the agency’s chief executive officer and is charged with implementing the Commissioner’s policies and with managing the operations of the agency. The State Librarian works with five staff (Deputy State Librarian, Financial Manager, and three Program Supervisors) as a Management Team. In a relatively flat organizational structure, all employees work to support the agency mission to assist libraries to build the capacity to best serve their communities.

The Commission currently operates with 35.5 positions and maintains a central office in Boise at 325 W. State Street.

In 1901, the Idaho Free Library Commission was organized as a state institution and received its first state appropriation. In addition to providing reading materials to Idaho citizens via the traveling library, the agency was to assist in the establishment and improvement of free public and school libraries to deliver, foster, and promote library services throughout the state.

Beginning in 1957, the agency was designated as the Idaho recipient of federal funds under the Library Services Act (LSA), and was appropriated a significant increase in its General Fund budget to provide the match necessary to receive the LSA funds. The federal program evolved over the years to reflect changing needs, first to the Library Services and Construction Act (LSCA) and, most recently, to the Library Services and Technology Act (LSTA). LSTA funds are used for pilot projects, to implement collaborative projects among Idaho libraries, and for statewide library programs that provide services to all Idaho residents.

The following milestones in the agency’s history provide further context and foundation for understanding the four years covered in this report:

- In 1972, legislation passed that charged the agency with distributing Idaho state public documents through a system of depository libraries.
- In the same year, the State Legislature directed the agency to establish library services for the blind and others who could not use regular print materials.
- In 1984, library development services (continuing library education, consultant services, and statewide planning) were expanded as a response to major changes occurring in the public library community.
- In 1998, the Legislature appropriated ongoing state funds for the Libraries Linking Idaho (LiLI) Databases, the first online information and research resource made available statewide through the agency’s website.

- In 2002, after a 20% budget cut over two years, several direct services were discontinued, and the agency's mission was changed to focus on statewide library development. With legislation passed by the 2006 Legislature, that mission was codified, the name of the agency was changed to the Idaho Commission for Libraries to better reflect its activities, and the Board was renamed the Board of Library Commissioners.
- The 2008 Legislature approved legislation establishing a digital repository for state publications to replace the print-based state documents depository system.
- The 2009 Legislature approved legislation removing the Commission from the oversight of the State Board of Education and making it a self-governing agency with commissioners appointed by the Governor, effective July 2009.
- In 2010, the Commission was awarded a \$1,907,531 Broadband Technology Opportunities Program (BTOP) grant to expand broadband and computing capacity in Idaho public libraries and expand online resources to support informal learning, job/workforce development skills, K-14 and adult basic education, and e-government services.
- Reflecting the state's economy, the agency saw a 34.5% budget cut over two years, from FY 2009 to FY 2011.
- In 2012, the Commission was awarded a three-year \$250,000 National Leadership Grant from the Institute of Museum and Library Services along with \$30,000 matching funds from the J.A. and Kathryn Albertson Foundation. The goal of this highly competitive Campaign for Grade Level Reading award category was supporting school readiness and combating summer learning loss.
- In FY 2017, the agency received its first state appropriation to reimburse public libraries for the non E-rate portion of their internet service costs under the Education Opportunity Resource Act. This ongoing funding has helped public libraries throughout the state significantly improve the public internet access they offer to their communities free of charge.
- In FY 2021, COVID19 caused the temporary closure of school, academic and public libraries throughout the state. The ICfL quickly re-tooled programs and trainings while providing guidance for continued library service.
- In FY 2022, the Commission created a statewide e-book/e-audio service and received \$1.9 million in grant funds from the State Department of Commerce to upgrade internet equipment in rural libraries.

The demand for library services continues to grow. Idahoans want traditional library services, 24/7 online information services, and a place — physical and virtual, local and global — to create content and participate in community conversations. The librarians' challenge is to plan for and sustain the necessary trained staff, services, and technology to deliver this diverse range of services when and where people want them. The Commission's continuing challenge is to help Idaho libraries better serve their communities and thrive in this demanding and rapidly changing environment.

## **Core Functions/Idaho Code**

Consistent with its mission, the core function of the Commission is statewide library development. The agency provides continuing library education and consultant services to the Idaho library community, coordinates statewide library programs, administers grant programs for library development purposes, advocates for library services, facilitates planning for library development at the local and state levels, and supports national library initiatives that strengthen Idaho library services. Other functions include the management of [Stacks], the digital repository for state publications, and, in partnership with the National Library Service (NLS), the Idaho Talking Book Service (TBS).

Following are the relevant citations in the Idaho Code and the US Code:

- IC 33-2501. Commission for Libraries established.
- IC 33-2502. Board of Library Commissioners – Appointment, removal and terms – Officers – Meetings – Compensation.
- IC 33-2503. Board of Library Commissioners – Powers and duties.
- IC 33-2504. State librarian appointed by Board of Library Commissioners – Qualifications – Powers.
- IC 33-2505. Digital repository for state publications.
- IC 33-2506. Library services improvement fund – Established.
- IC 33-2611 and 33-2726. Public library annual fiscal reports.

- IC 67-2601(2)(f). Places the Commission for Libraries in the Department of Self-Governing Agencies.
- IC 33-5602 through 33-5604. Education Opportunity Resource Act – Purpose; Committee; Powers and Duties.
- US Code Title 20, Subchapter II, Library Services and Technology Act. As certified by the Idaho Attorney General, the Idaho Commission for Libraries is the official state agency in Idaho with the authority to develop, submit, and administer the State Plan under the Library Services and Technology Act.

### Revenue and Expenditures

Revenue	FY 2021	FY 2022	FY 2023	FY 2024
General Fund	\$3,938,162	\$4,255,880	\$4,468,960	\$4,618,800
Library Services Improvement Fund	\$134,164	\$243,703	\$124,730	\$82,893
Federal Grant	\$1,234,877	\$1,483,636	\$1,956,438	\$2,070,611
Miscellaneous Revenue	\$56,825	\$23,502	\$717,770	\$554,362
Cares Act Funds	\$1,963,382	\$307,000	\$0	\$0
ARPA	\$0	\$2,244,000	\$155,132	\$0
ARPA Capital Project Fund	\$0	\$0	\$0	\$1,814,766
<b>Total</b>	<b>\$7,327,410</b>	<b>\$8,557,720</b>	<b>\$7,423,031</b>	<b>\$9,141,432</b>
Expenditures	FY 2021	FY 2022	FY 2023	FY 2024
Personnel Costs	\$2,559,235	\$2,796,589	\$2,890,926	\$3,000,604
Operating Expenditures	\$4,195,873	\$3,164,488	\$3,335,580	\$3,259,287
Capital Outlay	\$0	\$9,080	\$0	\$0
Trustee/Benefit Payments	\$666,464	\$2,469,823	\$1,196,525	\$2,775,967
<b>Total</b>	<b>\$7,421,572</b>	<b>\$8,439,980</b>	<b>\$7,423,031</b>	<b>\$9,035,588</b>

### Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2021	FY 2022	FY 2023	FY 2024
LiLI Databases Full Text Views <sup>1</sup>	8,743,716	9,052,172	7,805,526	7,841,063
LearningExpress Library Site Visits	5,851	2,978	2,238	2,799
LearningExpress Library Learning Resources <sup>2</sup>	NA*	NA*	NA*	NA*
Talking Book Service Patrons	3,101	3,105	3,163	3,286
Talking Book Service Circulations	193,370	273,892	247,219	218,384
Attendance at Public Libraries <sup>3</sup>	4,532,137	3,784,794	4,974,031	5,725,604
Continuing Library Education	49	52	101	119
- Events Sponsored	1,377	1,296	2,707	2,413
- Participants				
E-Course Completions	12,673	10,590	10,714	12,437

<sup>1</sup> Full text views are a more accurate indicator than logins due to the way stats are now collected.

<sup>2</sup> The number of resources provided can also be counted in diverse ways and is not a very meaningful metric.

<sup>3</sup> Because of the October 1-September 30 fiscal year, the latest data available from public libraries lags one year.

### FY 2024 Performance Highlights

The ICfL staff are adaptive and agile in delivering professional development via in-person trainings and online learning events. In addition to 119 formal training events, another 145 informal learning opportunities were offered, reaching over 4,400 customers.

The ICfL completed the Digital Access for All Idahoans plan, the state’s first statewide digital access plan, in November 2023. The plan was developed throughout 2023 with the input and collaboration of numerous partners, including the Idaho Broadband Office, the Boise State University Idaho Policy Institute, and the University of Idaho Extension Digital Economy Program. The plan was formally accepted by the National Telecommunication and Information Administration (NTIA) in February 2024, with Idaho being one of the first six states to have a fully accepted state digital access plan. Having an accepted state digital access plan enables the ICfL to receive federal digital access capacity grant funds to implement the plan statewide over the next five years and work to close the digital divide.

The Idaho Commission for Libraries launched the Facilities Improvement Grant in 2023. The ICfL awarded grants ranging from \$4,800 to \$500,000 to fifteen subrecipients throughout the state. The libraries will improve, repair, expand, or construct new facilities that directly and jointly enable work, education, and health monitoring. When completed, the libraries will offer services through enhanced facilities in 15 cities and towns. The totaled service area populations for the libraries indicate this subgrant program will reach an estimated 136,000 people in Idaho. Through this program, these communities will gain access to valuable spaces that can be used to access services relating to workforce development, educational opportunities outside of elementary and secondary school, and telehealth connections to healthcare providers. Recipients of the grant have until August 2026 to complete their projects. This program is made possible with funds from the U.S. Department of the Treasury through the Capital Projects Fund (CPF).

The Let’s Talk About It (LTAI) program has been bringing adult reading discussion groups together with humanities scholars in Idaho’s public libraries to discuss literature since 1985. These book readings and discussions explore American values, history, culture, aging, classics, and much more. The presentation by, and interaction with, a program scholar is what sets these sessions apart from traditional book club discussions. The Let’s Talk About It program is made possible by the Idaho Humanities Council, the National Endowment for the Humanities, a grant from the Institute of Museum and Library Services which administers the Library Services and Technology Act, and the program is administered by the Idaho Commission for Libraries. Fifteen Idaho libraries benefited from the LTAI program in 2023-2024 with a total of 45 programs offered, 432 individuals in attendance, and 20 scholars presented. Funds were also used to refresh the collections and theme development.

## Part II – Performance Measures

Performance Measure		FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
<b>Goal 1</b>						
Build the institutional capacity of libraries to better serve their communities.						
1. Percentage increase in interlibrary loans through ShareIdaho (formerly LiLI Unlimited) (to/from)	actual	-22.65% (59,195)	15.04% (68,098)	-5.22% (64,541)	-0.72% (64,075)	
	target	1% annual increase	1% annual increase	1% annual increase	1% annual increase	
2. New measure: Percentage of libraries with speeds greater than 10 Mbps	actual	57 of 104 54.81% 4.96% decrease	100 of 147 68.03% 24.1% increase	133 of 162 82.09% 20.7% increase	142 of 169 84.02% 1.93% increase	
	target	2% annual increase	2% annual increase	2% annual increase	2% annual increase	
3. New measure: Percentage of e-rate libraries with speeds greater than 25 Mbps	actual	51 of 67 76.12% 2.28% decrease	61 of 72 84.72% 11.3% increase	64 of 70 85.7% 1.16% increase	69 of 71 97.18% 11.4% increase	
	target	2% annual increase	2% annual increase	2% annual increase	2% annual increase	
4. Percentage of participants who indicate they have	actual	77.1%	62%	63%	75.4%	
	target	80% or higher/year	80% or higher/year	80% or higher/year	80% or higher/year	

made changes in their library procedures or services as a result of training or continuing education activities						
<b>Goal 2</b>						
Support the role of libraries in preparing Idahoans to be college and career ready.						
5. Percentage increase in registrations at Summer Reading Programs	actual	-53.0% (49,164)	41.8% (69,725)	16.5% (81,232)	1.5% (82,422)	
	target	3% annual increase	3% annual increase	3% annual increase	3% annual increase	
<b>Goal 3</b>						
Ensure equitable access to information and library services for Idahoans with disabilities, those in rural communities, English-language learners, people living in poverty, and other underserved populations.						
6. New measure: Percentage increase in the number of Idahoans registering for Talking Book Services.	actual	-34.4% (355)	17.5% (417)	16.1% (484)	-6.0% (455)	
	target	2% annual increase	2% annual increase	2% annual increase	2% annual increase	

**Performance Measure Explanatory Notes**

Percentage of participants who indicate they have made changes in their library procedures or services as a result of training or continuing education activities: Increased proportional attendance at ICfL training and continuing education activities by library staff without decision-making authority or responsibility.

**For More Information Contact**

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