LIBRARY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Public Services	1. Number of visits to the Library.	>600,000	74,328[A]	>60,000[B]	124,711
	2. Total circulation.	>1,100,000	741,871[A]	>650,000[B]	606,908
	3. Total electronic items circulated.		New for FY 2021-22	>200,000	116,433
	4. Total physical items circulated.		New for FY 2021-22	>425,000	490,475
	5. Total questions answered.		New for FY 2021-22	>3,000	7,466
	6. Total attendees at Library programs.	>50,000	16,207[A]	>15,000[B]	4,732[A]
	7. Satisfaction rate of Library programs.	>90%	97%	>90%	96%
Support Services	8. Average number of calendar days between receipt of new item and availability to check out.	<10	6.8	<10	9.6
	9. New book and media items processed.	>22,000	19,333[A]	>17,000[B]	10,956
	10. Number of public computer sessions in the Library.	>30,000	924[A]	>1,000[B]	8,424

(A) The measures were affected by the Library closure due to COVID-19 global pandemic starting in March 2020.

(B) The target has been adjusted for Fiscal Year 2021-22 due to continuing impacts of COVID-19.