

**LIBRARY DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES**

Program	Performance Measure/ Workload Measures	2021-22 Target	2021-22 Actual	2022-23 Target	2022-23 6 Months
Public Services	1. Number of visits to the Library.	>60,000 ^(A)	261,763	>250,000	175,379
	2. Total circulation.	>650,000 ^(A)	1,231,536	>1,200,000	643,427
	3. Total electronic items circulated.	>200,000	236,584	>230,000	132,187
	4. Total physical items circulated.	>425,000	994,952	>980,000	511,240
	5. Total questions answered.	>3,000	15,521	>15,000	7,194
	6. Total attendees at Library programs.	>15,000 ^(A)	10,876 ^(B)	>15,000	19,920 ^(C)
	7. Satisfaction rate of Library programs.	>90%	97%	>90%	97%
Support Services	8. Average number of calendar days between receipt of new item and availability to check out.	<10	8.4	<10	6.47
	9. New book and media items processed.	>17,000 ^(A)	20,281	>22,000	8,673
	10. Number of public computer sessions in the Library.	>1,000 ^(A)	17,829	>16,000	12,432

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

(B) The measures were affected by ongoing impacts of the COVID-19 global pandemic.

(C) Include attendance for live in-person, live virtual, and view of recorded programs. The Library launched a new Online Author Series of program with regular recorded programs now being made available for the community to attend on their own schedule.