LIBRARY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2019-20 Target	2019-20 Actual	2020-21 Target	2020-21 6 Months
Public Services	1. Number of visits to the Library.	>600,000	441,391[A]	>600,000	29,274[A]
	2. Total circulation.	>1,100,000	960,887[A]	>1,100,000	325,315[A]
	3. Number of items circulated per capita.	>14	11.7[A]	>14	4[A]
	4. Questions answered per capita.	>0.5	0.4[A]	>0.5	0.01[A]
	5. Total attendees at Library programs.	>50,000	35,982[A]	>50,000	7,469[A]
	6. Satisfaction rate of Library programs.	>90%	92%	>90%	97%
	7. Percentage of circulation that is customer self-check.	>92%	93%	>92%	0%[A]
	8. Percentage of materials returned at automated returns.	>85%	71%[A]	>85%	0%[A]
Support Services	9. Average number of calendar days between receipt of new item and availability to check out.	<10	6	<10	7
	10. New book and media items processed.	>22,000	27,890	>22,000	8,252[A]
	11. Number of public computer sessions in the Library.	>30,000	30,851	>30,000	0[A]

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