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**LIBRARY SERVICES  
DEPARTMENT SUMMARY**

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PERFORMANCE/WORKLOAD MEASURES

	<b>2017-18 Actual</b>	<b>2018-19 Actual</b>	<b>2019-20 Target</b>	<b>2019-20 Actual</b>	<b>2020-21 Target</b>
1. Number of visits to the Library.	560,956 <sup>(A)</sup>	588,081 <sup>(B)</sup>	>600,000	441,391 <sup>(C)</sup>	>600,000
2. Total circulation.	1,176,679	1,249,572	>1,100,000	960,887 <sup>(C)</sup>	>1,100,000
3. Number of items circulated per capita.	14.8	16.4	>14	11.7 <sup>(C)</sup>	>14
4. Questions answered per capita.	0.7	0.6	>0.5	0.4 <sup>(C)</sup>	>0.5
5. Total attendees at Library programs.	39,491 <sup>(A)</sup>	46,726 <sup>(D)</sup>	>50,000	35,982 <sup>(C)</sup>	>50,000
6. Satisfaction rate for Library programs.	91%	96%	>90%	92%	>90%
7. Percentage of circulation that is customer self-check.	93%	96%	>92%	93%	>92%
8. Percentage of materials returned at automated returns.	87%	96%	>85%	71% <sup>(C)</sup>	>85%
9. Average number of calendar days between receipt of new item and availability to check out.	8.3	7	<10	6	<10
10. New book and media items processed.	30,934	25,555	>22,000	27,890	>22,000
11. Number of public computer sessions in the Library.	48,275	43,142	>30,000	30,851	>30,000

<sup>(A)</sup> The measures were affected by the remodel of the Library with major portions of the building being closed and most programs on hiatus.

<sup>(B)</sup> The measures may have been affected by customers slowly returning to the Library upon the finished remodel and as programs were steadily added.

<sup>(C)</sup> The measures were affected by the Library closure due to COVID-19 global pandemic starting in March 2020.

<sup>(D)</sup> Many programs were steadily added as programs were developed and planned, which can take several weeks or months to implement. A high amount of staff vacancies led to fewer programs being planned and implemented.

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