LIBRARY SERVICES DEPARTMENT

PERFORMANCE / WORKLOAD MEASURES

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		2016-17 Actual	2017-18 Actual	2018-19 Target	2018-19 6 Months	2019-20 Target
1.	Number of visits to the Library	633,920	560,956[A]	>600,000	290,796	>600,000
2.	Total circulation	1,338,714	1,176,679[A]	>1,300,000	611,069	>1,100,000
3.	Number of items circulated per capita	16.9	14.8[A]	>17	15[B]	>14
4.	Questions answered per capita	0.9	0.7[C]	>0.8	0.6[C]	>0.5
5.	Total attendees at Library programs	57,342	39,491[A]	>50,000	21,765[D]	>50,000
6.	Satisfaction rate for Library programs	91%	91%	>80%	96%	>90%
7.	Percentage of circulation that is customer self-check	96%	93%	>92%	95%	>92%
8.	Percentage of materials returned at automated returns	89%	87%	>85%	84%	>85%
9.	Average number of calendar days between receipt of new item and availability to check out	7	8.3	<10	6.8	<10
10.	New book and media items processed	28,068	30,934	>24,000	11,398	>22,000
11.	Number of public computer sessions in the Library	55,348	48,275[A]	>50,000	20,697[E]	>30,000

[A] The measures were affected by the remodel of the Library with major portions of the building being closed and most programs on hiatus.

[B] The overall total circulation in many libraries is steadily decreasing with more information being available on the Internet. The amount of total circulation across neighboring Silicon Valley libraries is also reporting a decline. Although the overall total circulation is decreasing, the circulation of electronic items is steadily increasing. The Fiscal Year 2019-20 Target has been updated.

[C] The volume of reference questions has declined with more information available on the Internet. However, staff is spending more time on complex and technology-related questions. Neighboring Silicon Valley libraries are also reporting a decline in reference activity of up to 21.0 percent. The Fiscal Year 2019-20 Target has been updated.

[D] This measure was affected by the remodel of the Library with major portions of the building being closed and most programs on hiatus. 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 in the first quarter of the fiscal year also led to fewer programs being planned and implemented.

[E] The volume of public computer sessions has declined, most likely due to users bringing in their own electronic devices and connecting to the Library's wireless network; and the reduction of public computers on the second floor from 36 to 26 after the remodel. The Fiscal Year 2019-20 Target has been updated.