

**LIBRARY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES**

Program	Performance Measure/ Workload Measures	2017-18 Target	2017-18 Actual	2018-19 Target	2018-19 6 Months
Public Services	1. Number of visits to the Library	>600,000	560,956 ^(A)	>600,000	290,796
	2. Total circulation	>1,300,000	1,176,679 ^(A)	>1,300,000	611,069
	3. Number of items circulated per capita	>17	14.8 ^(A)	>17	15 ^(B)
	4. Questions answered per capita	>1	0.7 ^(C)	>0.8	0.6 ^(C)
	5. Total attendees at Library programs	>50,000	39,491 ^(A)	>50,000	21,765 ^(D)
	6. Satisfaction rate of Library programs	>80%	91%	>80%	96%
	7. Percentage of circulation that is customer self-check	>92%	93%	>92%	95%
	8. Percentage of materials returned at automated returns	>85%	87%	>85%	84%
Support Services	9. Average number of calendar days between receipt of new item and availability to check out	<12	8.3	<10	6.8
	10. New book and media items processed	>24,000	30,934	>24,000	11,398
	11. Number of public computer sessions in the Library	>50,000	48,275 ^(A)	>50,000	20,697 ^(E)

(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 available on the Internet. The amount of total circulation across neighboring Silicon Valley libraries are also reporting a decline. Although the overall total circulation is decreasing, the circulation of electronic items is steadily increasing.

(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 2018-19 Target has been updated.

(D) The measures were 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. The process program planning can take several weeks or months to implement. A large amount of staff vacancies in the first of the fiscal year, including one of the Public Service Manager positions, also caused less programs to be

(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 target for FY 2019-20 will be reviewed.