

**LIBRARY DEPARTMENT  
PERFORMANCE MEASURES/WORKLOAD MEASURES**

Program	Performance Measure/ Workload Measures	2020-21 Actual	2021-22 Actual	2022-23 Target	2022-23 6 Months	2022-23 Actual	2023-24 Target
	1. Number of visits to the Library.	74,328 <sup>(A)</sup>	261,763	>250,000	175,379	362,998	>350,000
	2. Total circulation.	741,871 <sup>(A)</sup>	1,231,536	>1,200,000	643,427	1,310,366	>1,200,000
	3. Total electronic items circulated.	New for FY21-22	236,584	>230,000	132,187	271,596	>260,000
	4. Total physical items circulated.	New for FY21-22	994,952	>980,000	511,240	1,038,770	>1,000,000
	5. Total number of questions from library customers answered by library staff in-person, by phone or online.	New for FY21-22	15,521	>15,000	7,194	21,627	>15,000
	6. Total attendees at Library programs.	16,207 <sup>(A)</sup>	10,876 <sup>(A)</sup>	>15,000	19,920 <sup>(B)</sup>	25,243	>25,000
	7. Percentage of library customers who attended a library event who are satisfied with library programming.	97%	97%	>90%	97%	97%	>90%
	8. Average number of calendar days between receipt of new item and availability to check out.	7	8.4	<10	6.5	8.4	<10
	9. New book and media items	19,333 <sup>(A)</sup>	20,281	>22,000	8,673	17015 <sup>(C)</sup>	>22,000
	10. Number of public computer sessions in the Library.	924 <sup>(A)</sup>	17,829	>16,000	12,432	25,014	>24,000

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

(B) Include attendance for live in-person, live virtual, and view of recorded Online Author Series of program with regular recorded programs now being community to attend on their own schedule.

(C) The measures were affected by the persistence of vacant positions.