
**LIBRARY SERVICES
DEPARTMENT SUMMARY**

PERFORMANCE/WORKLOAD MEASURES

| | 2016-17 Actual | 2017-18 Actual | 2018-19 Target | 2018-19 Actual | 2019-20 Target |
|--|-------------------|--------------------------|-------------------|--------------------------|-------------------|
| 1. Number of visits to the Library | 633,920 | 560,956 ^(A) | >600,000 | 588,081 ^(B) | >600,000 |
| 2. Total circulation | 1,338,714 | 1,176,679 ^(A) | >1,300,000 | 1,249,572 ^(B) | >1,100,000 |
| 3. Number of items circulated per capita | 16.9 | 14.8 ^(A) | >17 | 16.4 ^(C) | >14 |
| 4. Questions answered per capita | 0.9 | 0.7 ^(D) | >0.8 | 0.6 ^(D) | >0.5 |
| 5. Total attendees at Library programs | 57,342 | 39,491 ^(A) | >50,000 | 46,726 ^(E) | >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% | 96% | >92% |
| 8. Percentage of materials returned at automated returns | 89% | 87% | >85% | 96% | >85% |
| 9. Average number of calendar days between receipt of new item and availability to check out | 7 | 8.3 | <10 | 7 | <10 |
| 10. New book and media items processed | 28,068 | 30,934 | >24,000 | 25,555 | >22,000 |
| 11. Number of public computer sessions in the Library | 55,348 | 48,275 ^(A) | >50,000 | 43,142 ^(F) | >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 measures may have been affected by customers slowly returning to the Library upon the finished remodel and as programs were steadily added.

^(C) 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.

^(D) 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.

^(E) 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.

^(F) 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.