LIBRARY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2018-19 Actual	2019-20 Actual	2020-21 Target	2020-21 6 Months	2020-21 Actual	2021-22 Target
Public Services	1. Number of visits to the Library.	588,081[A]	441,391[B]	>600,000	29,274[B]	74,328[B]	>60,000[C]
	2. Total circulation.	1,249,572	960,887[B]	>1,100,000	325,315[B]	741,871[B]	>650,000[C]
	3. Number of items circulated per capita.	16.4	11.7[B]	>14	4[B]	9[B]	Discontinue
	4. Total electronic items circulated.					New for FY 2021-22	>200,000
	5. Total physical items circulated.					New for FY 2021-22	>425,000
	6. Questions answered per capita.	0.60	0.4[B]	>0.5	0.01[B]	0.5[B]	Discontinue
	7. Total questions answered.					New for FY 2021-22	>3,000
	8. Total attendees at Library programs.	46,726[D]	35,982[B]	>50,000	7,469[B]	16,207[B]	>15,000[C]
	9. Satisfaction rate of Library programs.	96%	92%	>90%	97%	97%	>90%
	10. Percentage of circulation that is customer self-check.	96%	93%	>92%	0%[B]	23%[B]	Discontinue
	11. Percentage of materials returned at automated returns.	96%	71%[B]	>85%	0%[B]	24%[B]	Discontinue
Support Services	12. Average number of calendar days between receipt of new item and availability to check out.	7	6	<10	7	7	<10
	13. New book and media items processed.	25,555	27,890	>22,000	8,252[B]	19,333[B]	>17,000[C]
	14. Number of public computer sessions in the Library.	43,142	30,851	>30,000	0[B]	924[B]	>1,000[C]

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

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

(C) The target has been adjusted for Fiscal Year 2021-22 due to continuing impacts of COVID-19.