

LIBRARY DEPARTMENT  
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2022-23 Target	2022-23 Actual	2023-24 Target	2023-24 6 Months
	1. Number of visits to the Library.	>250,000	362,998	>350,000	165,463
	2. Total circulation.	>1,200,000	1,310,366	>1,200,000	668,430
	3. Total electronic items circulated.	>230,000	271,596	>260,000	157,309
	4. Total physical items circulated.	>980,000	1,038,770	>1,000,000	511,121
	5. Total number of questions from library customers answered by library staff in-person, by phone or online.	>15,000	21,627	>15,000	9,523
	6. Total attendees at Library programs.	>15,000	25,243	>25,000	11,531
	7. Percentage of library customers who attended a library event who are satisfied with library programming.	>90%	97%	>90%	99%
	8. Average number of calendar days between receipt of new item and availability to check out.	<10	8.4	<10	16.9 <sup>(A)</sup>
	9. New book and media items processed.	>22,000	17,015 <sup>(A)</sup>	>22,000	9,080 <sup>(A)</sup>
	10. Number of public computer sessions in the Library.	>16,000	25,014	>24,000	12,740

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