

LIBRARY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2015-16 Target	2015-16 Actual	2016-17 Target	2016-17 6 Months
Public Services	1. Number of visits to the Library	>690,000	624,421	>600,000	336,079
	2. Total circulation	>1,600,000	1,416,360 ^(A)	>1,400,000	675,617 ^(A)
	3. Number of items circulated per capita	>21	18.2 ^(A)	>18	8.7 ^(A)
	4. Questions answered per capita	>1.2	1 ^(B)	>1	0.5
	5. Total attendees at Library programs	>56,500	53,709 ^(C)	>50,000	29,280
	6. Satisfaction rate for Library programs		New for FY16-17	>80%	91%
	7. Percent of circulation that is customer self-check	>92%	96%	>92%	96%
	8. Percent of materials returned at automated returns	>85%	91%	>85%	87%
Support Services	9. Average number of calendar days between receipt of new item and availability to check out	<15	7	<12	7
	10. New book and media items processed	>26,000	27,401	>24,000	12,784
	11. Number of public computer sessions in the Library	>60,000	57,778 ^(D)	>55,000	27,580

(A) All of the numbers related to circulation are down, and this is consistent with what our neighboring libraries are reporting. Public library use generally correlates with the economy and when the economy is healthy, people use libraries less.

(B) 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.

(C) Program attendance is down slightly, partly due to less attendance at summer reading programs. Again, with a strong economy, it's believed more families were out of town this year.

(D) More patrons are using their own devices to access the Internet using WiFi in the Library and session times have been increased from 90 minutes to 2 hours.