

# Scorecard - Library Department

## Information

**Name:** Library Department

**Description:** n/a


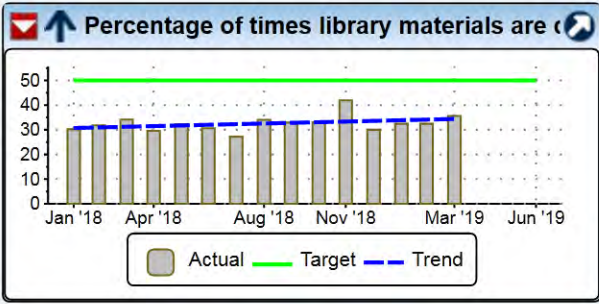
**Domain:** Library

**Owners:** Baker, Ray (LIB); Garcia, Elizabeth (LIB)

## Details

	As Of	Actual	Target	FYTD Actual	FYTD Target														
<b>Service Enhancement Projects</b>																			
<b>Improve the patron experience by providing available library materials timely</b>																			
Percentage of times library materials are delivered to branches within 2 days	Dec '18	30	50	105	150														
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th>Icons</th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Six Sigma: Library Material Transports (Wave 7)</td> <td>Lean Six Sigma</td> <td>9/27/2018</td> <td>Complete</td> <td></td> <td>100%</td> <td>Avalos, Lourdes (OMB)</td> </tr> </tbody> </table>						Initiative Name	Type	As Of	Status	Icons	%	Owners	Six Sigma: Library Material Transports (Wave 7)	Lean Six Sigma	9/27/2018	Complete		100%	Avalos, Lourdes (OMB)
Initiative Name	Type	As Of	Status	Icons	%	Owners													
Six Sigma: Library Material Transports (Wave 7)	Lean Six Sigma	9/27/2018	Complete		100%	Avalos, Lourdes (OMB)													
<b>Improve the patron experience with updated public computers</b>																			
Computers replaced	'18 FQ4	160	160	n/a	n/a														
<b>Enhancing Library Books and Materials</b>																			
<b>Increased access to library services</b>																			
Bookmobile stops per month	Dec '18	118	160	428	480														
<b>Increase usage of Library e-content</b>																			
Total checkouts, streams, or downloads of digital content	Dec '18	58,175	n/a	172,912	n/a														
<b>Increase number of digitized Library archives</b>																			
Digitization Project - Items scanned	Dec '18	19,102	5,500	52,183	15,000														
<b>Increase Innovative Services and Strengthen Community Engagement</b>																			
<b>Increase followers on Social Media</b>																			
Followers by end-of-year on Instagram	'19 FQ1	2,389	1,187	2,389	1,187														
Followers by end-of-year on Twitter	2019 FY	2,667	2,500	2,667	2,500														
Followers by end-of-year on Facebook	2019 FY	10,759	11,000	10,759	11,000														
<b>Maintain and improve services reflecting the educational, informational, and recreational needs of the community</b>																			
Annual attendance at library workshops and events*	'19 FQ1	144,747	107,500	144,747	107,500														
Childcare facilities served by Storytime Express Program	'19 FQ1	655	n/a	655	n/a														

**Business Plan Report - Library Department**

Scorecard	Description	Owners					
Library Department		Baker, Ray (LIB); Garcia, Elizabeth (LIB)					
<b>Service Enhancement Projects</b>							
Objective	Description	Owners					
Improve the patron experience by providing available library materials timely		Garcia, Elizabeth (LIB); Gomez, Leo (LIB)					
Grandparent Objectives	Description	Owners					
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County					
Parent Objectives	Description	Owners					
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County					
Measures Linked to Objective	Period	Actual	Target	Variance	Owners		
Percentage of times library materials are delivered to branches within 2 days 	Mar '19	36	50	-14	Garcia, Elizabeth (LIB); Gomez, Leo (LIB)		
							
Initiatives Linked to Measure	Est. Start	Est. End	Type	As Of	%	Status	Owners
Six Sigma: Library Material Transports (Wave 7)	9/28/2016	1/31/2018	Lean Six Sigma	9/27/2018	100%	Complete	Avalos, Lourdes (OMB)
Objective	Description	Owners					
Improve the patron experience with updated public computers		Garcia, Elizabeth (LIB)					
Grandparent Objectives	Description	Owners					
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County					
Parent Objectives	Description	Owners					
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County					

**Business Plan Report - Library Department**

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Computers replaced 	'18 FQ4	160	160	0	Garcia, Elizabeth (LIB); Campa, Julio (LIB)

**Computers replaced**

Period	Actual	Target	Trend
'16 FQ1	~50	~100	~100
'16 FQ2	~50	~100	~100
'16 FQ3	~50	~100	~100
'16 FQ4	~50	~100	~100
'17 FQ1	~450	~100	~100
'17 FQ2	~150	~100	~100
'17 FQ3	~100	~100	~100
'17 FQ4	~100	~100	~100
'18 FQ1	~100	~100	~100
'18 FQ2	~100	~100	~100
'18 FQ3	~100	~100	~100
'18 FQ4	160	160	~100

**Enhancing Library Books and Materials**

Objective	Description	Owners
Increased access to library services		Castro, Julio; Baker, Ray (LIB)
Grandparent Objectives	Description	Owners
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County
Parent Objectives	Description	Owners
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Bookmobile stops per month 	Feb '19	150	160	-10	Baker, Ray (LIB); Castro, Julio

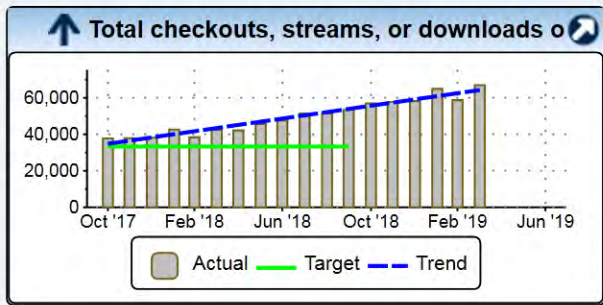
**Bookmobile stops per month**

Month	Actual	Target	Trend
Oct '14	~100	~120	~120
Nov '14	~100	~120	~120
Dec '14	~100	~120	~120
Jan '15	~100	~120	~120
Feb '15	~100	~120	~120
Mar '15	~100	~120	~120
Apr '15	~100	~120	~120
May '15	~100	~120	~120
Jun '15	~100	~120	~120
Jul '15	~100	~120	~120
Aug '15	~100	~120	~120
Sep '15	~100	~120	~120
Oct '15	~100	~120	~120
Nov '15	~100	~120	~120
Dec '15	~100	~120	~120
Jan '16	~100	~120	~120
Feb '16	~100	~120	~120
Mar '16	~100	~120	~120
Apr '16	~100	~120	~120
May '16	~100	~120	~120
Jun '16	~100	~120	~120
Jul '16	~100	~120	~120
Aug '16	~100	~120	~120
Sep '16	~100	~120	~120
Oct '16	~100	~120	~120
Nov '16	~100	~120	~120
Dec '16	~100	~120	~120
Jan '17	~100	~120	~120
Feb '17	~100	~120	~120
Mar '17	~100	~120	~120
Apr '17	~100	~120	~120
May '17	~100	~120	~120
Jun '17	~100	~120	~120
Jul '17	~100	~120	~120
Aug '17	~100	~120	~120
Sep '17	~100	~120	~120
Oct '17	~100	~120	~120
Nov '17	~100	~120	~120
Dec '17	~100	~120	~120
Jan '18	~100	~120	~120
Feb '18	~100	~120	~120
Mar '18	~100	~120	~120
Apr '18	~100	~120	~120
May '18	~100	~120	~120
Jun '18	~100	~120	~120
Jul '18	~100	~120	~120
Aug '18	~100	~120	~120
Sep '18	~100	~120	~120
Oct '18	~100	~120	~120
Nov '18	~100	~120	~120
Dec '18	~100	~120	~120
Jan '19	~100	~120	~120
Feb '19	150	160	~120

**Business Plan Report - Library Department**


Objective	Description	Owners
Increase usage of Library e-content		Garcia, Elizabeth (LIB)
Grandparent Objectives	Description	Owners
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County
Parent Objectives	Description	Owners
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County

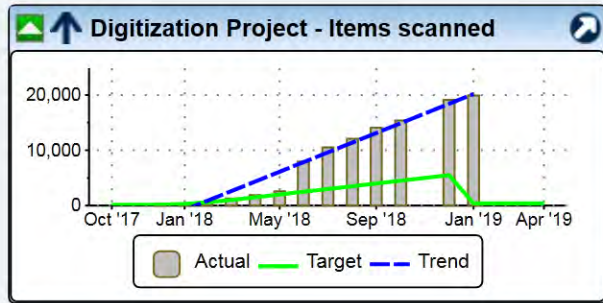
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Total checkouts, streams, or downloads of digital content	Mar '19	66,898	n/a	n/a	Garcia, Elizabeth (LIB); Piloto, Maribel



Objective	Description	Owners
Increase number of digitized Library archives		Garcia, Elizabeth (LIB)
Grandparent Objectives	Description	Owners
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County
Parent Objectives	Description	Owners
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County


**Business Plan Report - Library Department**

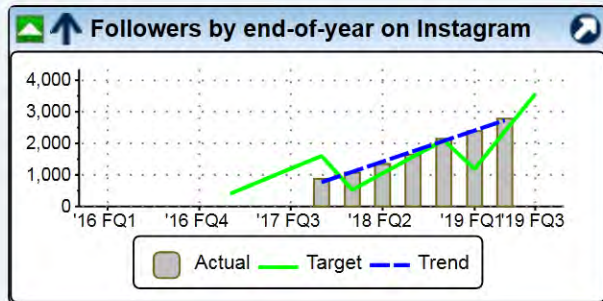
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Digitization Project - Items scanned 	Jan '19	19,908	400	19,508	Garcia, Elizabeth (LIB); Cvejanovich, Sue (LIB)




**Increase Innovative Services and Strengthen Community Engagement**

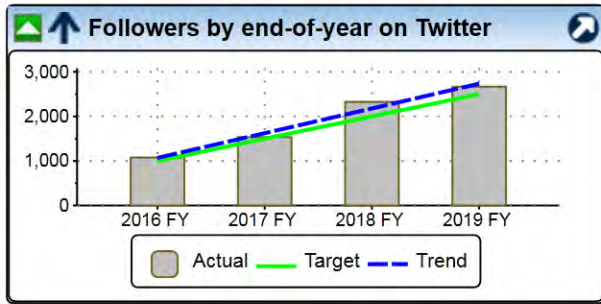
Objective	Description	Owners
Increase followers on Social Media		Garcia, Elizabeth (LIB)
Grandparent Objectives	Description	Owners
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County
Parent Objectives	Description	Owners
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County


Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Followers by end-of-year on Instagram 	'19 FQ2	2,783	2,374	409	Khalil, Leila (LIB); Garcia, Elizabeth (LIB)

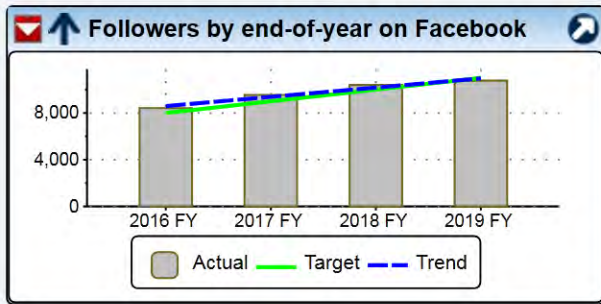


**Business Plan Report - Library Department**

Followers by end-of-year on Twitter  2019 FY 2,667 2,500 167 Khalil, Leila (LIB); Garcia, Elizabeth (LIB)



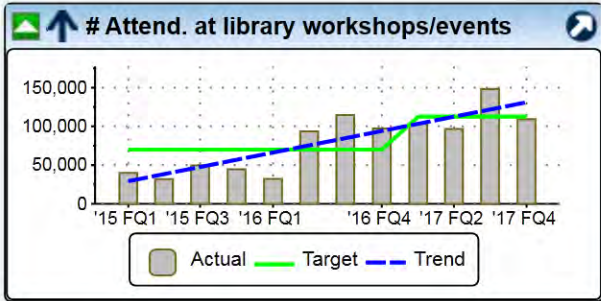
Followers by end-of-year on Facebook  2019 FY 10,759 11,000 -241 Garcia, Elizabeth (LIB); Khalil, Leila (LIB)



Objective	Description	Owners
Maintain and improve services reflecting the educational, informational, and recreational needs of the community		Garcia, Elizabeth (LIB)
Grandparent Objectives	Description	Owners
RC3 Wide array of outstanding programs and services for residents and visitors		Miami-Dade County
Parent Objectives	Description	Owners
RC3-1 Provide vibrant and diverse programming opportunities and services that reflect the community's interests		Miami-Dade County

**Business Plan Report - Library Department**

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Annual attendance at library workshops and events* 	'19 FQ1	144,747	107,500	37,247	Martinez, Monica



Childcare facilities served by Storytime Express Program	'19 FQ2	666	n/a	n/a	Centeno, Carmen
--	---------	-----	-----	-----	-----------------

