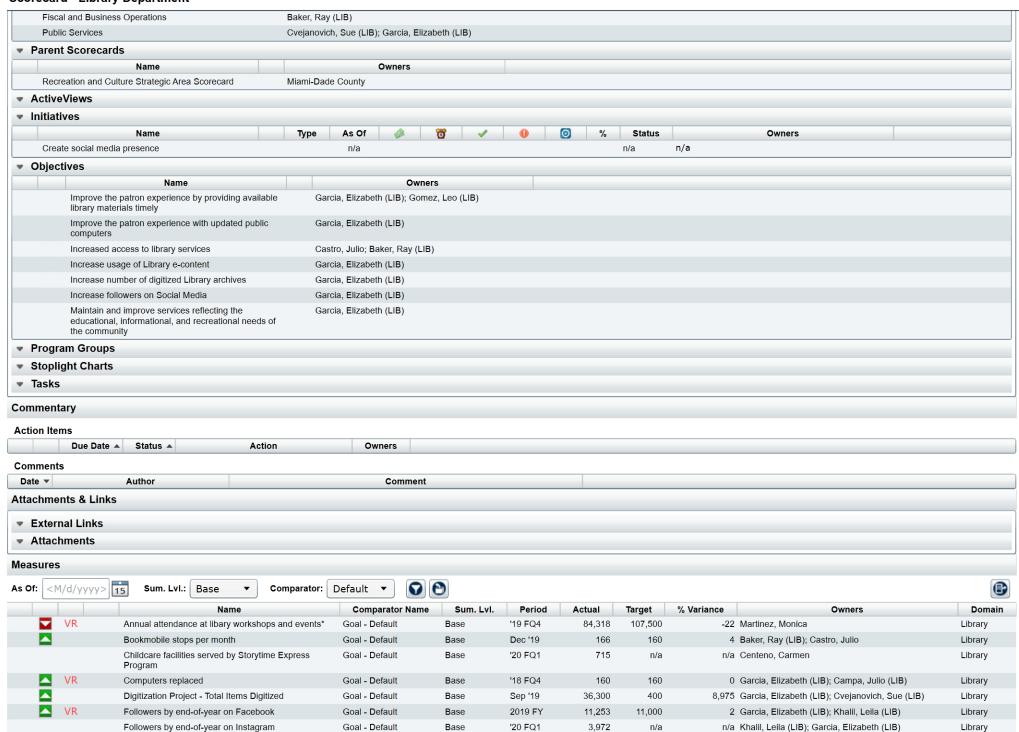
Scorecard - Library Department Information Name: Library Department Description: n/a Domain: Library Owners: Baker, Ray (LIB); Garcia, Elizabeth (LIB) **Details** As Of **Business Plan Goal FYTD Actual** FYTD Goal Actual Service Enhancement Projects Improve the patron experience by providing available library materials timely $\overline{}$ Percentage of times library materials are Mar '19 36 50 205 300 delivered to branches within 2 days **Initiative Name** Type As Of Status Owners Six Sigma: Library Material Transports Lean Six Sigma 9/27/2018 Complete 100% n/a (Wave 7) Improve the patron experience with updated public computers '18 FQ4 160 160 Computers replaced n/a n/a Enhancing Library Books and Materials Increased access to library services lacksquare $\overline{}$ Bookmobile stops per month Jun '19 144 160 1,338 1,440 Increase usage of Library e-content Total checkouts, streams, or downloads of digital Jun '19 77,536 n/a 575,831 n/a Increase number of digitized Library archives Digitization Project - Total Items Digitized Jun '19 28,000 400 194,361 17,400 Increase Innovative Services and Strenghten Community Engagement Increase followers on Social Media '19 FQ3 3,561 Followers by end-of-year on Instagram 3,195 8,367 7,122 Followers by end-of-year on Twitter 2019 FY 3.023 2.500 3.023 2.500 Followers by end-of-year on Facebook 2019 FY 11,253 11,000 11,253 11,000 Maintain and improve services reflecting the educational, informational, and recreational needs of the community '19 FQ3 126,898 107,500 403,957 322,500 Annual attendance at libary workshops and events* Childcare facilities served by Storytime Express '19 FQ3 677 n/a 2,006 n/a Program **Linked Objects** Child Scorecards Name Owners Facilities Management and Capital Development Garcia, Elizabeth (LIB) Communications, Programming and Community Melgarejo, Jessica; Khalil, Leila (LIB)

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Engagement

Scorecard - Library Department



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Followers by end-of-year on Twitter	Goal - Default	Base	2019 FY	3,023	2,500	21 Khalil, Leila (LIB); Garcia, Elizabeth (LIB)	Library
Percentage of times library materials are delivered to branches within 2 days	Goal - Default	Base	Mar '19	36	50	-29 Garcia, Elizabeth (LIB); Gomez, Leo (LIB)	Library
Total checkouts, streams, or downloads of digital content	Goal - Default	Base	Dec '19	57,394	n/a	n/a Garcia, Elizabeth (LIB); Piloto, Maribel	Library



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