Library Department

Owner: Baker, Ray (LIB); Garcia, Elizabeth (LIB)
Department: Library

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Enhancing Library Books and Materials	**Increase number of digitized Library archives**	Digitization Project - Total Items Digitized	May '20	58,506	n/a		405,932	n/a	
	Increase usage of Library e-content	Total checkouts, streams, or downloads of digital content	May '20	100,833	n/a		651,991	n/a	
	Increased access to library services	Bookmobile stops per month	Apr '20	0	160	🔻	838	1,120	🔻
Increase Innovative Services and Strenghten Community Engagement	**Maintain and improve services reflecting the educational, informational, and recreational needs of the community**	Annual attendance at libary workshops and events*	'20 FQ2	124,891	n/a		275,284	n/a	
		Childcare facilities served by Storytime Express Program	'20 FQ2	720	n/a		1,435	n/a	
	Increase followers on Social Media	Followers by end-of-year on Twitter	2019 FY	3,420	2,500	🔼	3,420	2,500	🔼
		Followers by end-of-year on Instagram	'20 FQ2	4,379	n/a		8,351	n/a	
		Followers by end-of-year on Facebook	2019 FY	11,470	11,000	🔼	11,470	11,000	🔼
Service Enhancement Projects	**Improve the patron experience with updated public computers**	Computers replaced	'18 FQ4	160	160	🔼	306	340	🔻
	Improve the patron experience by providing available library materials timely	Total checkouts of physical materials, electronic streams, and downloads of digital content		n/a	n/a		n/a	n/a	
		Percentage of times library materials are delivered to ◈ branches within 2 days	Apr '20	14	n/a		n/a	n/a	

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Percentage of times library materials are delivered to branches within 2 days	Six Sigma: Library Material Transports (Wave 7)	9/27/2018	Complete						