

As Of <= 12/31/2020

## 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	Dec '20	925	2,000	✓	5,116	8,000
	Increased access to library services	Bookmobile stops per month	Dec '20	120	188	✓	379	752
Increase Innovative Services and Strengthen Community Engagement	Maintain and improve services reflecting the educational, informational, and recreational needs of the community	Annual attendance at library workshops and events*	'21 FQ1	357,974	33,437	▲	357,974	33,437
		Childcare facilities served by Storytime Express Program	'21 FQ1	7	775	✓	n/a	n/a
	Increase followers on Social Media	Followers by end-of-year on Twitter	2020 FY	3,753	3,800	✓	3,753	3,800
		Followers by end-of-year on Instagram	'21 FQ1	5,602	6,700	✓	n/a	n/a
Service Enhancement Projects	Improve the patron experience by providing available library materials timely	Followers by end-of-year on Facebook	2020 FY	12,202	12,100	▲	12,202	12,100
		Total checkouts of physical and electronic materials, electronic streams, and downloads of digital content (in thousands)	Dec '20	235	404	✓	1,267	1,617
		Percentage of times library materials are delivered to branches within 2 days	Dec '20	62	60	▲	n/a	n/a

Back to Start

## 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						