

Library Department

Named was changed from Library Department 2023 for Library department

Owner: Lopez, Lydia (MDPL)
Department: Library

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Expand at-home and other services to accommodate library users of all needs	Total checkouts of physical and digital library materials	'26 FQ2	1,436,561	1,375,000	▲	2,838,809	2,750,000	▲
		Percentage increase in digital checkouts from previous fiscal year	'26 FQ2	4.82%	25.00%	▼	6.84%	25.00%	▼
		Number of residents assisted by the library's social worker service program	'26 FQ2	2,289	1,050	▲	4,251	2,100	▲
		Dollars saved by residents participating in tutoring and adult education classes	'26 FQ2	\$717,300	\$744,000	▼	\$1,523,715	\$1,498,000	▲
	Improve response time to customer inquiries or requests	Percent of requests for materials on-hand that are delivered within two days	'26 FQ2	70%	67%	▲	70%	67%	▲
		Percentage of requests responded to within 24 hours through Customer Care	'26 FQ2	98%	98%	▲	98%	98%	▲
	Increase digital connectivity for residents	Number of people that connected to Wi-Fi at a library facility	'26 FQ2	196,706	172,500	▲	387,174	345,000	▲
		Total checkouts of take-home devices (Chromebooks, tablets, or hotspots)	'26 FH1	5,743	6,000	▼	5,743	6,000	▼
		Digitization Project - Total Items Digitized	Mar '26	225	833	▼	3,621	4,998	▼
		Number of library computer sessions	'26 FQ2	157,752	155,000	▲	308,937	310,000	▼
	Increase level of engagement with the Library via various online and in-person interactions	Total in-person, virtual and outreach attendance	'26 FQ2	1,471,183	850,000	▲	2,993,777	1,700,000	▲
		Number of new library card signups	'26 FQ2	13,348	15,500	▼	25,537	31,000	▼
		Followers by end-of-year on X (formerly Twitter)	2025 FY	5,440	5,780	▼	5,440	5,780	▼
		Followers by end-of-year on Instagram	'26 FQ2	21,385	22,150	▼	21,385	22,150	▼
		Followers by end-of-year on Facebook	2025 FY	15,965	16,360	▼	15,965	16,360	▼
Financial	Meet Budget Targets (MDPL)	Expenditure: Total (MDPL)	'26 FQ2	\$31,936	\$33,362	▲	\$53,015	\$66,724	▲
		Positions: Full-Time Filled (MDPL)	'26 FQ2	495	537	▼	495	537	▼
		Revenue: Total (MDPL)	'26 FQ2	\$11,565	\$33,362	▼	\$117,946	\$66,724	▲
Internal	Improve recruitment times	Percentage of recruitments completed within 60 days (from time of initial job advertisement)	2025 FY	70%	90%	▼	70%	90%	▼
Learning and Growth	Continue providing ongoing training, including a core curriculum of required training opportunities from internal departmental subject matter experts and outside experts	Percentage of new employees completing the "No Wrong Door" training within 60 days of start date	2025 FY	96%	90%	▲	96%	90%	▲

[Edit Scorecard](#)

Key: ♦ - Initiative * - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

Initiatives for Objectives

There are no Initiatives associated to the Objectives

Initiatives for Measures

There are no Initiatives associated to the Measures

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
To continue achieving a No Wrong Door approach for County services	1/9/2026	In Progress			Lopez, Lydia (MDPL); Iturrey, Mike (MDPL)
Improve Collection of Physical and Digital Materials	1/9/2026	In Progress			Lopez, Lydia (MDPL); Iturrey, Mike (MDPL)
Expand Social Work Program	1/9/2026	In Progress			Lopez, Lydia (MDPL); Iturrey, Mike (MDPL)