

As Of <= 12/31/2025

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 FQ1		1,402,248	1,375,000	1,402,248	1,375,000	
		Percentage increase in digital checkouts from previous fiscal year	'26 FQ1		8.85%	25.00%	8.85%	25.00%	
		Number of residents assisted by the library's social worker service program	'26 FQ1		1,962	1,050	1,962	1,050	
		Dollars saved by residents participating in tutoring and adult education classes	'26 FQ1		\$806,415	\$754,000	\$806,415	\$754,000	
	Improve response time to customer inquiries or requests	Percent of requests for materials on-hand that are delivered within two days	'26 FQ1		71%	67%	71%	67%	
		Percentage of requests responded to within 24 hours through Customer Care	'26 FQ1		99%	98%	99%	98%	
	Increase digital connectivity for residents	Number of people that connected to Wi-Fi at a library facility	'26 FQ1		190,468	172,500	190,468	172,500	
		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	Dec '25		478	833	2,071	2,499	
		Number of library computer sessions	'26 FQ1		151,185	155,000	151,185	155,000	
	Increase level of engagement with the Library via various online and in-person interactions	Total in-person, virtual and outreach attendance	'26 FQ1		1,522,594	850,000	1,522,594	850,000	
		Number of new library card signups	'26 FQ1		12,189	15,500	12,189	15,500	
		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 FQ1		20,400	22,150	20,400	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 FQ1		\$21,079	\$33,362	\$21,079	\$33,362	
		Positions: Full-Time Filled (MDPL)	'26 FQ1		508	537	508	537	
		Revenue: Total (MDPL)	'26 FQ1		\$106,381	\$33,362	\$106,381	\$33,362	
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%	

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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

There are no Initiatives associated to the Scorecard

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Name contains any Library Department