Anchorage Public Library
Anchorage: Performance. Value. Results

Mission
Connecting people to education, information, and community

Values
- Access
- Community by Welcoming Everyone to Our Library
- Lifelong Learning and Literacy

Core Services
- Access to a diverse collection of materials in various formats
- Knowledgeable and approachable staff
- Functional technology and connectivity
- Expert information and reference assistance
- Communal spaces for individual and group use
- Targeted programming that meets the needs of **all** our community

Accomplishment Goals
- Improve economic advancement by providing equitable access to computing equipment, programs, and resources.
- Improve public safety by providing safe and stimulating places and clean, well-maintained buildings for all. Review the Code of Conduct with staff for a more consistent enforcement from all library employees.
- Increase opportunities for our children's success when they enter school by supporting the foundations of reading, social skills and, creative skills through early learning educational activities.
- Improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources, and programs/events.

Community Priorities and Desired Outcomes
- **Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.
- **A Bridge to Information and Resources:** Anchorage is an engaged and well-informed community; the library seeks to be the trusted institution that connects people to non-biased information, experts, and materials, and adapts with the changing needs of our community.
- **Building Community:** The Library brings Anchorage residents together.

Explaining the Metrics below:
Circulation is a metric used by the Institute for Museums and Libraries Services, the federal government department in charge of grants and standards for libraries and museums. They have great data comparison tool available here: Circulation per capita has been what data analysis staff, at many libraries, have used to put this traditionally in context of the population

that they serve. APL chose a target based on what libraries with the same service population were achieving before COVID.

Downloaded content measurement is included to observe the shift from traditional materials such as books and DVDs to streaming or downloaded content. Especially with the onset of the COVID pandemic this has seen a large growth. The target selected is the high point of digital materials use during COVID.

Visits, program attendance, public service hours, number of programs, program attendance, are all historically used by libraries to track use of facilities and in-person services. APL's goal has been to be back at pre-COVID numbers. Once the Library gets back to that level, plans are to use numbers from libraries with service populations of similar size. Comparable statistics can be found at the IMLS search and compare tool previously mentioned but also state-wide statistics https://library.alaska.gov/dev/plstats.html

Notable Statistics section was added to look at data that is of particular interest to staff either due to COVID caused changes or because the usage has been extraordinary in some way. Non-digital circulation has continued to grow, our engagement of new cardholders is very good, and there has been success reengaging patrons that have not used the library in a while.

Public Library Performance Measures	Q3 2021	Q3 2022	Target
Circulation	223,292	248,359	
Circulation/capita	.77*	.86	1.3
Downloaded content (Alaska Digital, Freegal, Hoopla, etc.)	70,375*^	125,852^	120,000
Visits	99,166*	128,210	
Program attendance	4647	11,616	
Public Service hours	2,775	2,719	
Number of Library Programs	294*	353	580
Program Attendance	4,647*	11,616	20,000
Public Technology Use (Wi-Fi and devices)	15,996*	18,122	55,000
Website Sessions	254,687*	231,634	350,000
^ = Item is budget / funding dependent			
* = Item has been affected by COVID-19 event and building closure			
~ = MOA budget funds only (no donations)			
Anchorage Population	289,697	288,121	
Notable Statistics	**Q3 2021**	**Q3 2022**	
Non-digital Circulation	101,484	144,143	
Cardholders reengaged after email campaign	1506	133	
Number of new cardholders circulated print	3803	3905	
Number of new cardholders circulated digital	1488	1798	

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

Workers' Compensation Claims
Library Department
(in Dollars)