
Anchorage Public Library

Anchorage: Performance. Value. Results.

Mission

Connecting people to education, information, and community

Core Services

- Provide access to a diverse collection of materials in various formats
- Provide excellent customer service through knowledgeable and approachable staff
- Maintain functional technology and connectivity
- Maintain safe and welcoming spaces for individual and group use
- Create and present targeted programming that meets the needs of all our community
- Actively facilitate and promote early literacy
- Ensure all Anchorage residents have free and equal access to information and library spaces

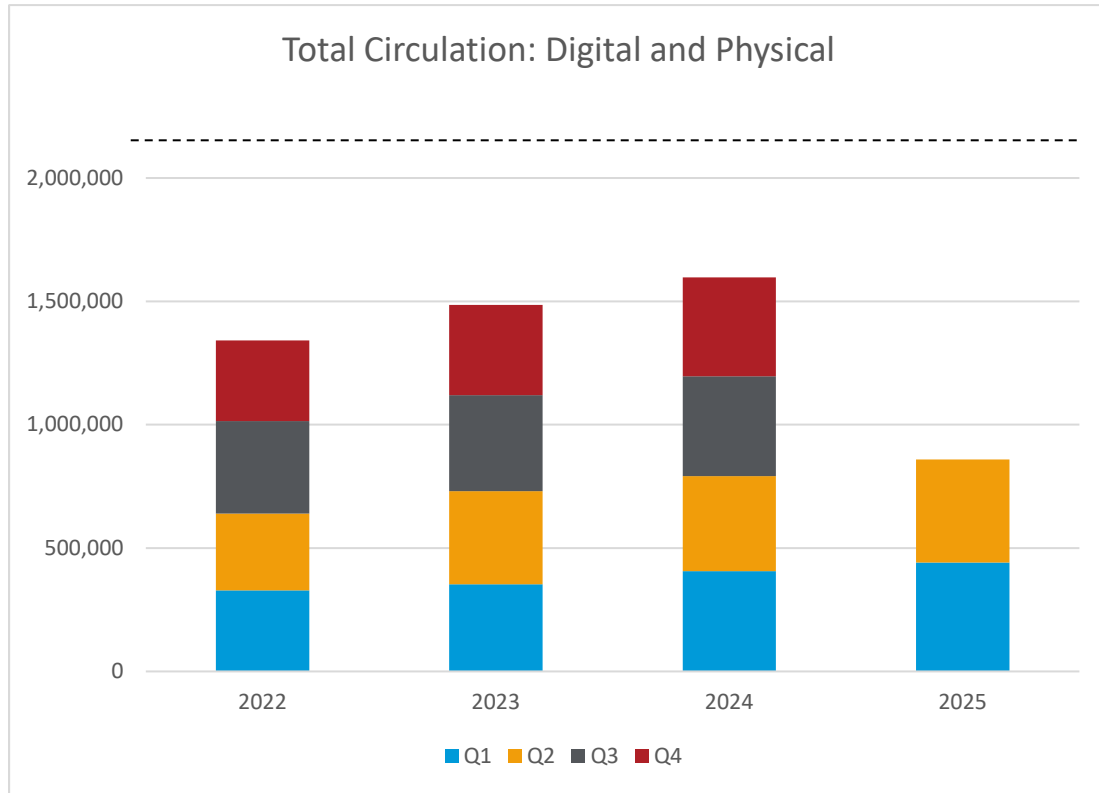
Accomplishment Goals

- Timely and responsive access to a diverse collection of materials in order to promote literacy and life-long learning resources
- Provide expert information and reference services to the public through excellent customer service and trained staff
- 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
- 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
- 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
- Enhance quality of life for all Anchorage Residents through library services

Performance Measures

Progress in achieving department and certain division-related goals will be measured by:

Performance Measure #1: Physical and digital circulation



Explanatory information:

Total circulation is the sum of physical items checked out plus digital materials including eBooks, eAudiobooks and other downloadable content. Our goal, as indicated by the dashed line, is 7.78 items/capita which equals 2,225,663 and is based on the average circulation of comparable libraries as found in the Institute of Museum and Library Science statistics (available national stats are from 2022) up from 5.16 items/capital in 2021. In 2023 and 2024, we surpassed pre-pandemic circulation levels, due to digital circulation but are still short of our goal by 600,000 items. Our current budget is unable to meet the demand of digital materials which impacts our ability to meet this goal.

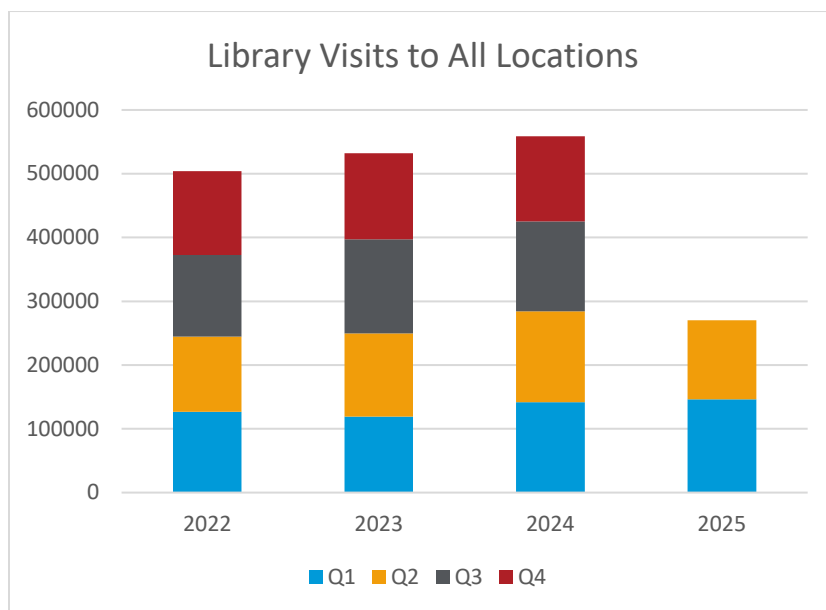
In 2021, APL digital circulation was 32% of the total. In 2024 that rose to 42% and digital circulation is now 45% of the total. This rapid shift in how patrons are borrowing and accessing materials has forced the library to reconsider and shift operational funds to meet the demand.

Physical Circulation	Q1	Q2	Q3	Q4	TOTAL To Date
2022	207,960	193,788	248,359	203,902	854,009
2023	220,350	232,720	241,282	204,651	899,003
2024	232,430	222,703	241,365	222,686	919,184

2025	233,611	235,623	0	0	469,417
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Digital Circulation	Q1	Q2	Q3	Q4	TOTAL
2022	121,051	117,255	125,852	124,035	488,193
2023	132,979	144,555	148,381	160,365	586,280
2024	173,872	163,151	163,141	177,852	678,016
2025	207,770	182,094	0	0	389,864

Performance Measure #2: Library visits



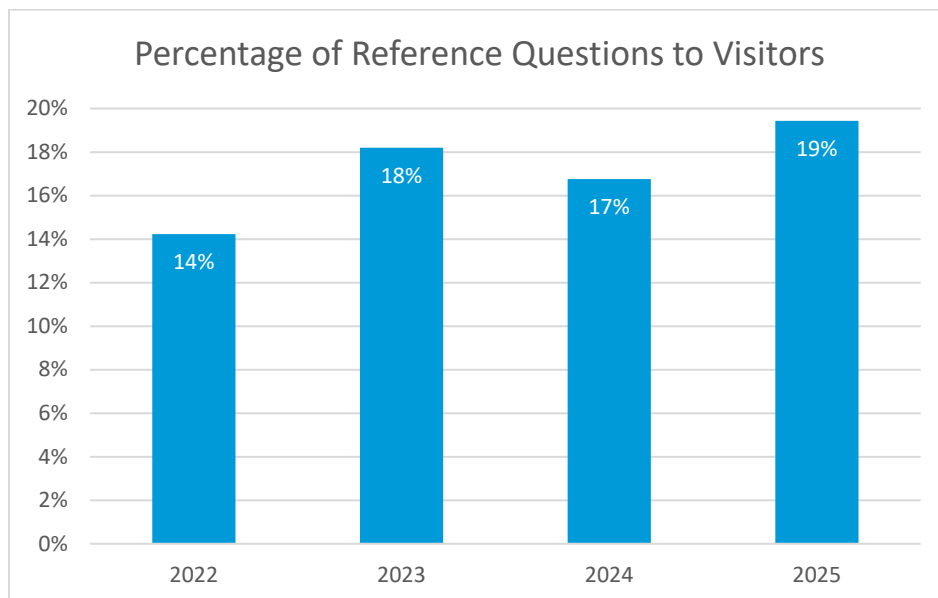
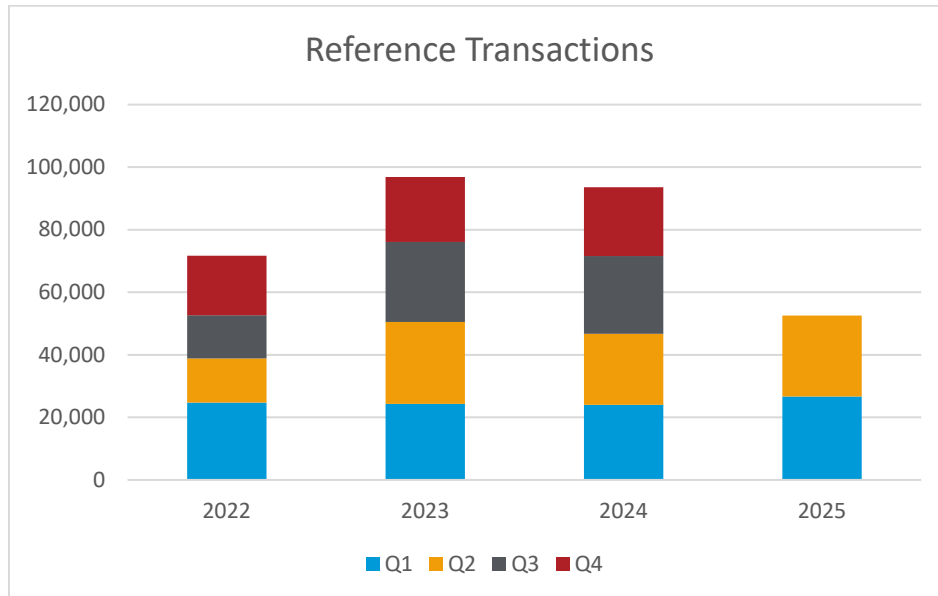
Library visits by branch

Library Visits	Loussac	Chugiak-Eagle River	Scott and Wesley Gerrish	Mountain View	Muldoon	TOTAL
2022	287,836	65,564	21,745	95,539	33,250	503,934
2023	312,812	64,242	25,774	88,193	41,178	532,199
2024	296,486	72,348	32,689	112,460	44,660	558,643
YTD 2025	161,972	42,760	13,796	32,753	18,913	270,194

Explanatory notes:

The library is still working to return to pre-pandemic visits. In 2019, the library had 686,183 visitors. The IMLS average in 2019 was 3.66 per capita (equal to 1,057,630 for Anchorage Population) and is 1.29 per capita for 2021 (equal to 372,771 based on Anchorage population). This decline showed that libraries across the country saw less visitors during the COVID pandemic. As more information is available on a national level our goals will be adjusted. Our first goal is to return to 2019 visitor numbers of 686,183 and then to reach a comparable metric to our peer libraries.

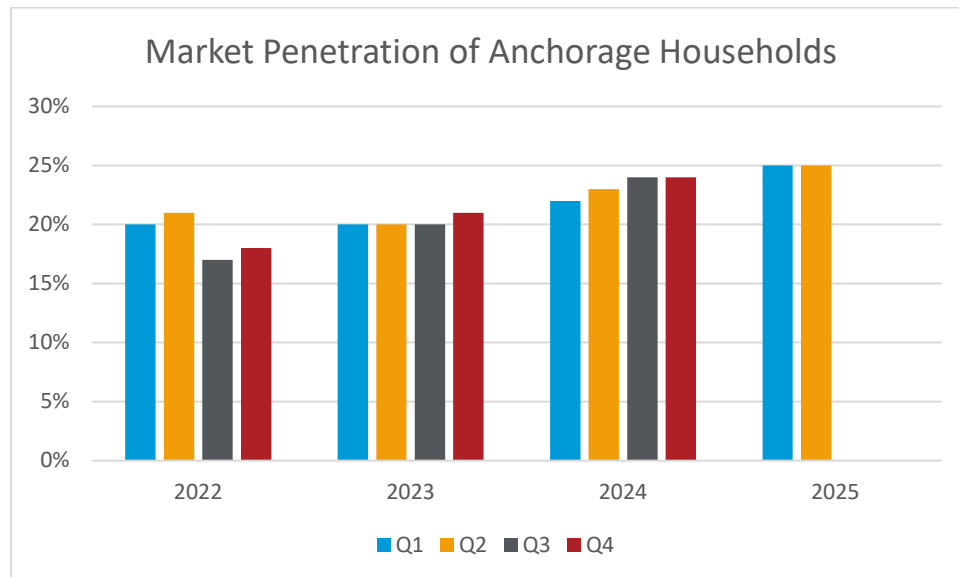
Performance Measure #3: Reference questions answered



Explanatory note:

The number of reference transactions is impacted by and proportional to the door count and computer usage. Anecdotally, most reference questions are about computer usage as the Library is one of the few places to offer basic technology assistance. The largest limiting factor on number of questions answered is library staffing levels. Fewer staff can mean longer wait lines as each transaction can last anywhere from two to fifteen minutes. This will result in visitors leaving rather than waiting in lines. Questions are answered via chat, email, in-person, and phone with in-person accounting for approximately 95% of questions. The goal is to increase the proportion of questions to visitors, to be able to help a higher percentage of our visitors with their questions. Doing this will require more staff working at more service points. In 2022, 14% of library visitors had a reference transaction and in 2024, it was 17%.

Performance Measure #4: Percentage of households with active library card.



Explanatory note:

Use of libraries contributes to overall community wellbeing by providing access to resources, cultural enrichment, lifelong learning and more as outlined in Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums. Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums (imls.gov) Anchorage has 110,390 households based on census data. In Q1 2024, the library reached 24,763 households. While the library continues to return to pre-pandemic usage and is encouraged by improvements in numbers, the goal is 31% market penetration based on average of peer libraries with comparable population as identified in Savannah, the libraries statistic software. This data is only available from 2022 as that is when the library began using the software.

Automations Division
Anchorage Public Library
Anchorage: Performance. Value. Results.

Purpose

To provide technology support, maintenance, and upgrades to all patron facing technology at all five Anchorage Public Library locations. To manage Integrated Library System (Sirsi) including records maintenance, circulation rules, and Alaska Library Catalog compliance. Explore and advise on new technology trends which would allow the library to serve its customers more efficiently and effectively.

Direct Services

- Maintain functional and high-quality public access to the internet
- Provide reliable self-service options and automated solutions for patrons and staff
- Ensure library technology is maintained and updated as necessary
- Seek innovative solutions to community needs through technology
- Troubleshoot technology or oversee handoff to Muni IT
- Manage relationship between the Alaska Library Consortium and Anchorage Public Library
- Responsible for all procurement and contract management for technology at Anchorage Public Library
- Maintain compliance with the Federal Communications Commission eRates Program to ensure APL continues to receive discounts on internet and internet infrastructure

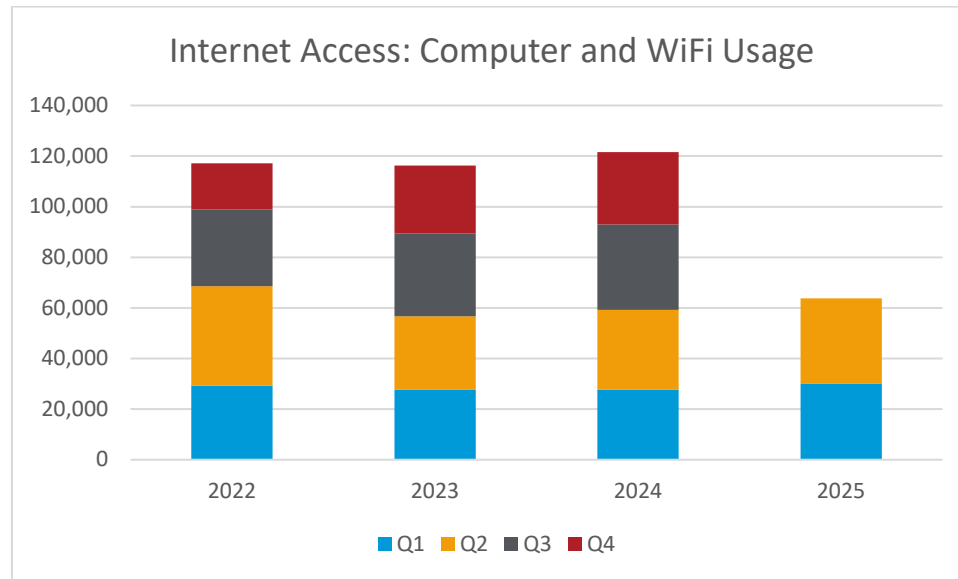
Accomplishment Goals

- Improve economic advancement by providing free access to computers and the internet and service them as needed.

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #5: Computer and WiFi Usage



WiFi Sessions	Q1	Q2	Q3	Q4	TOTAL
2022	15,755	23,323	18,122	13,076	70,276
2023	15,818	18,919	20,456	16,788	71,981
2024	16,129	18,877	19,082	16,624	70,712
2025	17,462	20,146	0	0	37,608

Computer Use	Q1	Q2	Q3	Q4	TOTAL
2022	13,476	16,054	12,161	5,232	46,923
2023	11,787	10,194	12,251	10,018	44,250
2024	11,616	12,606	14,689	11,952	50,863
2025	12,646	13,557	0	0	26,203

Explanatory note:

Access to the internet is essential for economic advancement as most job advertisements, job applications, and support services, require access to a computer. The Library has a total of 65 desktop computers available for public at the five locations in addition to WiFi and printing services. APL 2019 computer usage was 103,131 and 114,051 WiFi usage for total internet access of 217,182 almost 100,000 more than the 2024 total of 121,575. The Library's goal is to use this information to make budgetary decisions on the need of wifi internet versus computer stations.

Branch Libraries Division

Anchorage Public Library

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Purpose

Provide library spaces and equitable access to services for all from birth through adulthood including reference, readers advisory, programming, computer access, and library books and materials. Provide communal spaces for learning and growth in neighborhoods throughout the Municipality of Anchorage. Build connections with community partners for outreach events to enrich library experiences. Respond to the unique needs of each community.

Direct Services

- Cardholder registration
- Readers Advisory and Reference Assistance
- Computer Access and Assistance
- Outreach visits and educational talks
- In library programs

Accomplishment Goals

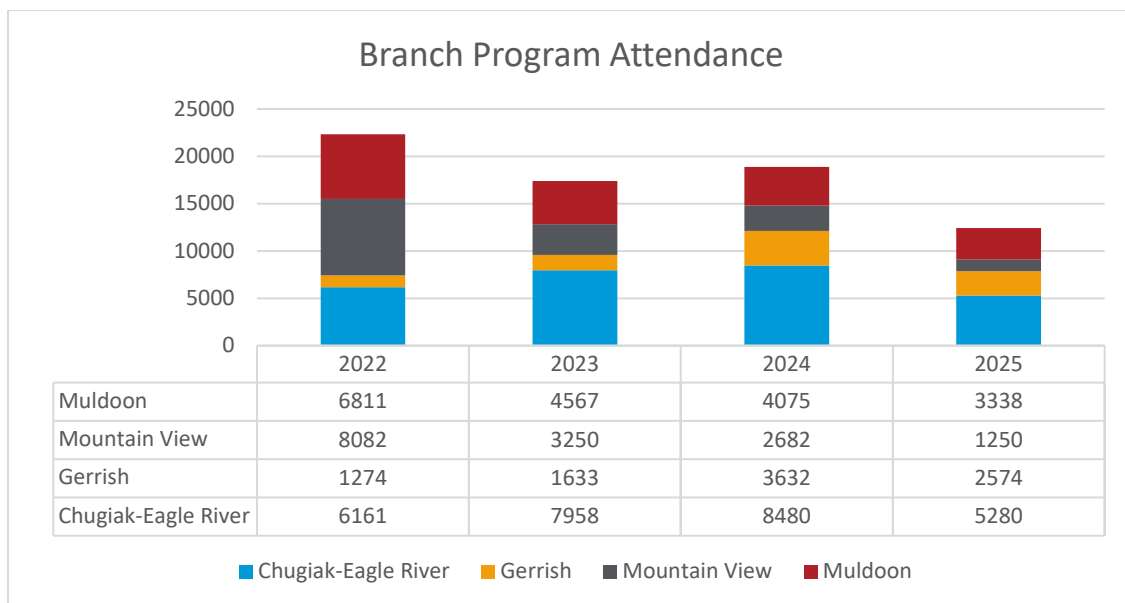
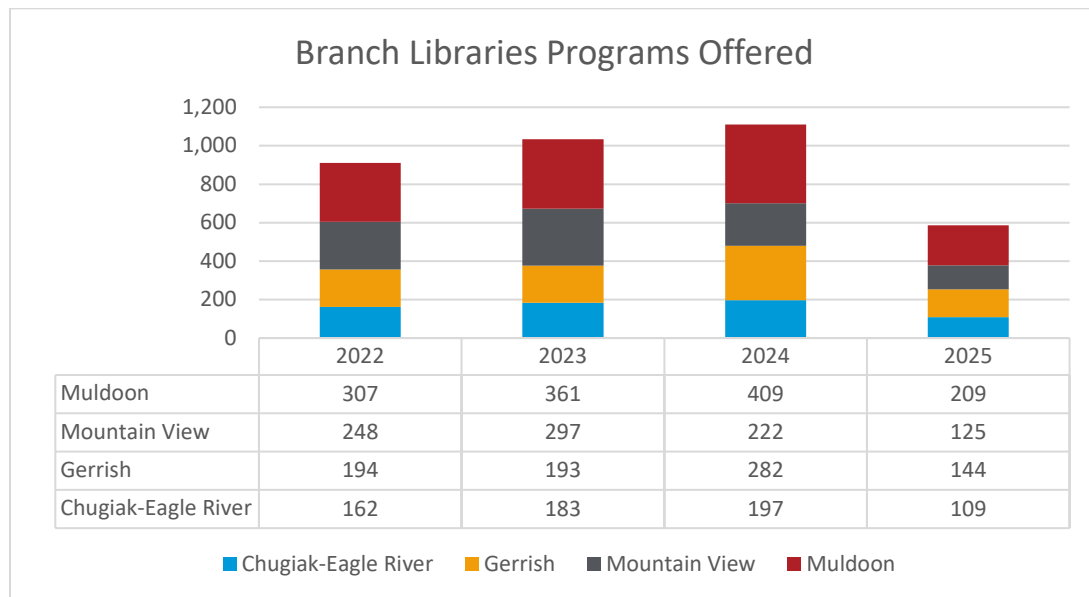
- Maintain communal spaces that are safe, welcoming, and available for individual and group use
- Provide excellent customer service through readers advisory, reference assistance, and computer assistance
- Provide access to a diverse collection of materials in various forms and promote literacy and lifelong learning
- Provide targeted programs that meet the needs of the individual community and to promote civic engagement

Performance Measures

(Additional performance measures related to Branch Libraries is reported at department level, to include: Library Visits, Reference Transactions, and Circulation)

Progress in achieving goals shall be measured by:

Performance Measure #6: Branch library programs and attendance



Explanatory note:

Branch libraries provide programming unique to the communities they serve with the goal of building community, promoting lifelong learning, and introducing educational materials. The Library's goal is to increase the number of programs offered and to return to pre-pandemic attendance numbers per program. In 2019, the average attendance for Chugiak-Eagle River (CE) was 22, Mountain View (MV) was 14, Muldoon (MD) was 22 and Gerrish (GR) was 21. As of 2025, we have met that goal at Chugiak-Eagle River which has increased to an average of 48 people at each program.

Collection Management Services Division

Anchorage Public Library

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Purpose

To select, order, process, and evaluate all materials in the library collection. To ensure the library collection reflects the needs of the community by focusing on multiple formats and content diversity.

Direct Services

- Order materials in multiple formats including digital, media, periodicals, databases, and books
- Process all materials and invoices
- Manage bibliographic records in Integrated Library System
- Ongoing collection maintenance including deselection

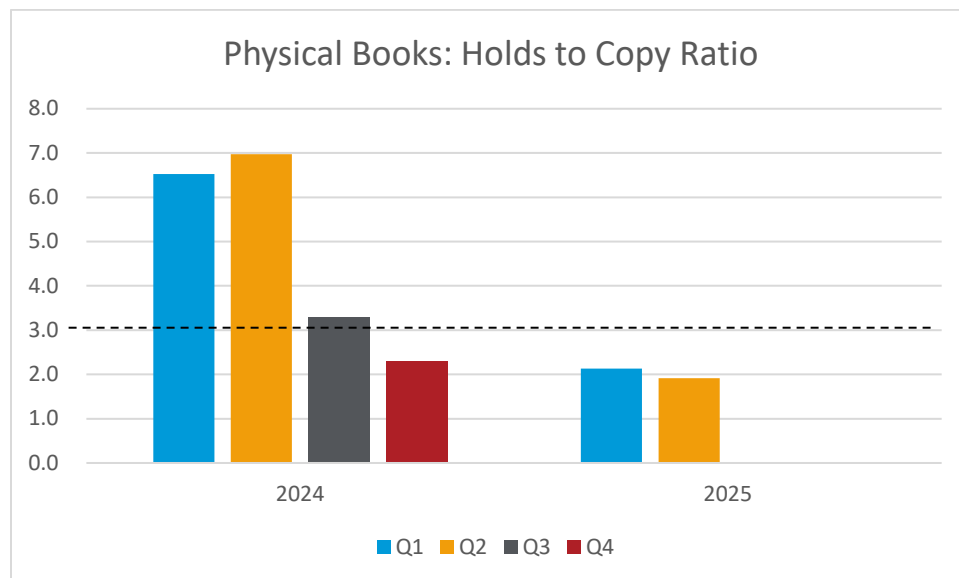
Accomplishment Goals

- Responsive to community requests and provide materials for checkout
- Respond to community requests and provide materials in various formats
- Maintain a diverse collection of materials in various formats

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #7: Wait times for print books



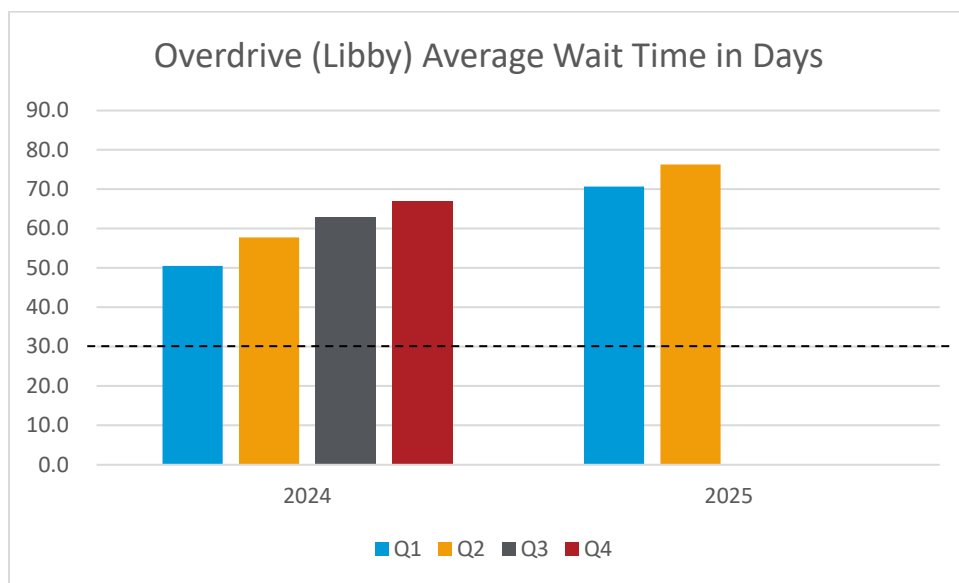
Explanatory note:

The Library's goal is to have a ratio of no more than 3 hold requests per copy which will keep wait

times down for library cardholders. APL is part of the Alaska Library Network which allows us to borrow from other locations in the state and those copies are counted as part of the overall ratio. However, the holds tracked are for APL cardholders only. The library is not concerned with buying extra copies of a book if it is only being requested by card holders in Wasilla.

In the spring of 2024, the library transitioned to a new book vendor. During the transition, there were delays in being able to order books as we troubleshoot set up issues including cataloging and processing. When the books began to arrive in larger and more consistent quantities over the summer, we were able to reduce by half the ratio of hold requests per copy.

Performance Measure #8: Wait times for digital items (audiobooks, ebooks, and magazines) on the OverDrive app Libby



Explanatory note:

To be responsive to community needs, the Library has an internal goal of no more than a 30 day wait period for items. Usage is outpacing APL's ability to purchase materials. Between April 2023 and April 2024, unique users increased by 20%, checkouts increased by 40%, holds increased by 29%, whereas total holdings only increased by 10%. It is the Library's goal to use this new information to determine the amount of increase to the digital collection budget required to reduce wait time.

*Anchorage Public Library only began tracking wait times in December 2023.

Library Administration Division

Anchorage Public Library

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Purpose

To provide leadership, guidance, and support to all library divisions. To interface with MOA departments to ensure compliance and work collaboratively on city wide initiatives. Collaborate with Anchorage Library Foundation, Friends of the Library, and Library Advisory Board to achieve library mission and goals. Create a safe and welcoming environment for customers and staff. To support the public's awareness and use of library services, resources, and spaces.

Direct Services

- Facilities use for rentals and community engagement
- Security and facilities management
- Budgeting, procurement, and timekeeping
- Public communication
- Coordinate with City Hall departments: HR, Finance, OMB, and Purchasing

Accomplishment Goals

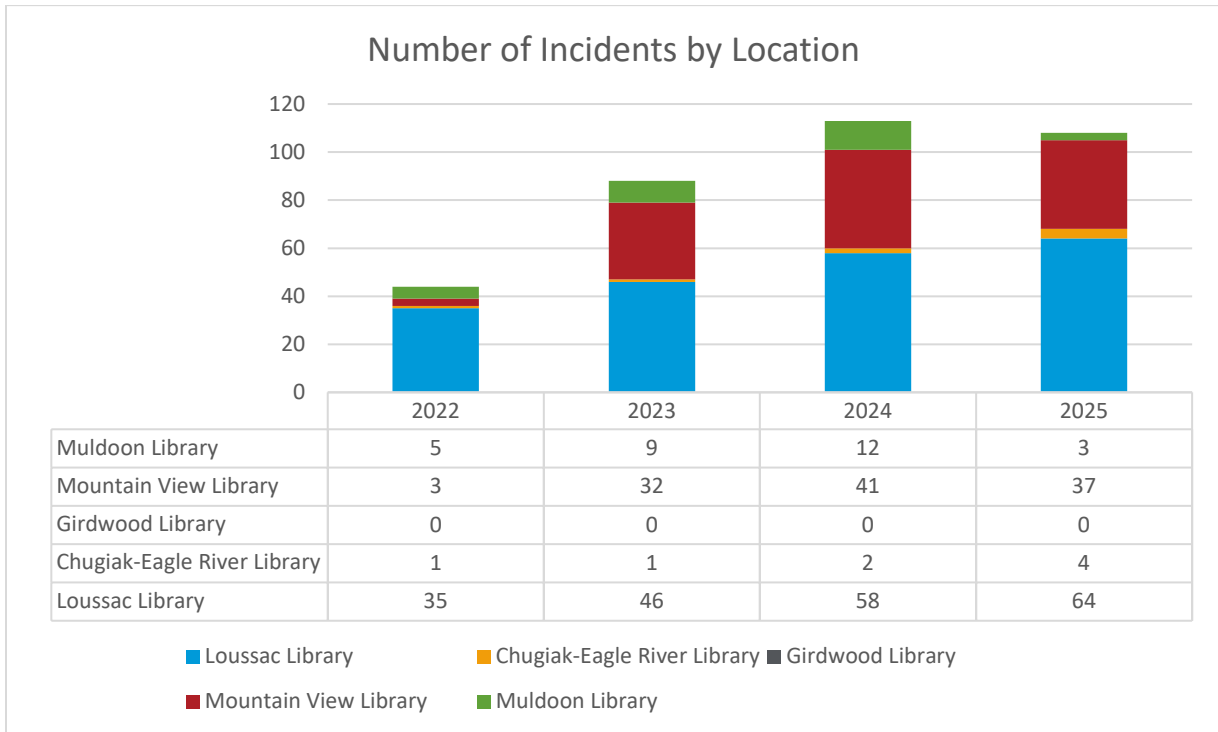
- Maintain communal spaces that are safe and welcoming
- Clean and well-maintained spaces for community, individual, and group use
- Increased public use of library materials and resources

Performance Measures

(Additional performance measures are reported at department level, including percentage of active library cards)

Progress in achieving goals shall be measured by:

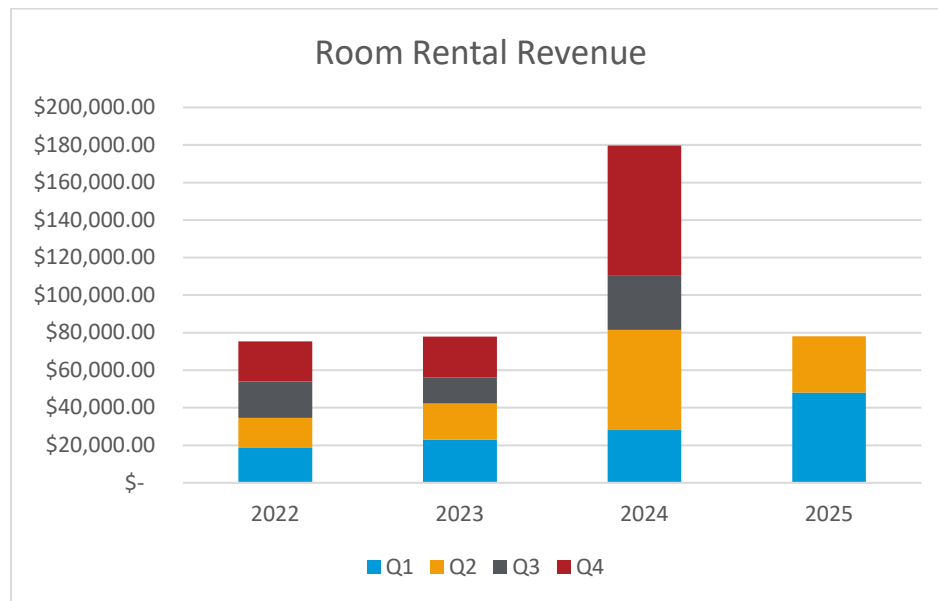
Performance Measure #9: Number of incidents at all library locations



Explanatory note:

For 2021 through 2023, the number of incidents tracks how many times security or staff had to enforce the library code of conduct resulting in a trespass of an individual. In 2024, the Library added incidents involving significant property damage where the offender was not identified. The Library strives to create a safe and welcoming environment for all patrons with the goal to reduce the number of incidents.

Performance Measure #10: Room rental revenue.



Room Rental Revenue

	Q1	Q2	Q3	Q4	TOTAL
2022	\$18,495.00	\$16,063.19	\$19,510.93	\$21,344.00	\$75,413.12
2023	\$22,985.16	\$19,210.65	\$13,886.08	\$21,818.40	\$77,900.29
2024	\$28,175.57	\$53,377.36	\$28,832.50	\$69,267.73	\$179,653.16
2025	\$48,134.36	\$29,899.71			\$78,034.07

Explanatory note:

Meeting rooms and event spaces are available for rent at the Loussac and Mountain View Libraries as part of APL's commitment to providing safe and welcoming spaces for individual and group use. All MOA departments have access to use library facilities for free. APL is working to revise the room rental rates which have not been changed since 2010. In 2024, the Library had a goal of \$100,000 but in fact brought in \$179,653.16.

Loussac Adult Services Division

Anchorage Public Library

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Purpose

Provide library services, including reference services, programs, outreach, and computer assistance to adults. Develop and maintain an Alaska Collection and archives. Assist with selecting materials for adults.

Direct Services

- Readers' advisory, reference assistance, and computer assistance
- Outreach visits and educational talks
- In library programs
- Maintain library digital presence and access to electronic resources.
- Provide access to Alaska archives

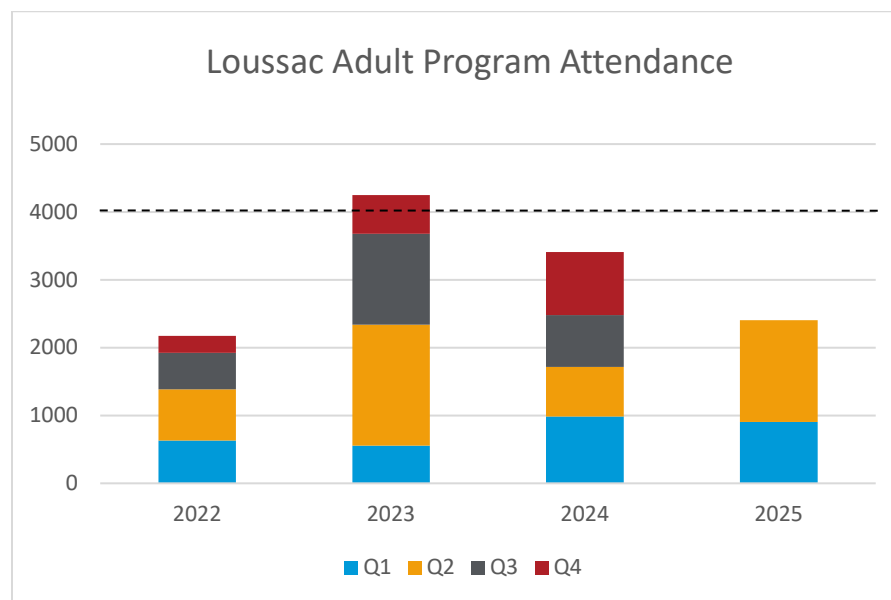
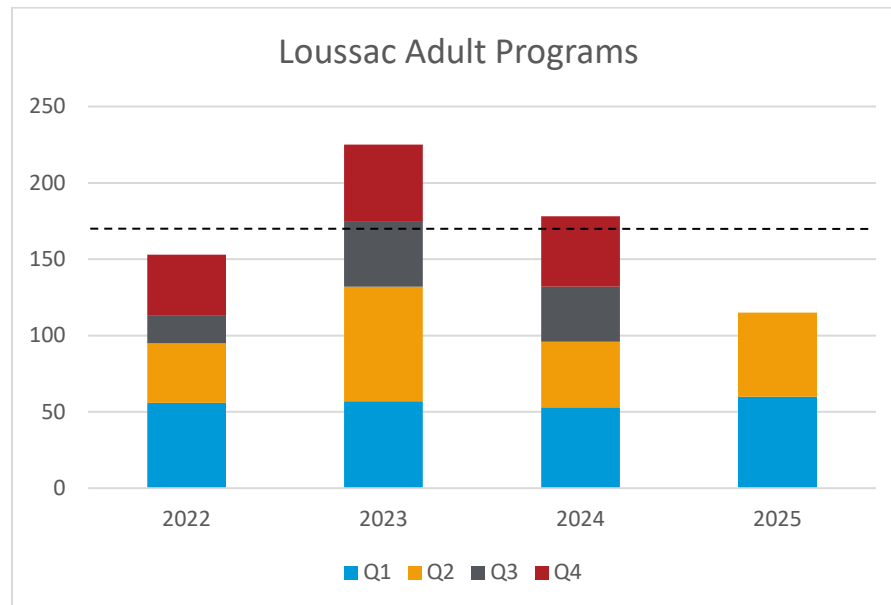
Accomplishment Goals

- Provide targeted programs designed to educate, engage, and enrich the lives of adults
- Expert customer service through knowledgeable and approachable staff

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #11 – Adult programs and attendance at Loussac Library



Explanatory note:

Adult Programming is how the APL achieves its goal to 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. Adult programs include classes, community events, crafts and DIY, discussions and lectures, fun and games, job lab, and outreach. Loussac Adult Services staff also work with branches to help oversee system wide programming such as the Winter Reading Challenge. APL's goal is to increase the number of programs while returning to pre-pandemic levels of attendance per program. The Loussac Adult Services department of the library has an internal goal of 165 programs a year with 4,000 total attendees.

Loussac Circulation Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

To serve all customers at the Loussac Library with creating accounts and resolving account issues. Manage all incoming and outgoing items including shipment to Alaska Library Catalog members, restocking items, and maintaining the organization of the library collection.

Direct Services

- Provide library cards and account support for current cardholders
- Check out materials directly or teach patrons to use self-service options
- Process fines and fees
- Process incoming and outgoing holds for library patrons
- Sort, repair, and reshelve physical materials
- Shipping and receiving including preparing materials for distribution through courier system to deliver items to branch libraries

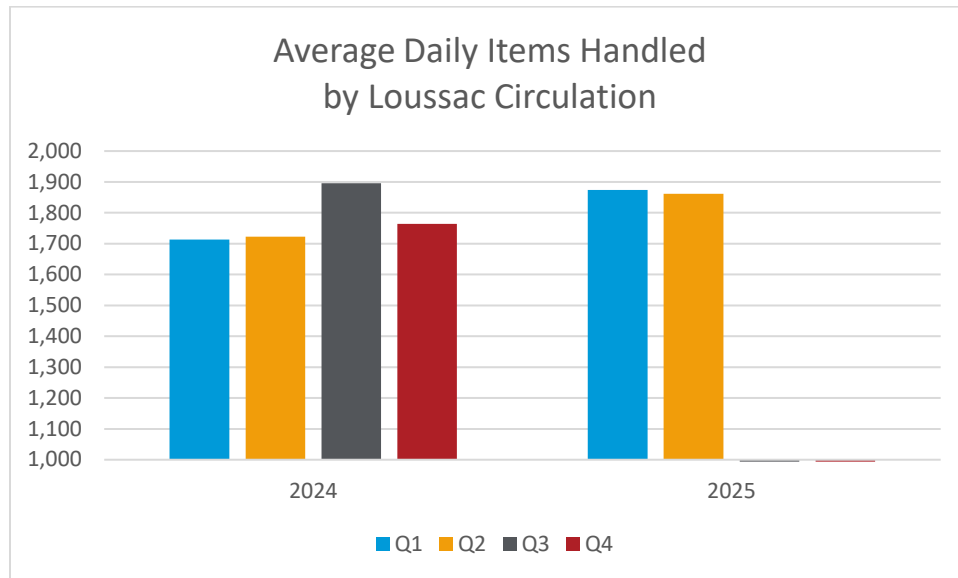
Accomplishment Goals

- Provide access to physical materials

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #12: Materials Handling Rate



Explanatory note:

The Library handles a considerable volume of materials that come into the Loussac Library via the Automated Handling Machine, every one of these items needs to be handled by a staff person. Items can be routed to holds, returned to library partners statewide or other libraries within the Municipality, or referred to staff for an investigation into more complicated issues. This data shows the average amount of items coming in daily that are being managed, primarily, by our shelving and dispatch department of 12 staff.

Loussac Youth Services Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

Provide library services, including reference services, programs, outreach, and computer assistance to children from birth to age 18 and their caregivers. Increase early literacy directly in children and early literacy awareness in the community. Partner as appropriate with other related agencies and nonprofits.

Direct Services

- Readers Advisory and Reference Assistance
- Computer Assistance
- Outreach visits and educational talks
- In library programs
- School library partnerships and caregiver educational programs and services

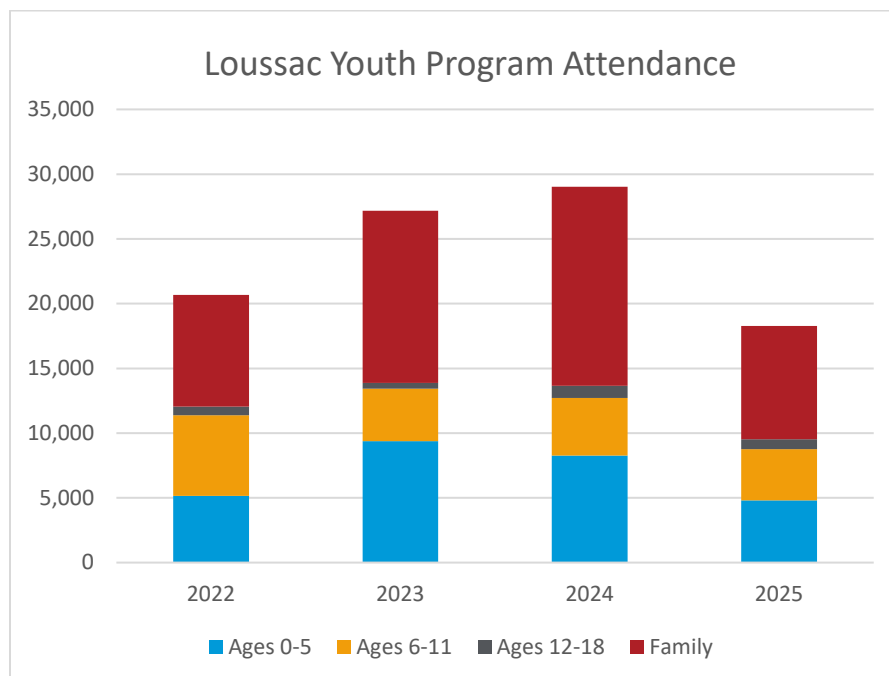
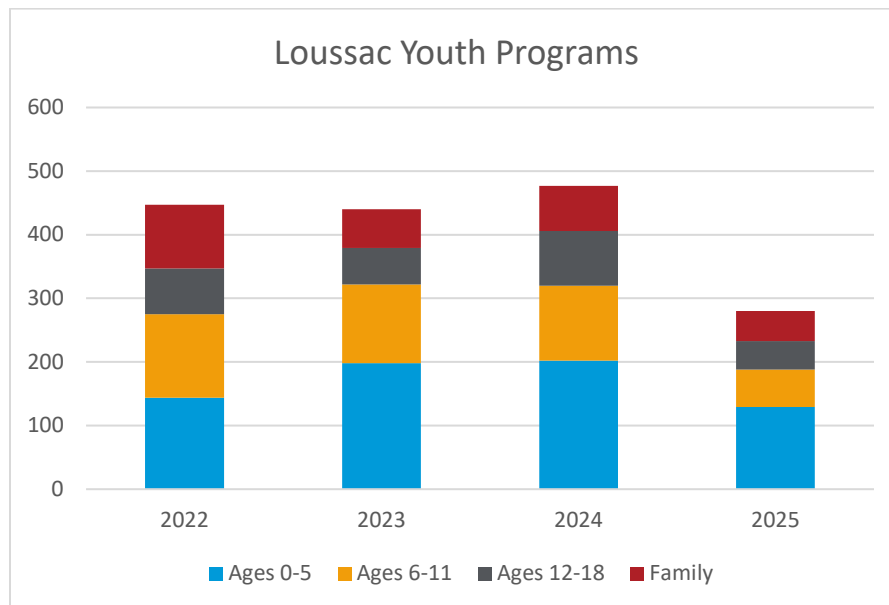
Accomplishment Goals

- 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
- Support literacy, social skill building, and creativity to elementary school age children and teens through programming

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #13: Youth programs and attendance at Loussac Library



Explanatory note:

Library storytimes and other programs for ages 0-5 are proven to increase early literacy and school readiness (T Campana K, Mills JE, Capps JL, Dresang ET, Carlyle A, Metoyer CA, Urban IB, Feldman EN, Brouwer M, Burnett K, Kotrla B. Early literacy in library storytimes: A Study of measures of effectiveness. *Library Quarterly*. 2016; 86; 4: 369-388. 10.1086/688028). Participation in library programs, especially summer reading (called Summer Discovery at APL) has been shown nationwide to provide benefits in math and reading skills and to build critical social and emotional skills. (<https://www.ireadprogram.org/resources/summer-reading-research>). The

Loussac Library's goal is to continue to increase programming for youth in order to improve literacy and support student success. The total number of programs offered in 2023 declined slightly from 2022 due to staffing shortages at the Loussac Library, but increased again in 2024 as staffing stabilized.

Performance Measure Methodology Sheet
Anchorage Public Library

Measure #1: Physical and digital circulation

Type

Effectiveness

Accomplishment Goal Supported

Access to a diverse collection of materials to promote literacy and life-long learning resources.

Definition

Physical circulation measures the number of items (books, media, etc.) which is checked out from the five library locations. Digital circulation measures how many eBooks, eAudiobooks and streaming items are downloaded. These numbers are combined to provide a total circulation amount which is the standard measurement used in public libraries.

Data Collection Method

The physical circulation is collected via a report sent from the Integrated Library Software (Sirsi) that has a breakdown of physical circulation per library. Digital vendors provide circulation statistics for their products (hoopla, Freegal, Overdrive)

Frequency

Monthly

Measured By

The Automation Coordinator reports all Branches' physical circulation. The Collection Management Services staff collects digital circulation from all vendors.

Reporting

This information is reported on the Library overall statistics spreadsheet on the G:Drive, categorized by year.

Used by

This information is used by all Supervisors to inform their workload, distribute resources accordingly, and to determine the success of marketing efforts. Leadership team uses the information to make budget decisions and the Collection Management Services department uses it to determine allocation of budget for collections.

Performance Measure Methodology Sheet
Anchorage Public Library

Performance Measure #2: Library visits

Type

Effectiveness

Accomplishment Goal Supported

Clean and well-maintained spaces for community, individual and group use

Definition

This measure reports the number of visits by members of the public to any of the 6 library services points including 5 full locations and one remote locker.

Data Collection Method

Library door counts provided by security gates and library locker user stats provided by Savannah.

Frequency

Collected daily.

Measured By

Branch managers and assigned Loussac Staff collect data and record it in the statistics spreadsheet on the G:Drive categorized by year.

Reporting

This information is included in the monthly statistics report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Public Services Coordinators in partnership with Facilities Use Coordinator and Library Leadership to determine staffing levels needed at in-person service points, to recommend changes in communication tactics, and address facilities needs including capital and operating projects.

Performance Measure Methodology Sheet
Anchorage Public Library

Performance Measure #3: Reference questions answered

Type

Effectiveness

Accomplishment Goal Supported

Expert reference and readers' advisory service

Definition

This measure reports the number of reference, readers' advisory, and computer assistance questions successfully answered at all five locations.

Data Collection Method

Daily tally sheet at each service point for in-person interactions, telephone calls, or emails.

Frequency

Collected daily.

Measured By

All staff interacting with the public.

Reporting

This information is included in monthly report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Adult Services Coordinator and Branch Staff in partnership with Library Leadership to determine staffing levels needed at in-person service points, to recommend changes in service delivery, and address training needs.

Performance Measure Methodology Sheet
Anchorage Public Library

Measure #4: Percentage of households with active library card
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Type

Effectiveness

Accomplishment Goal Supported

Enhance quality of life for Anchorage Residents through library services.

Definition

Market penetration gives an idea of how much of our potential market is actively using library services. Active library card use is defined as any card used within the last 12 months.

Data Collection Method

Data is collected through Savannah, a library data collection and reporting software. The library reports the average of each quarter through the year.

Frequency

Collected quarterly

Measured By

Market Penetration is found by dividing the number of active households in our service area from the total number of households in our service area.

Reporting

This information is included in the quarterly reporting to the Library Leadership team and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Communications Coordinator in partnership with Library Leadership to determine effectiveness of library communications, marketing, and promotional opportunities.

Performance Measure Methodology Sheet
Automation Division
Anchorage Public Library

Performance Measure #5: Computer and WiFi usage
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Type

Effectiveness

Accomplishment Goal Supported

Maintain high levels of access for the Anchorage Community to the internet for free.

Definition

This report measures quantity and length of sessions on our desktop computers available to cardholders and guests.

Data Collection Method

The computer sessions and length of sessions are both reports gathered third party software, PC reservations. This information is recorded internally on a library wide statistics sheet. Each library branch is responsible for pulling and reporting this data and the Automation Coordinator is the backup.

Frequency

Monthly

Measured By

Branch Libraries and the Automation Coordinator will pull the data and store it on an internal spreadsheet on the G:Drive.

Reporting

This information is reported on the Library's overall statistics spreadsheet that is used for various purposes.

Used by

This information is used by the Automation Coordinator to track usage and future needs of the community. We use this information in our PVR as well as with the Federal Communications Commission in our eRates process as well as some reports that are required by the state.

Performance Measure Methodology Sheet
Branch Libraries Division
Anchorage Public Library

Performance Measure #6: Branch library programs and attendance

Type

Effectiveness

Accomplishment Goal Supported

Engaging and educational library programs

Definition

The number of programs offered and attendance at the four neighborhood branch libraries: Muldoon, Chugiak-Eagle River, Gerrish, and Mountain View.

Data Collection Method

Physical count of attendees entered into library calendar software to be later exported.

Frequency

Collected at each program and entered into software weekly.

Measured By

Clicker counters.

Reporting

This information is included in the monthly Branch report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by Branch Managers, Adult Services Coordinator and Youth Services Coordinator in partnership with Library Leadership to determine programming topics and goals, measure community interest, and address training needs.

Performance Measure Methodology Sheet
Collection Management Services Division
Anchorage Public Library

Performance Measure #7: Wait time for print books
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Type

Effectiveness

Accomplishment Goal Supported

Timely and responsive access to a diverse collection of materials.

Definition

Wait time for print books is measured by the hold to copy ratio. The library has an internal goal of no more than 3 holds per title. Reducing the average number of holds per copy shortens the wait time and allows the public to receive desired books faster.

Data Collection Method

APL's Integrated Library System (ILS) will be programmed to produce a report showing which specific titles of print books in the library's catalog have more than 3 holds per copy in the previous two weeks. This allows us to direct available funds to purchase additional copies of those titles. Currently, the data is collected manually through biweekly reports.

Frequency

The report is run biweekly to ensure a timely response for purchasing additional copies.

Measured By

Data will be collected by Collection Management Services staff and stored in a spreadsheet. Information will be shared bi-weekly with the corresponding selection librarians responsible for purchasing additional copies.

Reporting

Collection Management Services Coordinator. Reported quarterly.

Used By

This is used by the Collection Management Services Coordinator and selection librarians to determine which titles need additional copies purchased in order to keep wait times short. It is also used by the Collection Management Services Coordinator, Budget Coordinator, and Library Director to evaluate whether the library's materials budget is being spent where it is most needed.

Performance Measure Methodology Sheet
Collection Management Services Division
Anchorage Public Library

Measure #8: Wait time for OverDrive / Libby
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Type

Effectiveness

Accomplishment Goal Supported

Timely and responsive access to a diverse collection of materials.

Definition

The goal is to limit wait time for OverDrive / Libby items to no more than 30 days. This measures the average wait time in days.

Data Collection Method

The data is collected through the OverDrive dashboard and stored in a shared G:Drive folder.

Frequency

Weekly

Measured By

The digital services librarian will collect the data.

Reporting

The digital services librarian and Collection Management Services Coordinator will report this information to leadership team and selectors as needed.

Used By

The digital services librarian responsible for all ordering on OverDrive to make selection decisions. The Collection Management Services Coordinator will use the information to evaluate the library collection as a whole. The Leadership Team and Budget Coordinator will use the information when setting budget priorities and to inform stakeholders how the collection is being used.

Performance Measure Methodology Sheet
Library Administration Division
Anchorage Public Library

Performance Measure #9: Number of incidents at all library locations

Type

Effectiveness

Accomplishment Goal Supported

Safe and welcoming spaces

Definition

Incidents are recorded into the PITS (Patron Incident Tracking System) software anytime staff or security address code of conduct violations with patrons. Severe violations result in trespassing individuals.

Data Collection Method

Facilities Manager pulls the data from PITS, library incident log and tracking system.

Frequency

Incidents are recorded as they happen.

Measured By

The Facilities Manager

Reporting

Information is reported to the leadership team, security, and stakeholders as needed.

Used by

The information is used by the Facilities Manager and Security to improve response times, building safety, and best practices for handling situations with code of conduct infractions. The information is also used by Library Leadership team to inform overall health and safety of the library as a welcoming space for individual use.

Performance Measure Methodology Sheet
Library Administration Division
Anchorage Public Library

Performance Measure #10: Facility Room Rental
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Type

Effectiveness

Accomplishment Goal Supported

Clean and well-maintained spaces for community, individual and group use.

Definition

Total revenue collected from Room Rentals at Loussac and Mountain View locations.

Data Collection Method

All transactions are entered into SAP as revenue in the Admin Cost Center – 101000 – 535500-408420. All room reservations are made through a third party which provides statistics on all usage. Private and Non-Profits are charged for room use while library programs and MOA departments use the rooms free of charge.

Frequency

Quarterly or as needed.

Measured By

Budget Coordinator gathers the amount collected by room rentals and number reservations and purpose tracked through third party reservation software.

Reporting

This information is reported to Library Leadership team annually. Revenue is provided to OMB as part of annual budget process.

Used by

This information is used by Library Leadership Team to evaluate if the library space is being utilized by outside groups and individuals and to determine if changes need to be made either through repair and maintenance, room rates, or marketing. As the primary revenue source for the library, this information is used as part of our budget process.

Performance Measure Methodology Sheet
Loussac Adult Services Division
Anchorage Public Library

Performance Measure #11: Adult Programs and Attendance at Loussac
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Type

Effectiveness

Accomplishment Goal Supported

Engaging and educational library programs

Definition

The number of programs offered at the Loussac Library and attendance.

Data Collection Method

Physical count of attendees entered into library calendar software to be later exported.

Frequency

Collected at each program and entered into software weekly.

Measured By

Clicker counters.

Reporting

This information is included in the monthly Adult Services report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Adult Services Coordinator in partnership with Library Leadership to determine programming topics and goals, measure community interest, and address training needs.

Performance Measure Methodology Sheet
Loussac Circulation Division
Anchorage Public Library

Performance Measure #12: : Average Daily Items Handled by Loussac Circulation
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Type

Efficiency

Accomplishment Goal Supported

Timely and responsive access to a diverse collection of materials in order to promote literacy and life-long learning resources.

Definition

Average number of materials processed through the Automated Materials Handling System (AMH).

Data Collection Method

A report is run on the Automated Handling System

Frequency

Collected monthly

Measured By

AMH

Reporting

This information is included in the monthly Circulation report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Circulation Supervisor in partnership with Library Leadership to determine efficiency, and staffing needs.

Performance Measure Methodology Sheet
Youth Services Division
Anchorage Public Library

Measure #13: Youth programs and attendance at Loussac Library
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Type

Effectiveness

Accomplishment Goal Supported

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.

Support literacy, social skill building, and creativity to elementary school age children and teens through programming.

Definition

Youth Programs serve ages 0-18 with specific programs targeted for ages 05, 6-11, and 12-18.

Data Collection Method

Physical count of attendees entered into library calendar software to be later exported.

Frequency

Collected at each program and entered into software weekly.

Measured By

Clicker counters.

Reporting

This information is included in the monthly Youth Services report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Youth Services Coordinator in partnership with Library Leadership to determine programming priorities, staffing levels needed, community interest, and staff training.

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.

