
ANCHORAGE PUBLIC LIBRARY

Anchorage: Performance. Value. Results.

Mission

Anchorage Public Library provides resources to enrich the lives and empower the future of our diverse community, while preserving the past for generations to come.

Library Core Services:

Excelling As a Community Learning Center

- Education: Self-directed and classes
- Information: Materials, research and instruction
- Technology: Computing access and services
- Exploration: Programs, reading, viewing, listening

Major Use Indicators and Performance Measures

1. Facility Use
 - Increase Loussac visits between July and December by 20%
2. Resource Use
 - Increase Virtual visits; increase computer use by 5%
3. Program attendance and Materials Circulation
 - Increase circulation by 2% and program attendance by 2%
4. Increase Youth Library Cards by 5%

Mayor's Mission for APL – 1st Quarter progress:

- Increase opportunities for our children's success when they enter school by teaching the foundations of reading, social skills and, creative skills through early learning educational activities.
 - Libraries encourage summer reading for children to maintain their reading level. This year, we have expanded the program into a Summer Discovery Program, where the entire family can participate together. By including activities other than reading, we appeal to a wider variety of reading levels and reading styles, including reluctant readers, as well as encouraging families to have fun and be active and stay connected.
 - We have increased Title I family participation at Countdown to Kindergarten. According to a survey, 96% of participating families report they have more ideas for home learning and 100% report that attending program was worthwhile.
 - New programs include sensory learning for children with autism; NASA STEM Learning grant and a grant to enhance programs for Spanish speaking families.
- 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.
 - We were rewarded a grant through the AK Mental Health Trust to determine who uses the Library. We received over 4000 online responses and had in-person interviews with approximately 750 customers. We found that people who are homeless heavily use: computers to search for jobs; reading; connection to others through internet; utilizing the library as a refuge to help cope with life's

daily challenges. Data from this survey will help us to apply for grants from AK Mental Health Trust and native corporations.

FACILITY USE:

GOAL: We are amending our original strategic planning goal to solely reflect increasing patron visits by 20% between July and December

- The Loussac construction has had a dramatic impact on usage. Loussac is APL's busiest library, and the construction continues to impact all aspect of service. Programs are poorly attended due to patron fatigue with construction.

RESOURCE USE:

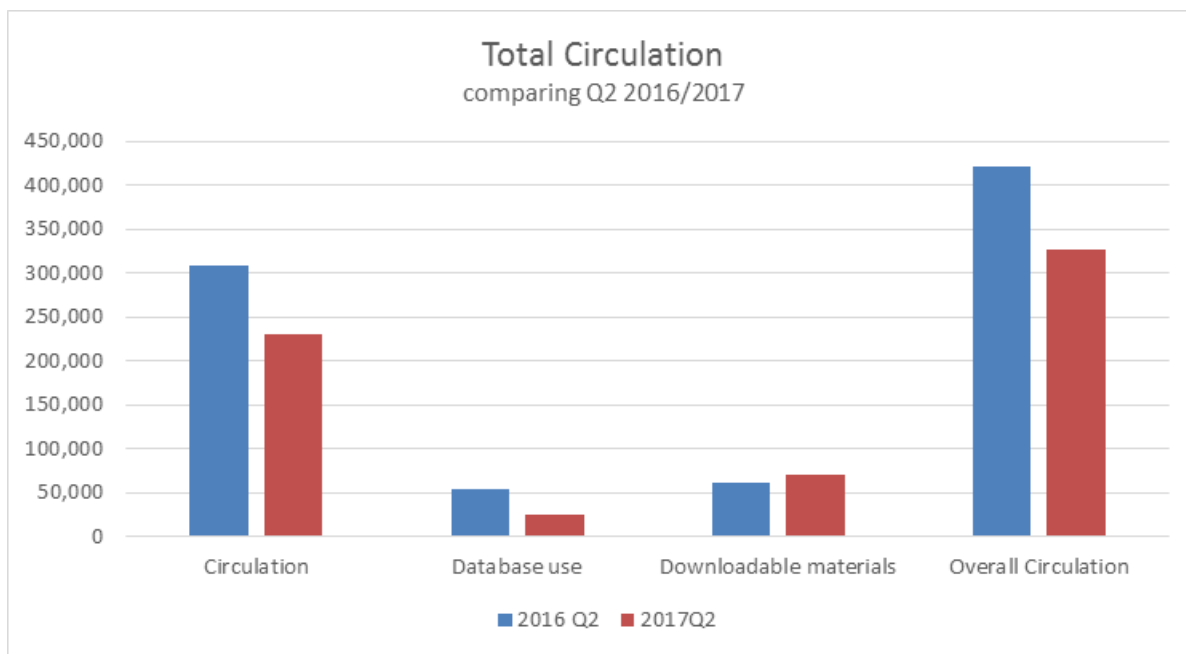
GOAL: Increase use of virtual products by 2% and computer use by 5%

- We have increased broadband in all locations and added more Wi-Fi access points at Loussac. We are now collecting Wi-Fi usage, which is reflected below as a new figure.
- Total Unique Wi-Fi users: 16,461

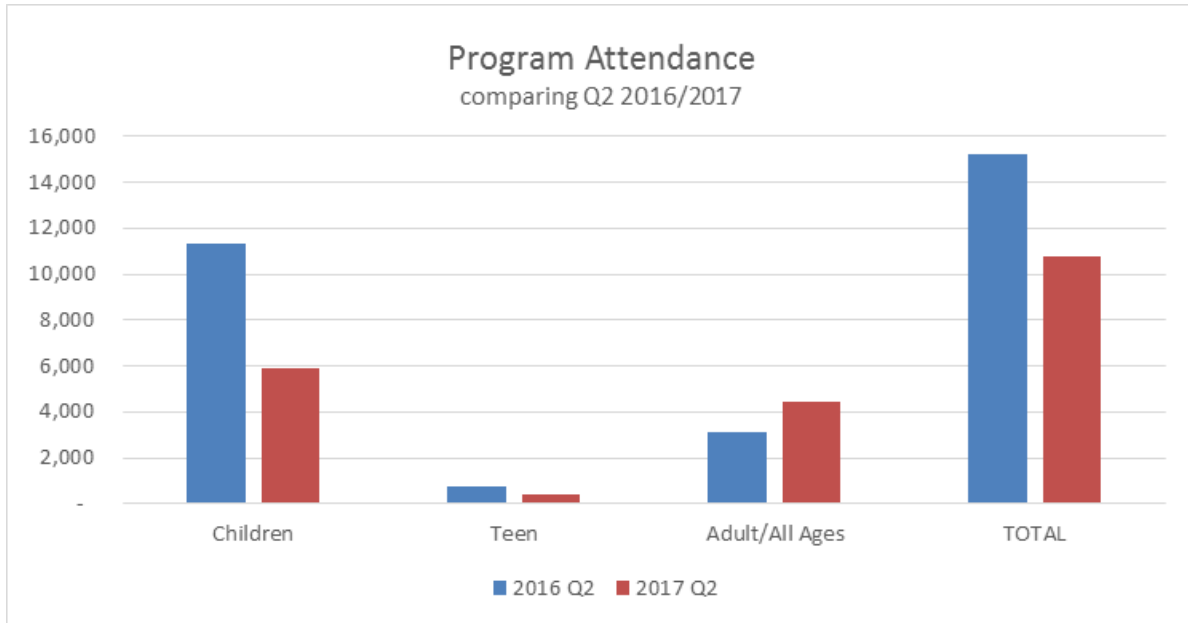
PROGRAM ATTENDANCE AND CIRCULATION:

GOAL: Increase circulation by 2% and maintain program attendance 2016 levels

- While we have a 22% drop in total circulation numbers for this quarter over the 2nd Q 2016, the checkouts of downloadable and streaming items has increased by 18%. Downloadable audiobooks have seen an especially large circulation increase through the Hoopla Digital service.



- Program attendance continues to be down due to the construction at Loussac, however the adult and family participation in the Summer Discovery program has been very strong with a noticeable (30%) increase in adults participating in the summer reading challenge. The Youth Services has taken this opportunity to hold many very well attended events at the Spenard Recreation Center, allowing them to bring children's and family programming to additional areas of Anchorage.



Overall Accomplishments

- Staff are continuing to research potential partners and locations for a future downtown library. These have been wonderful conversations that have helped to form new partnerships that will benefit the community beyond a new branch.

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.

