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

Mayor's Mission for APL – 3rd 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.
 - Our Summer Discovery programs very well received and we noticed an increase in Adult participants as well as Adult Finishers. Although, the Loussac closure impacted program attendance and signup statistics. In spite of that, we still broke records on signups and finishers and improved the percentage of finishers.
 - Our Early Literacy Librarian presented a training at Thread for early childhood professionals. After the training, 87.5% stated that their knowledge of early literacy improved, 75% stated that their appreciation of early literacy improved, and 75% rated quality as "very high" or "high".
 - While we had fewer programs during the Loussac closure, our Teen and Youth Services librarians have worked to add additional programs after the start of the school year. We saw a 24% increase in program attendance in September over the same month last year.
 - As part of the second year of the ASD/APL partnership, over 40,000 students signed up electronically for library cards, an 18% increase over the previous year.
- 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 have started the second year of our partnership with UAA to bring in social work interns. We are now utilizing the social work interns at Loussac and at Mountain View. With the increase of homeless individuals and families visiting the library, as well as at risk youth, we found that staff were often asked for

assistance in areas that were beyond the scope of their training. This partnership brings much needed help to individuals in a trusted accessible location and fits with the library's mission to empower individuals to improve their lives.

- We have been heavily involved with the Mayor initiative “Welcoming Anchorage” and have hosted three events

FACILITY USE: GOAL: We are amending our original strategic planning goal to solely reflect increasing patron visits by 20% from July to December.

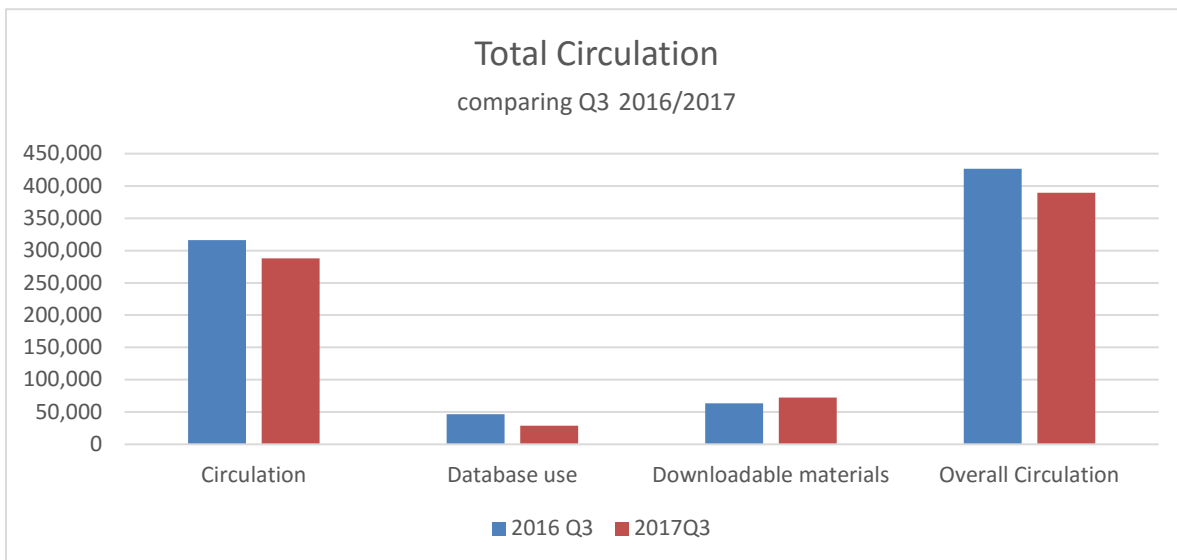
- The Loussac location was closed for part of July and our facility visits and circulations numbers reflect this. We did see an increase in visits between Q2 and Q3 by 27% and expect to see a similar increase in Q4.
- We anticipated that the Loussac renovation would be completed in the first quarter of 2018. Six months later we still do not have the new stairs nor an elevator.

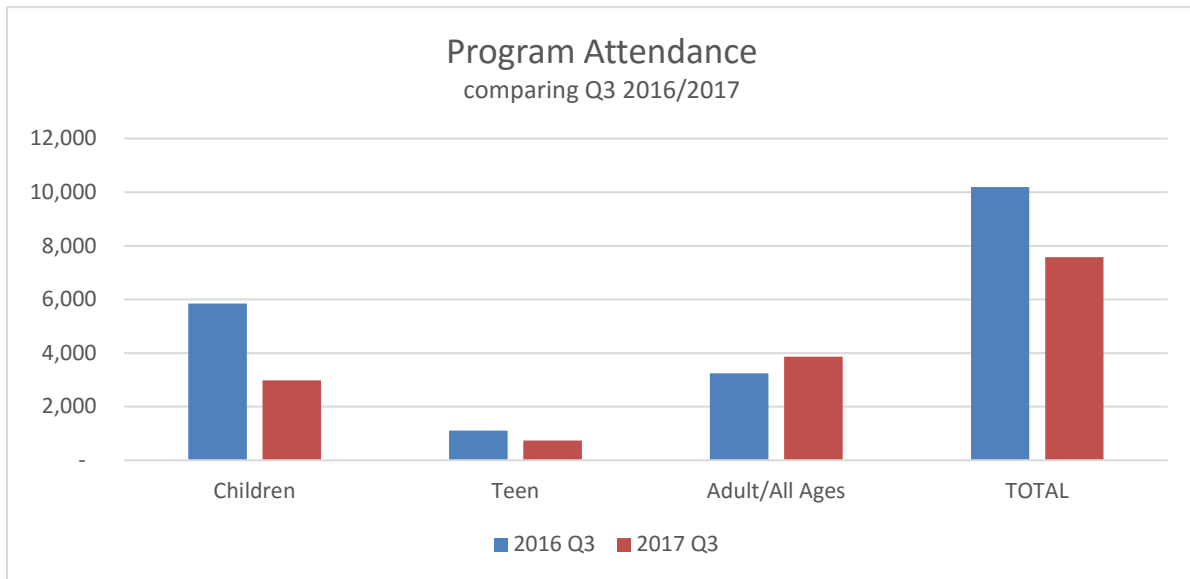
RESOURCE USE: GOAL: Increase use of virtual products by 2% and computer use by 5%

- It is noteworthy that, while our physical locations may have seen a decrease in attendance due to construction and confusion about closures, our virtual visits showed a true increase. Our website during Q3 2017 were 193,446, an increase of 35% over Q3 2016.

PROGRAM ATTENDANCE AND CIRCULATION: GOAL: Increase circulation by 2% and maintain program attendance at 2016 levels

- We saw an increase in our downloaded items or virtual circulation. We had 72,497 items downloaded from our virtual collections in Q3 2017, a 12% increase over Q3 2016.
- Program attendance continues to be down due to the construction at Loussac and we had fewer programs during the Loussac closure. However, in September we saw a 24% increase in program attendance over the same month last year. We also continue to see an increase in adult program attendance. This can be attributed in part to the new emphasis on whole family participation in Summer Discovery program as well as the growing popularity of our Job Lab and other career oriented programs.





Overall Accomplishments

- The BIGGEST: staff reopened the library, and as part of that process:
 - Moved shipping/receiving twice
 - Move the entire process of checking in materials twice
 - Worked with a vendor to set up automate handling
 - Initiated two LEAN Sigma Six projects, with the end goal of improving the workflow so that materials would more efficiently get to our customers faster. We had two teams: one in Patron Services and one in Technical Services.

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.

