
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%

This goal was met and now that the Loussac renovation is almost complete, overall attendance is up substantially for the last two quarters of the year.

Resource Use

- Increase Virtual visits; increase computer use by 5%

Virtual visits through our website increased due to a new website. We added stronger WIFI in July and are now fully able to receive full device counts of WIFI usage. It shows that our technology is heavily used by the public.

2. Program attendance and Materials Circulation

- Increase circulation by 2% and program attendance by 2%

The Loussac renovation has had a big impact on all aspects of library service. We continue to hear anecdotally that people avoided us during the construction and many have not come back. The impact of this is illustrated by program attendance and material use.

3. Increase Youth Library Cards by 5%

Through the partnership with ASD, we had another 16,000 youth cards this year. This was a goal also met in 2017.

PROGRESS REPORT 2017

Make the library easier and more efficient to use:

- Created a new website that better fits the needs of library customers.
- Implemented online payment of fines.
- Completed the Loussac Renovation (well, almost), including update of Marston Theater equipment, moved two departments: Patron and Technical Services.
- Implemented Automated Handling.

Staff and Advocates

- Reviewed public services position descriptions to align them with a greater flexibility to work multiple desks.
- Conducted a community Charette to determine next steps for further Loussac renovation.
- Introduced LEAN Sigma Six concepts to supervisors, which analyzes workflows that examines wasted steps, with the purpose of inevitably providing better service to customers.

Programs, Services and Equipment

- Continued improvement of WIFI in almost all location.
- Added self-service check out of iPads for the public.
- Transitioned Summer Reading Programs to Summer Discovery for all ages, incorporating greater learning opportunities for all ages. More adults participated than ever before.
- Developed a workforce readiness program at Loussac, The Job Shop, as well as stronger partnerships in Eagle River and Muldoon.
- Moved the Innovation Lab to the 3rd floor and created a new space for workforce readiness and computer lab.
- Story times expanded, focusing on non-English and children with autism.
- Completed a survey from the Alaska Mental Health Trust in order to learn if their beneficiaries used the library.
- Over 40,000 ASD students now have public library cards

Library Board

- Approved new policies for Code of Conduct and Internet Use.

Library Foundation

- Conducted a community Charrette, in order to determine feasibility of a future renovation to finish a Loussac upgrade
- Conducted over 30 community meetings to determine what the community's vision would be for a downtown library

Library Friends of the Library

- Provided the library with \$86,000 that was used to pay for ALL Library programs

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.

