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# Anchorage Public Library

*Anchorage: Performance. Value. Results*

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## 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, both virtually and in person at the library
- Information: Materials, research and instruction
- Technology: Computing access and services
- Exploration: Programs, reading, viewing, listening
- Meeting Place: Convening to bring the community together

## Major Use Indicators and Performance Measures

1. Circulation of Materials, including downloadable items
  - Total materials circulation increased 27% over 2<sup>nd</sup> quarter 2017.
2. Library Visits
  - Library visits increased 36% across all locations over 2<sup>nd</sup> quarter 2017.
3. Program Attendance
  - Program attendance during the 2<sup>nd</sup> quarter in 2018 doubled the 2017 numbers, with record breaking attendance at popular events such as Reading Rendezvous.
4. Computer use, including WIFI use of Library technology
  - Computer and Wi-Fi usage in all locations increased by 31% over 2<sup>nd</sup> quarter 2017
5. Virtual Library visits through website.
  - The new library website received an average of 300,000 visits per month in 2<sup>nd</sup> quarter 2018.
6. Periodic programmatic performance outcomes for specific programs and services:

### **JOB SHOP**

The Anchorage Public Library Job Shop is a grant funded program that has provided weekly job-seeker services at multiple library locations throughout Anchorage since spring of 2016. Last year the Job Shop expanded to include offsite services at community partner organizations including AWAIC and Bean's Café. Services include resume assistance, job and apprenticeship search assistance and interview coaching. In partnership with the Dept. of Labor, the Job Shop also provides skills assessment, career counseling and co-hosts hyperlocal job fairs.

### **Outcomes**

- Over 90% of users surveyed immediately after the program reported feeling more confident in their job search process and that they acquired useful and practical knowledge and skills.
- During the second quarter of this year, the Job Shop provided individualized, one on one assistance to 175 program participants.
- About 40% of survey respondents agreed to a follow up interview a few weeks after their initial experience with the Job Shop. All of these respondents reported continuing to use their new knowledge and skills in job searches. Most reported using additional library resources for their job

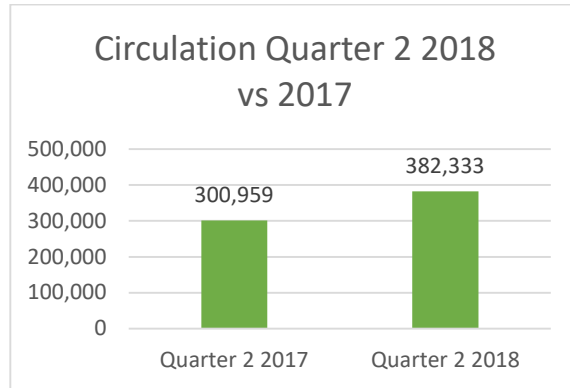
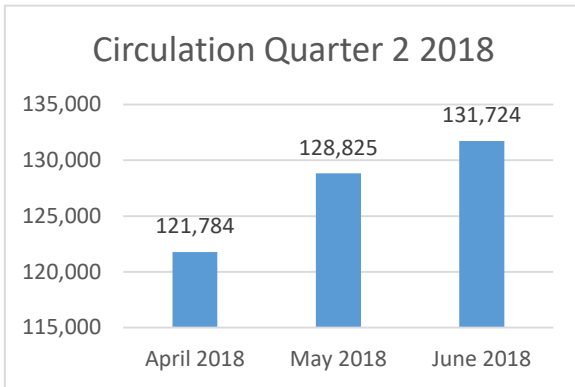
searches and over half reported applying for jobs they would not have considered before participating in the program.

- Finally, over 50% of the follow-up survey respondents reported receiving an interview or a job offer in their preferred profession or industry.

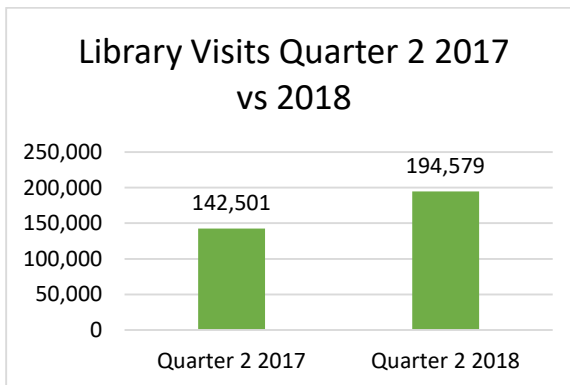
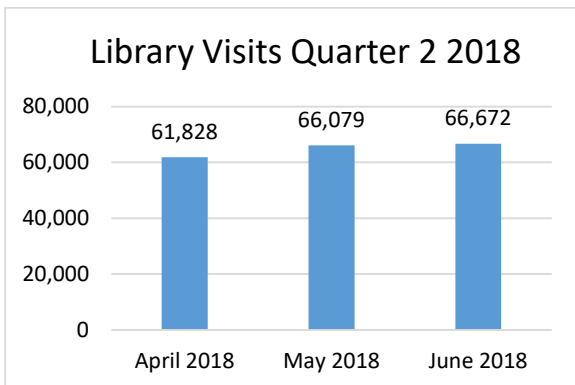
**Department Goals that Contribute to Achieving the Mayor’s Mission:**

- Aid the public who are homeless to find resources that will help to improve their lives
- Make city government more efficient, accessible, transparent and responsive
- Build a city that attracts and retains a talented workforce, is hospitable to entrepreneurs, small business and established companies and provides a strong environment for economic growth

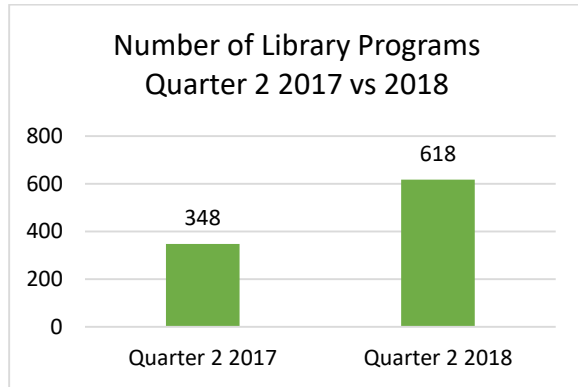
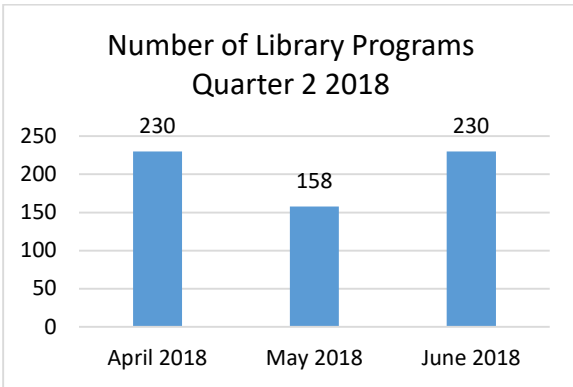
**Measure #1: Circulation of library materials.**



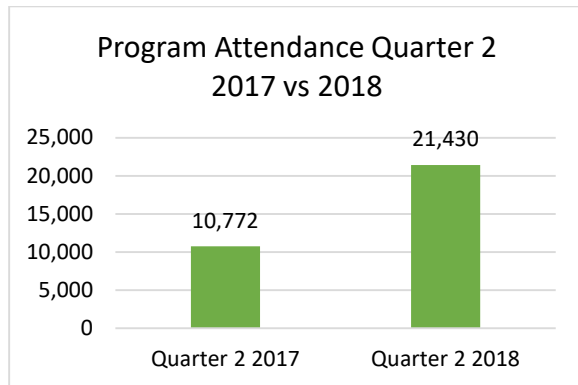
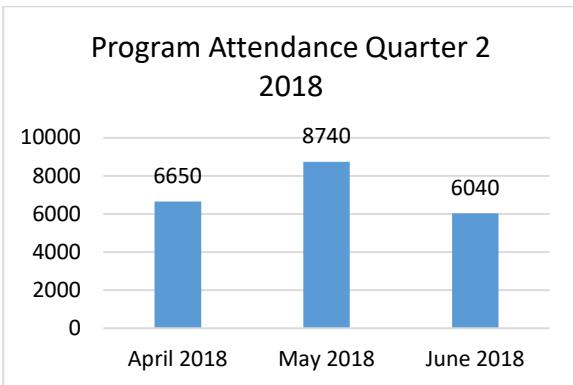
**Measure #2: Number of visits to the library.**



**Measure #3: Number of library programs.**

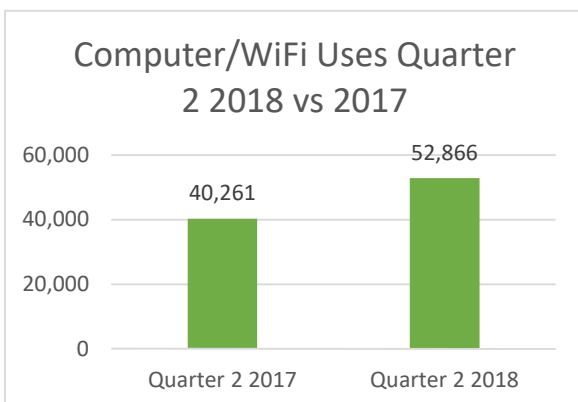
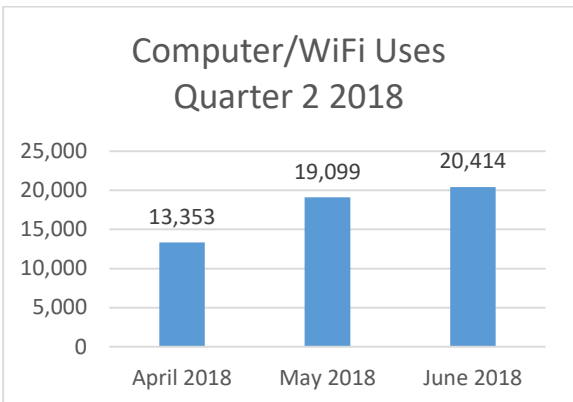


**Measure #4: Library program attendance.**



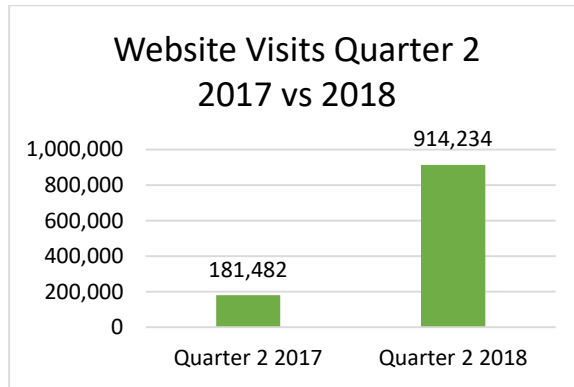
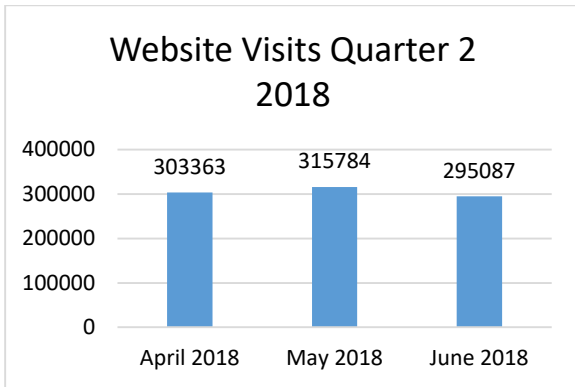
**Measure #5: Public computer/WiFi use in library.**

\*Loussac's Wi-Fi data not collected in April due to tech issues.



**Measure #6: Website visits (anchoragelibrary.org).**

\*New website launched December 2017. The new website is hosted on a new platform and the data is collected differently.

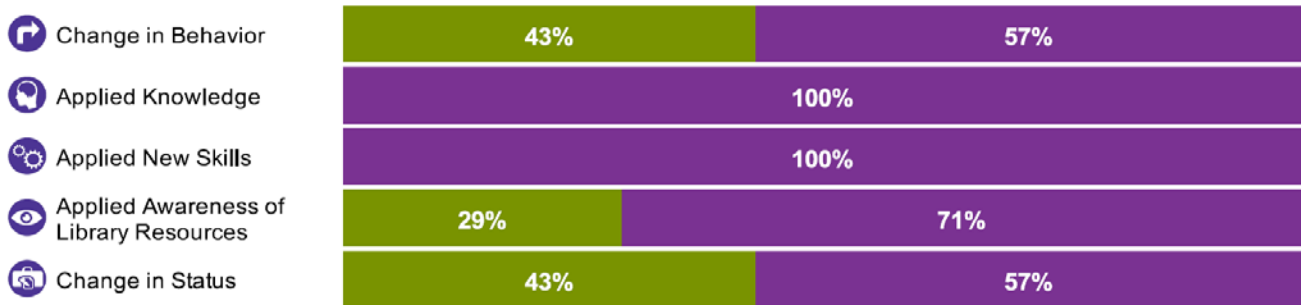


**Measure #7: Job Shop follow-up survey data, quarter 2 2018.**

\*Patrons reported that, as a result of participating in this program:

- 100%** did a job search
- 100%** used what they learned to search for a job in a new or different way
- 71%** used additional library resources
- 57%** applied for a job they likely would not have applied for before
- 57%** received an interview or offer for a new job in the area they wanted

The full results of the survey(s) are shown below.



SCORING: No Yes

**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.

