
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, 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

- Circulation of Materials, including downloadable items
 - Total materials circulation increased 27% over 3rd quarter 2017 and **12% increase year to date.**
- Library Visits
 - Library visits increased 36% across all locations over 3rd quarter 2017 and **22% increase year to date.**
- Program Attendance
 - Program attendance increased 82% over 3rd quarter of 2017 numbers, and **increased 76% year to date.** We had record breaking numbers attending children's programs.
- Computer use, including WIFI use of Library technology
 - Computer and Wi-Fi usage in all locations increased by 8% over 3rd quarter 2017 and **increased 46% year to date**
- Virtual Library visits through website.
 - The new library website received an average of 300,000 visits per month in 3rd quarter 2018.
- Periodic programmatic performance outcomes for specific programs and services, with this quarter focusing on our summer learning activities:

SUMMER DISCOVERY LEARNING PROGRAM FOR

The Anchorage Public Library Summer Discovery provides programs for the family to encourage summer learning and reading. The purpose of this program is to encourage reading for the family, and especially the student, so that they continue to grow in reading abilities over the summer.

Outcomes

- 65% of caregivers said their family read more because of summer discovery

- 80% of caregivers said their child was a stronger reader because of summer discovery

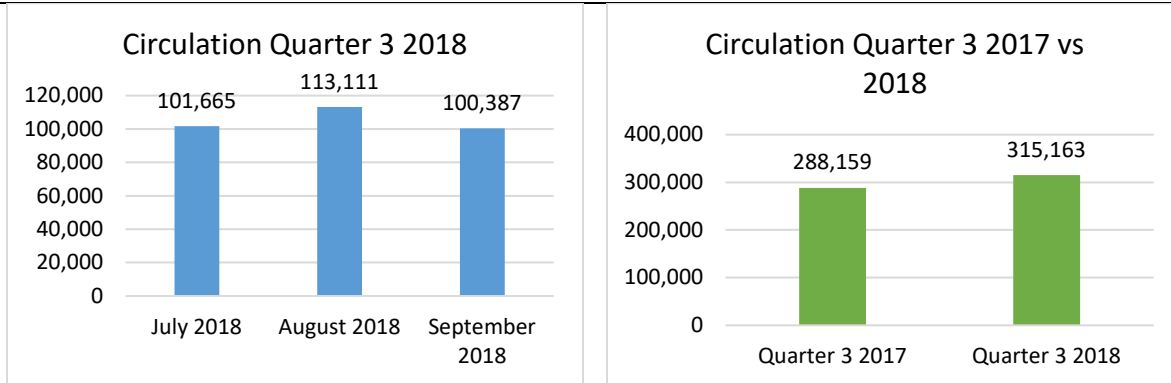
Families with children under 5 did these early literacy practices that research shows is VITAL to developing reading readiness:

- 100% of families read
- 61% of families sang
- 74% of families played together
- 66% of families talked together in an intentional way
- 39% of families wrote (did writing practice) with their child under 5

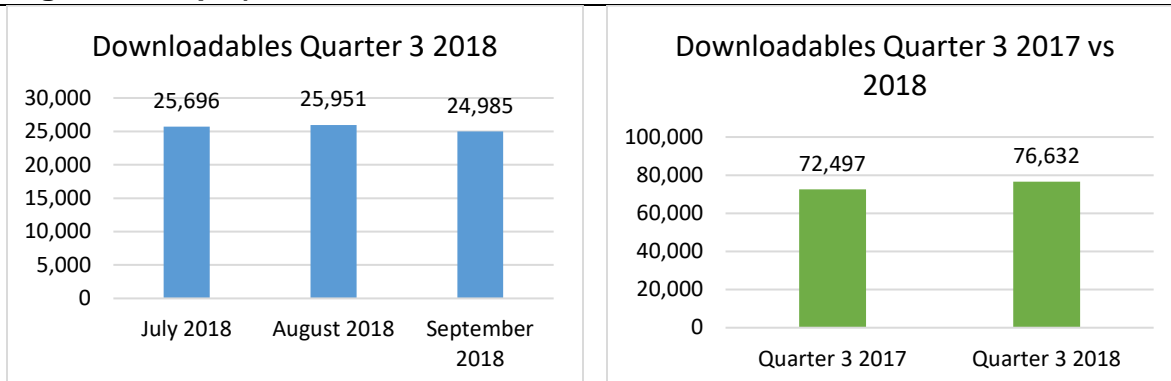
Department Goals that Contribute to Achieving the Mayor’s Mission:

- 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

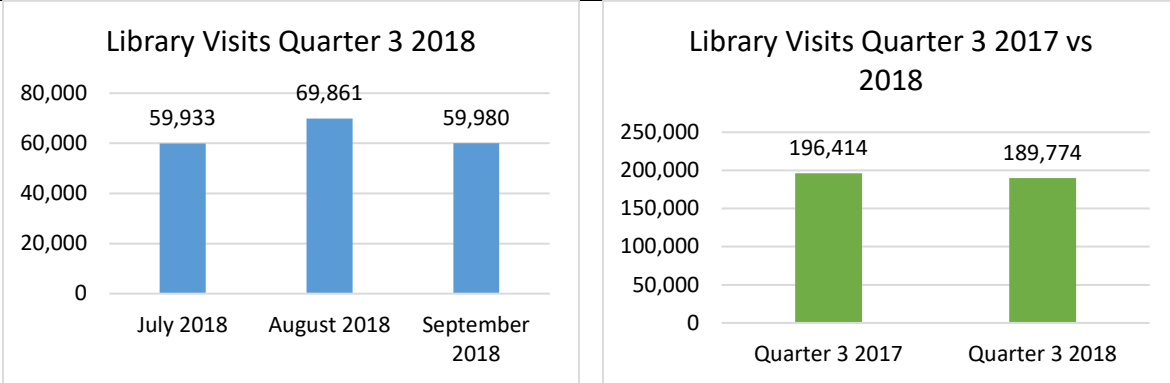
Measure #1: Circulation of library materials.



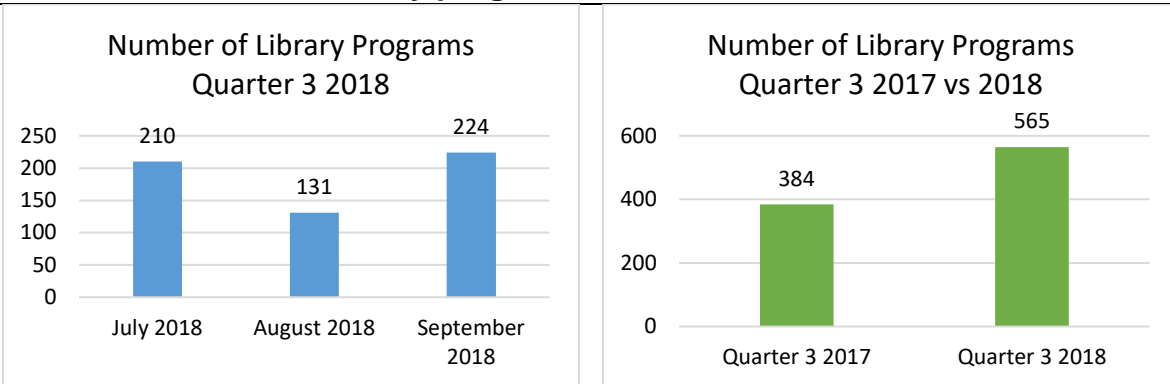
Measure #2: Number of items downloaded from library (Alaska Digital Library, Freegal, & Hoopla)



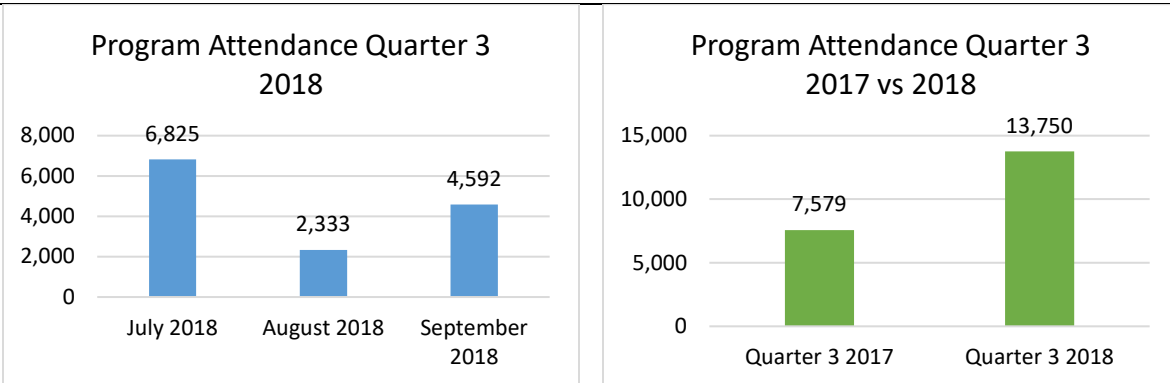
Measure #3: Number of visits to the library.



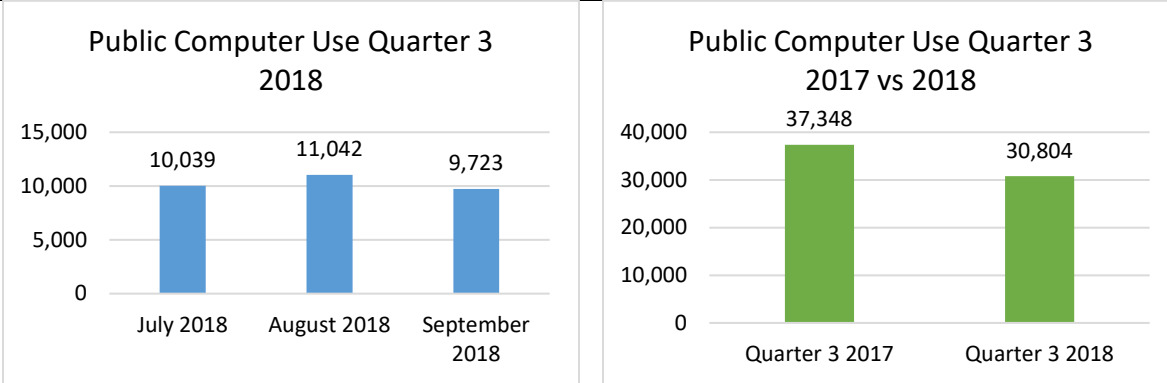
Measure #4: Number of library programs.



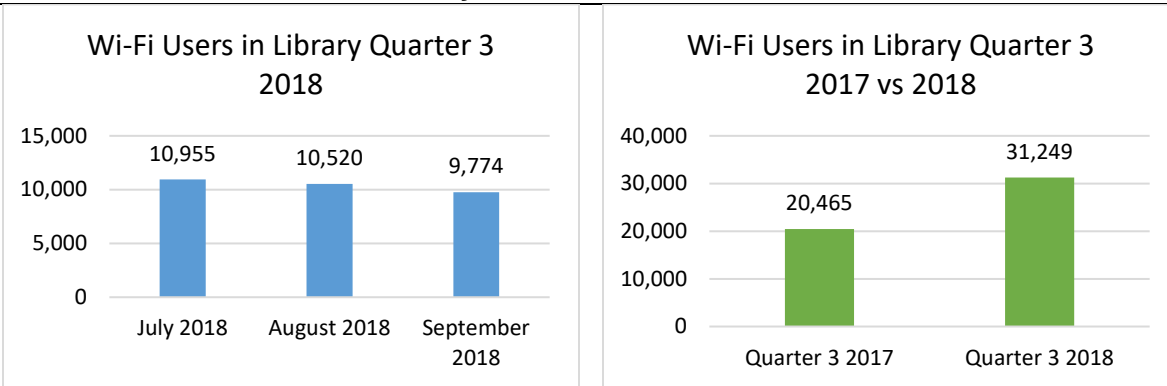
Measure #5: Library program attendance.



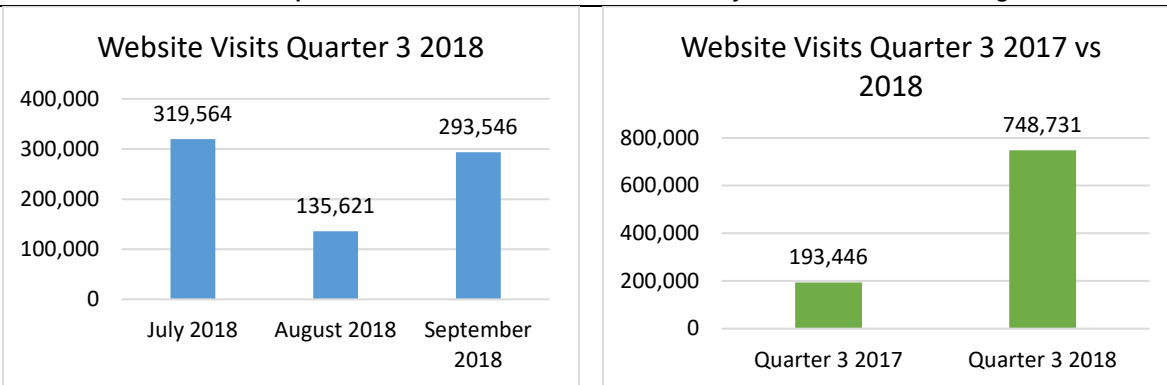
Measure #6: Public computer use in library.



Measure #7: Wi-Fi users in library.



Measure #8: Website visits (anchoragelibrary.org). *new website launched December 2017. The new website is hosted on a new platform and the data is collected differently. **technical issues in August



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.

