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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

- Circulation of Materials, including downloadable items
  - Total materials circulation decreased 4.7% for 4th quarter 2018 compared to 2017 (closure during earthquake) and **increased by 6% over 2017.**
- Library Visits
  - Library visits decreased 46% for 4th quarter 2018 compared to 2017 and **increased by 3% over 2017.**
- Program Attendance
  - Program attendance increased 19% for 4th quarter 2018 compared to 2017, and **increased 61% year to date!** We had record breaking attendance at children's programs.
- Computer use, including WIFI use of Library technology
  - Computer and Wi-Fi usage in all locations increased by 4% for 4th quarter 2018. When considering all technology use, **2018 usage increased by 13%.**
- Virtual Library visits through website.
  - The new library website increase usage by over 300% over 2018. This website is easier to use and perhaps uses different metrics to capture usage.
- Periodic programmatic performance outcomes for specific programs and services, with this quarter focusing on the activities of the **Community Resource Coordinator:**

**Activities:** Grant funded, provides outreach, one-on-one consultation, information referral to vulnerable library patrons looking to apply for community resources.

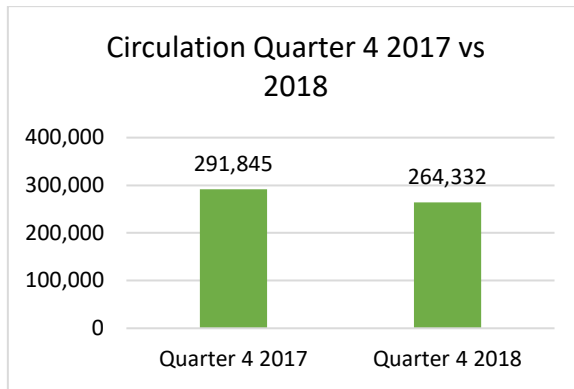
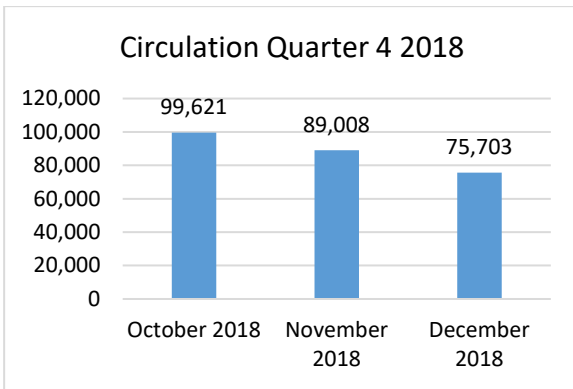
### Outcomes

- i. 60+ one-on-one meetings with patrons experiencing homelessness, mental illness and other vulnerabilities
- ii. Mental Health: Seven referrals to mental health services, presenting issues ranging from severe mental illness to PTSD, anxiety and stress management
- iii. Seniors: 20 referrals to the Health Department's Aging and Disability Resource Center, four completed Senior Benefits applications
- iv. Food: Nine SNAP applications
- v. Substance use: Two individuals referred to CITC Recovery Services
- vi. Other: Three heating applications, six resumes and nine job applications

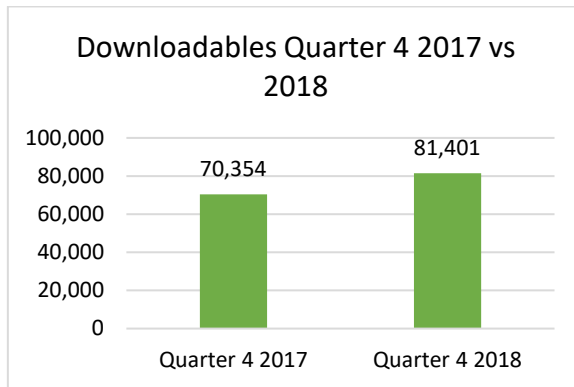
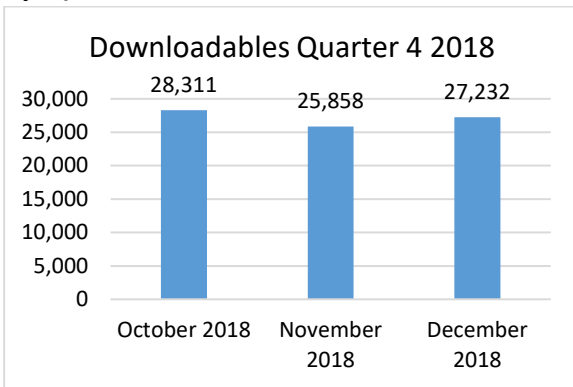
Narrative:

- “I’m so glad you’re here, thank you, I feel so much better.” Woman, age approx. 60, didn’t understand a letter from AK Public Assistance asking her to pay back SNAP benefits awarded her in error (CRC showed her how to challenge the claim, and also the way she can pay back the benefits incrementally)
- “I hate these applications. I hate paperwork. I never do this because I’m slow at reading. Thank you for your help.” Male, age 36, patron regular, living in camps for six years, no income, no public assistance. Now service engaged with CITC.

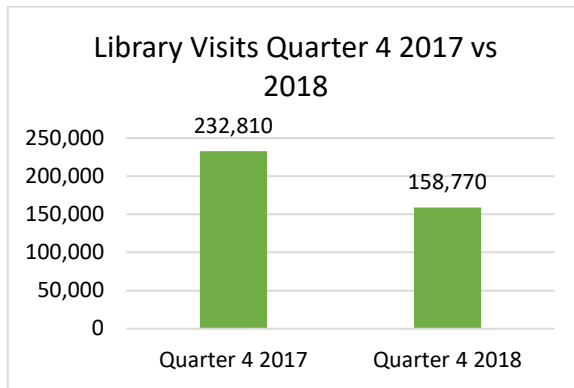
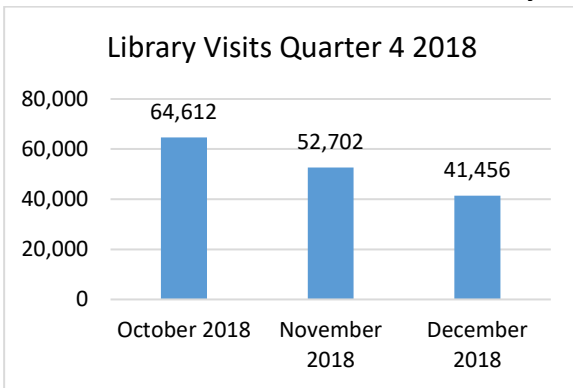
**Measure #1: Circulation of library materials.**



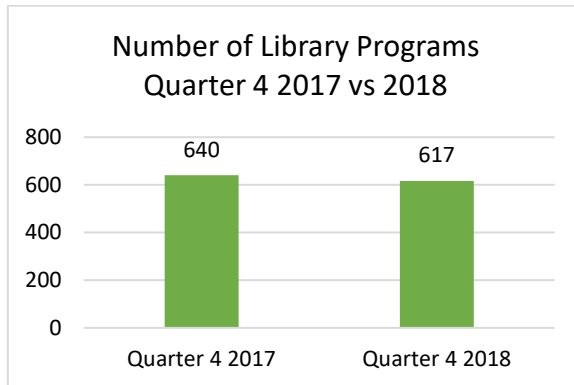
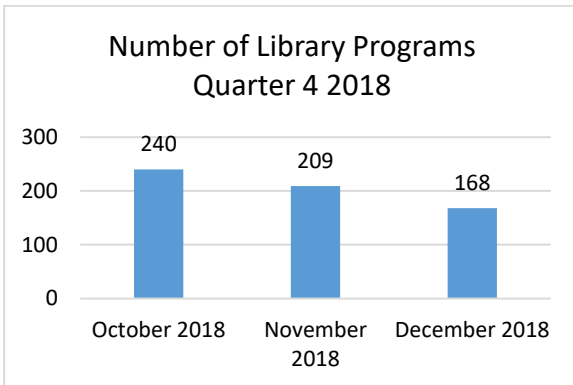
**Measure #2: Number of items downloaded from library (Alaska Digital Library, Freegal, & Hoopla)**



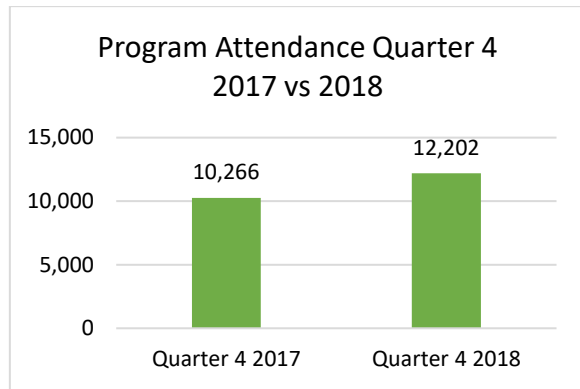
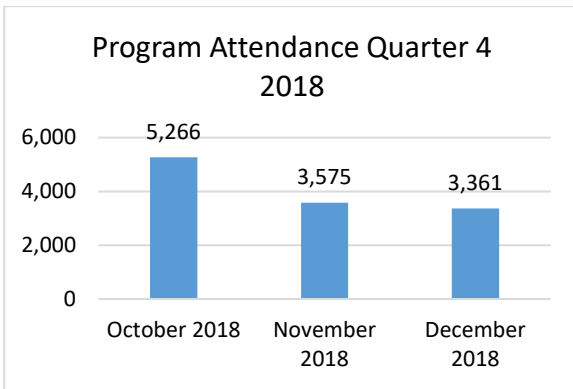
**Measure #3: Number of visits to the library. \*\*footfall not available for CE in December**



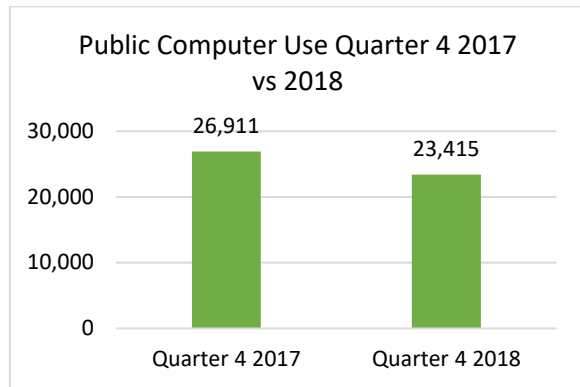
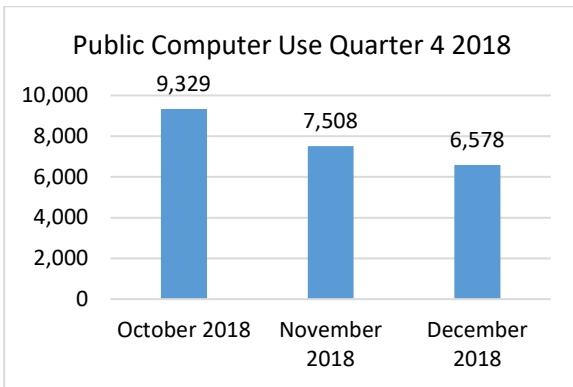
**Measure #4: Number of library programs.**



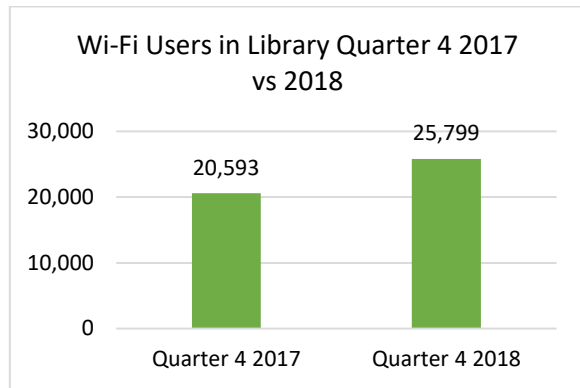
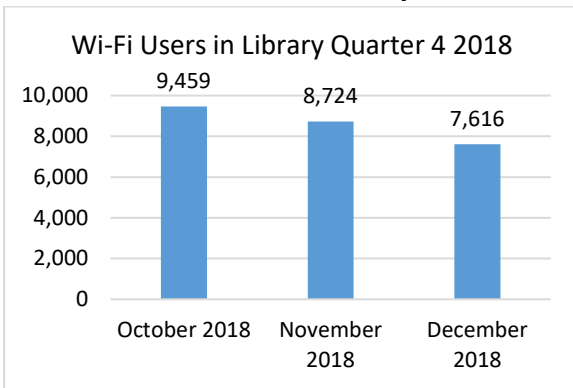
**Measure #5: Library program attendance.**



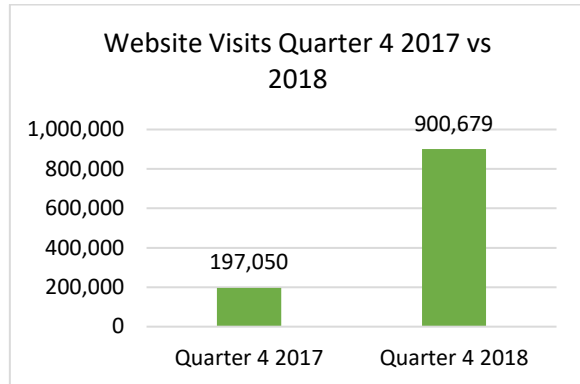
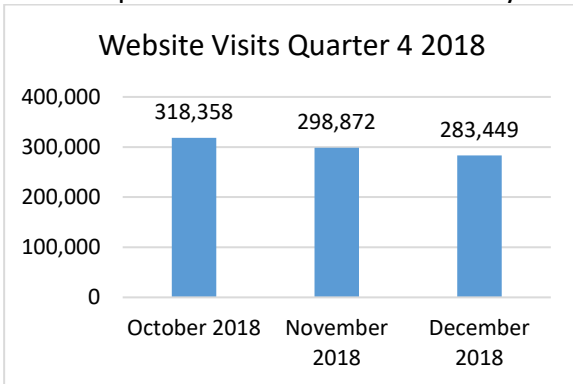
**Measure #6: Public computer use in library.**



**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.



**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.

