
Anchorage Public Library

Anchorage: Performance. Value. Results

New Strategic Plan 2019-2021

The Library Staff has devoted much of their energy during the first half of the year on starting the work on our new Strategic Plan by developing a stronger infrastructure.

New Mission

Connecting people to education, information and community

Core Services:

- Access to a diverse collection of materials in various formats
- Knowledgeable and approachable staff
- Functional technology and connectivity
- Expert information and reference assistance
- Communal spaces for individual and group use
- Targeted programming that meets the needs of our community

Community Priorities and Desired Outcomes

- **Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.
- **A Bridge to Information and Resources:** Anchorage is an engaged and well-informed community; the Library seeks to be the trusted institution that connects people to non-biased information, experts and materials, and adapts with the changing needs of our community.
- **Building Community:** The Library brings Anchorage residents together to build a more inclusive and accepting community.

Major Use Indicators and Performance Measures

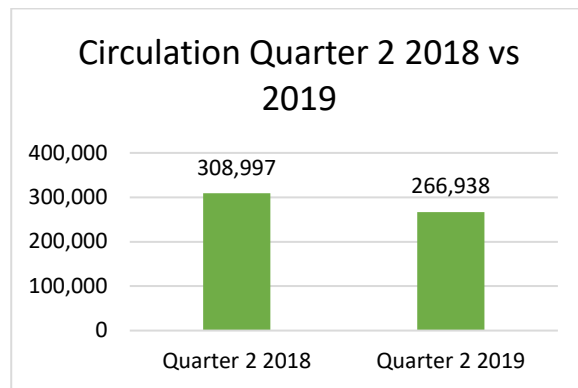
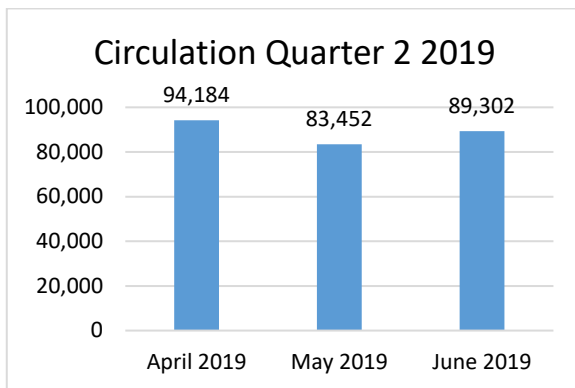
- Circulation of Materials, including downloadable items
 - Circulation of physical and virtual materials dropped between 2018 and 2019 by 4.6% in the first half of the year. We attribute some of this drop due to the long closure of the Chugiak Eagle River Branch Library.
- Library Visits
 - Library visits decreased by 7% for 2019 compared to 2018 for the first half of the year.
- Program Attendance
 - While we had roughly the same number of programs in the first half of the year, attendance increased 8% in 2019 compared to 2018
- Computer use, including WIFI use of Library technology
 - The first quarter trend of computer usage decreasing continued in the 2nd quarter with more people bringing in their own devices, which is proven by WIFI usage up 13%. If we combine computer usage with wifi usage, the technology use has increased by 1%.
 - The library website increases usage by over 118% over 2018. More people go to the website for meeting room information and to find out about programs and materials.

- Highlight of 2nd Quarter relating to Strategic Plan: Community Resource Coordinator
 - 318 one-on-one meetings with patrons experiencing homelessness, mental illness and other vulnerabilities.
 - Service to 50+ individuals experiencing homelessness who are not engaging in Coordinated Entry and/or shelter services.
 - 40+ assisted with SNAP and other food security resources, and 6 with heating applications.
 - 12 referrals to mental health services.
 - 8 individuals referred to recovery services.
 - 40+ referrals to the Health Department's Aging and Disability Resource Center
 - 24 individuals assisted with resumes & job applications.
 - Additionally: Loussac MSW Intern Jessica had 82 one-on-ones between Sep 2018 - Apr 2019 and Mountain View MSW Intern Greta had 30 between Sept. 2018 – Dec. 2019.

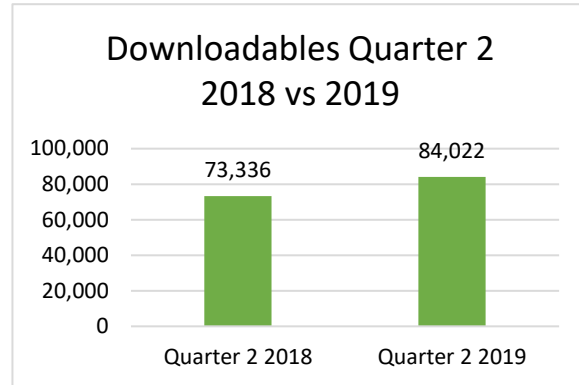
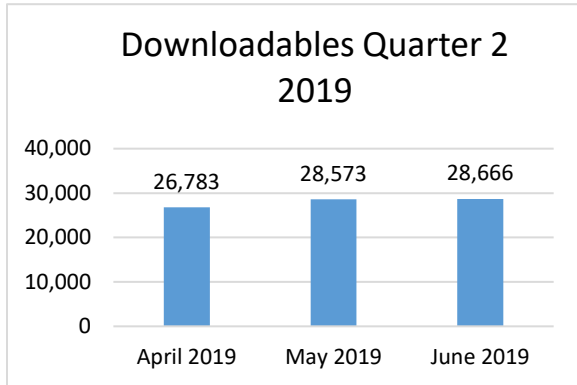
Anecdotal:

"I have no one, literally no one else. No one will help me." Female patron, housed, but experiences severe mental illness, not connected to and very mistrustful of mental health services. Has historically been a high user of emergency services. We work several times a month on coping skills and safety planning and we're working toward engagement with Choices

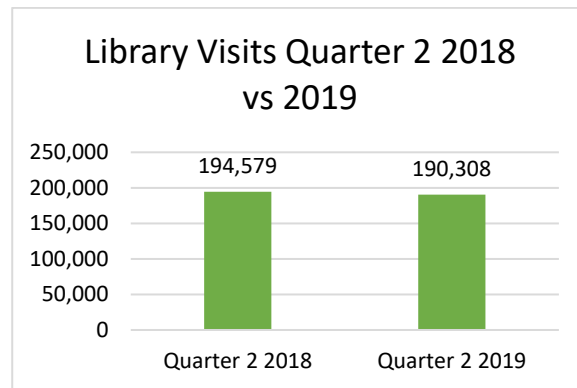
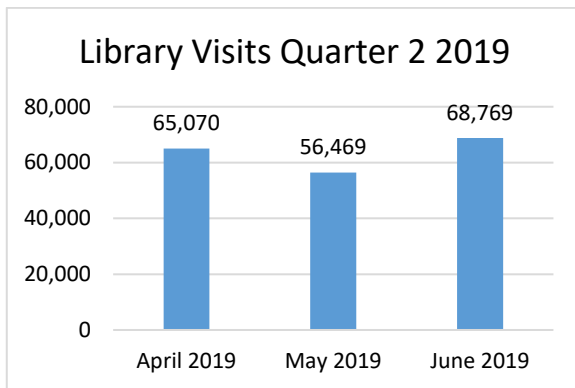
Measure #1: Circulation of library materials.



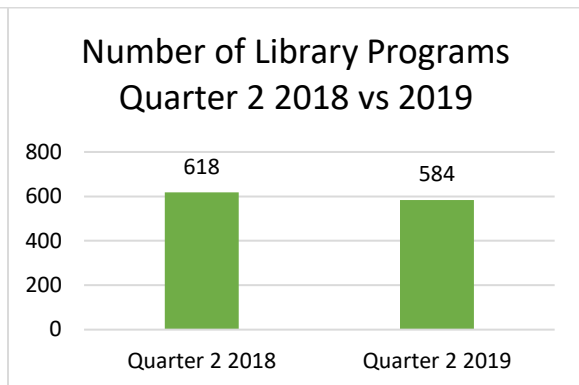
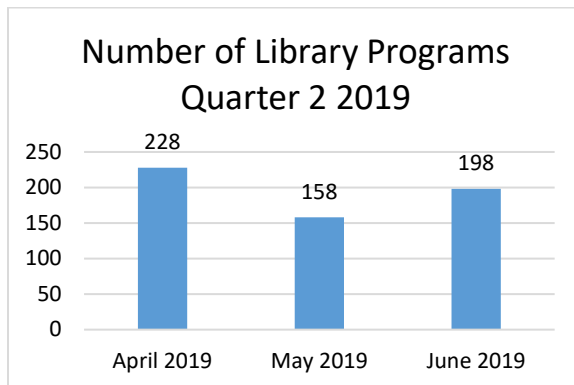
Measure #2: Number of items downloaded (Alaska Digital Library, Freegal, Hoopla & RB Digital)



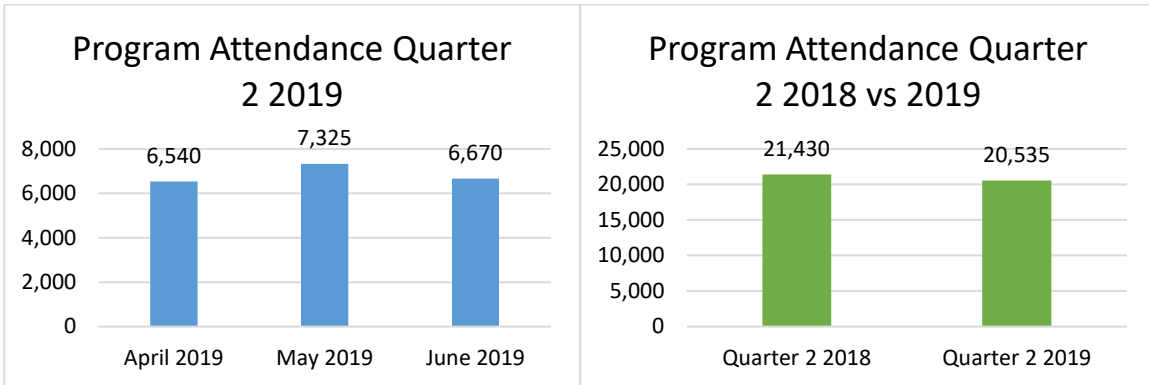
Measure #3: Number of visits to the library.



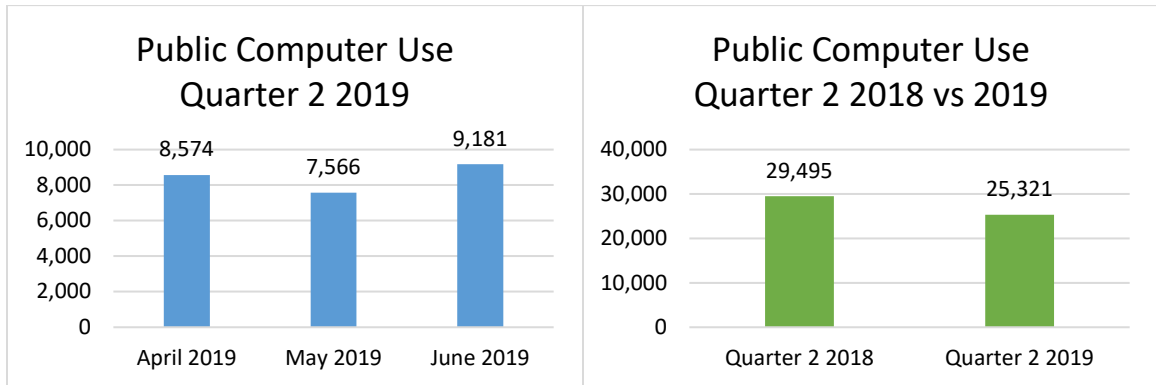
Measure #4: Number of library programs.



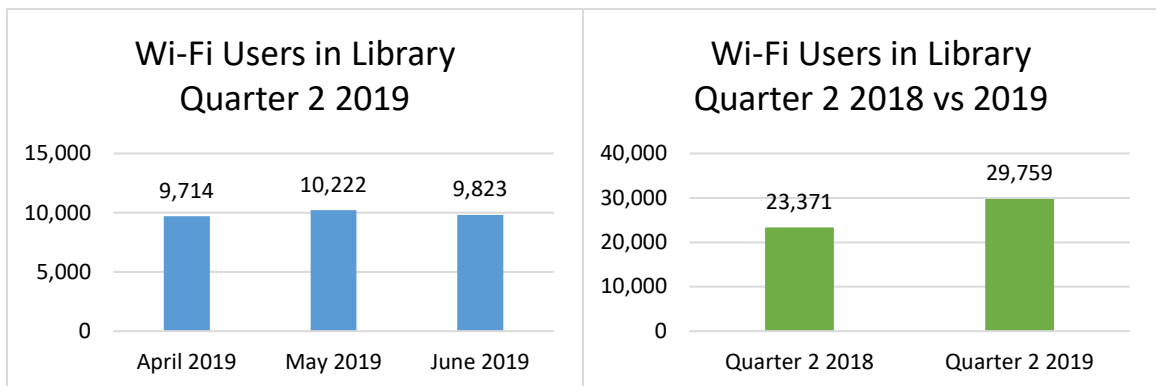
Measure #5: Library program attendance.



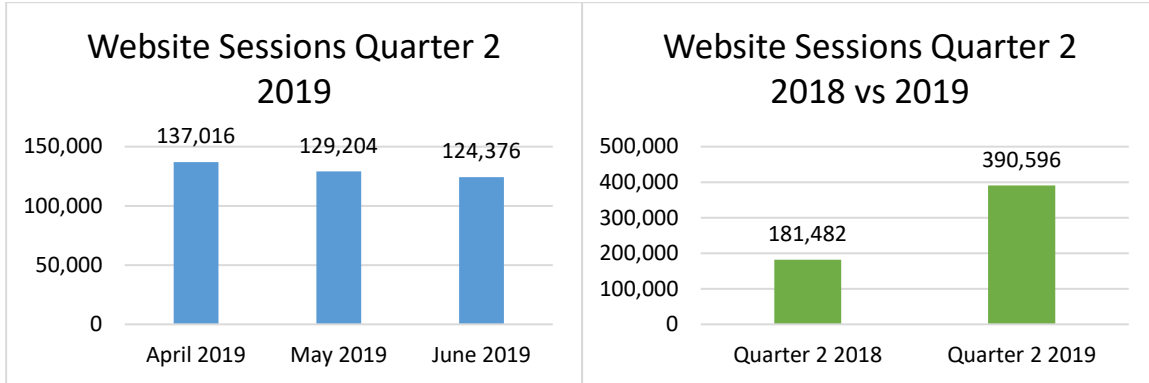
Measure #6: Public computer use in library.



Measure #7: Wi-Fi users in library.



Measure #8: Website sessions (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.

