
Anchorage Public Library

Anchorage: Performance. Value. Results

New Strategic Plan 2019-2021

The Library Staff has devoted much of their energy during the first quarter to starting the work on our new Strategic Plan, with the first quarter devoted to developing a stronger infrastructure.

New Mission

Connecting people to education, information and community

Library 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

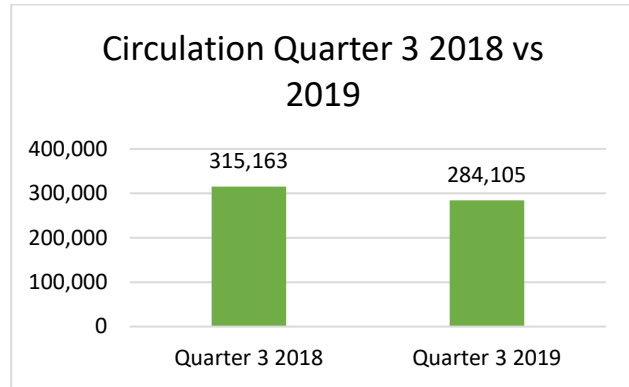
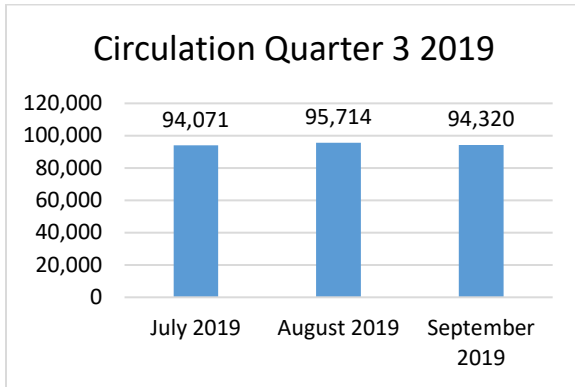
Community Priorities and Desired Outcomes

- **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.

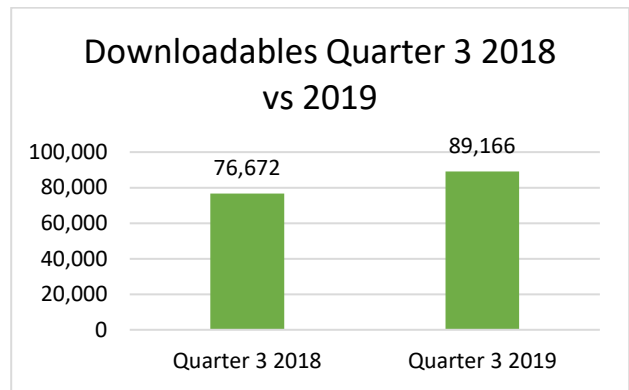
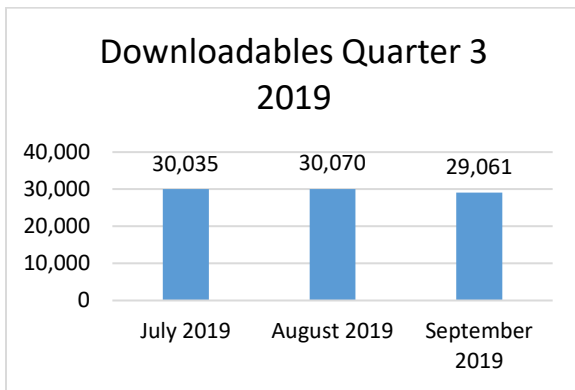
Major Use Indicators and Performance Measures - cumulative totals for year

- Circulation of Materials, including downloadable items
 - Circulation of physical and virtual materials dropped by 4.5% between 2018 and 2019 in the last nine months. We attribute some of this drop due to the long closure of the Chugiak Eagle River Branch Library.
- Library Visits
 - Library visits decreased 9% for first 9 months of 2019 compared to 2018
- Program Attendance
 - Program attendance increased 6% for the first 9 months of 2019 compared to 2018, with the average number of attendees per program increasing by 10%
- Computer use, including WIFI use of Library technology
 - Computer usage trend of decreased use (12%) has been consistent with more people bringing in their own devices and Wi-Fi usage increased by 9%. Quarter between 2019 and 2018. Virtual Library visits through website increased by 4%
 - The library website increased usage by over 4% over 2018.
- Highlight of 3rd quarter is the outcome of Summer Discovery program

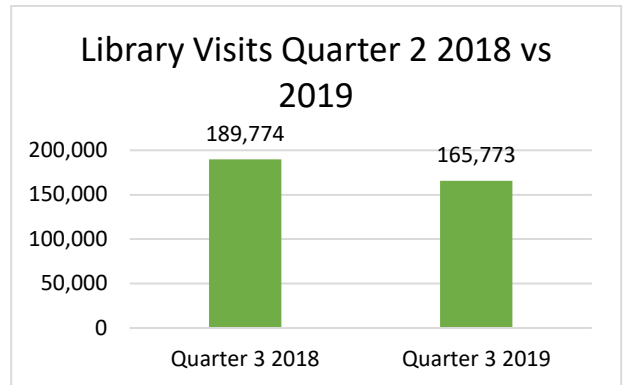
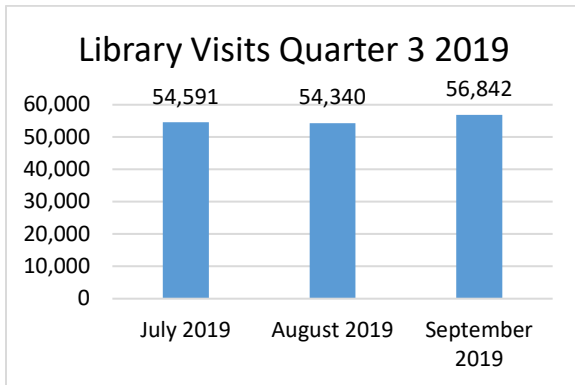
Measure #1: Circulation of library materials –



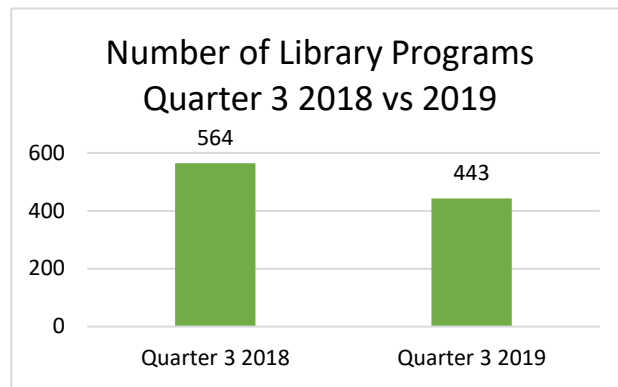
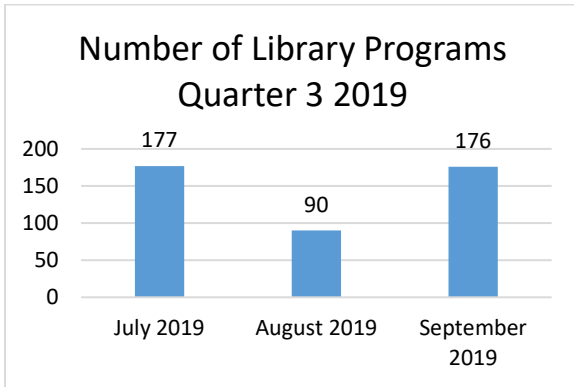
Measure #2: Number of items downloaded (Alaska Digital Library, Freegal, Hoopla & RB Digital)



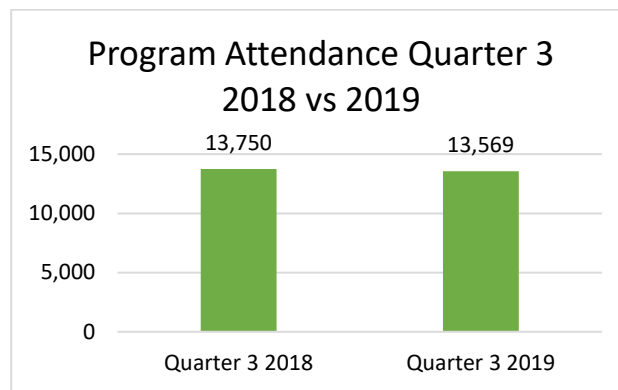
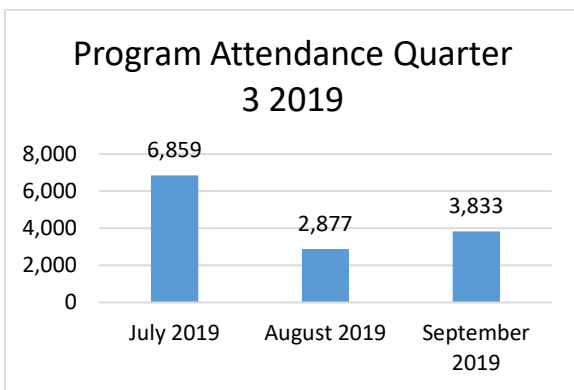
Measure #3: Number of visits to the library.



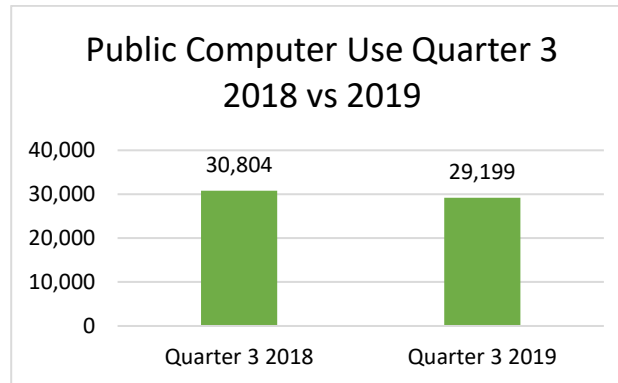
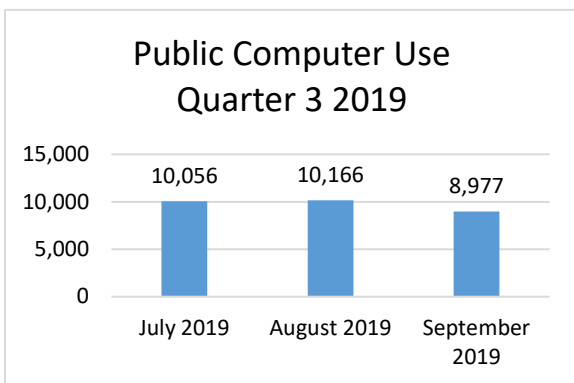
Measure #4: Number of library programs.



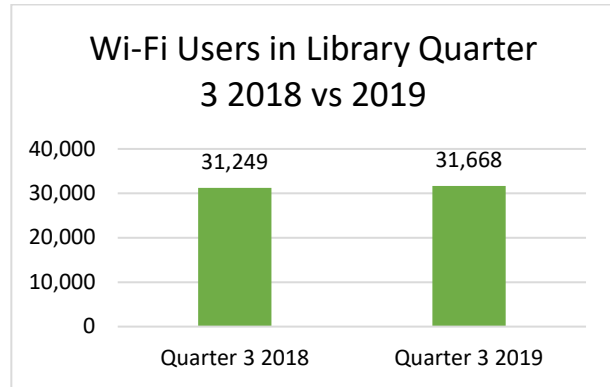
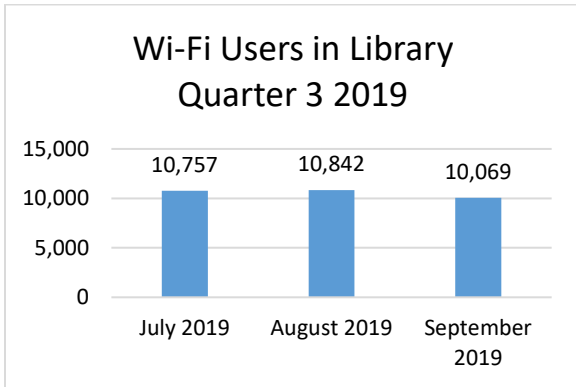
Measure #5: Library program attendance.



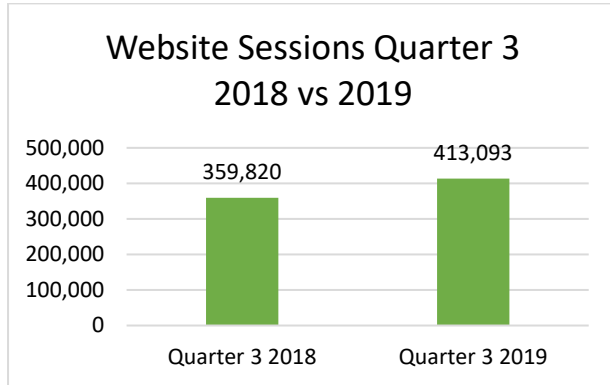
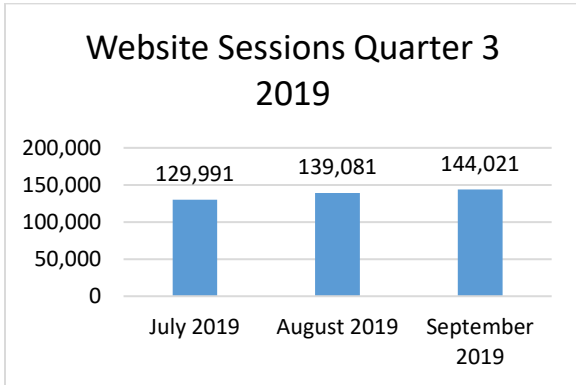
Measure #6: Public computer use in library.



Measure #7: Wi-Fi users in library.



Measure #8: Website sessions (anchoragelibrary.org)..



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.

