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# **Anchorage Public Library**

*Anchorage: Performance. Value. Results.*

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## **Mission**

Connecting people to education, information, and community

## **Core Services**

- Provide access to a diverse collection of materials in various formats
- Provide excellent customer service through knowledgeable and approachable staff
- Maintain functional technology and connectivity
- Maintain safe and welcoming spaces for individual and group use
- Create and present targeted programming that meets the needs of all our community
- Actively facilitate and promote early literacy
- Ensure all Anchorage residents have free and equal access to information and library spaces

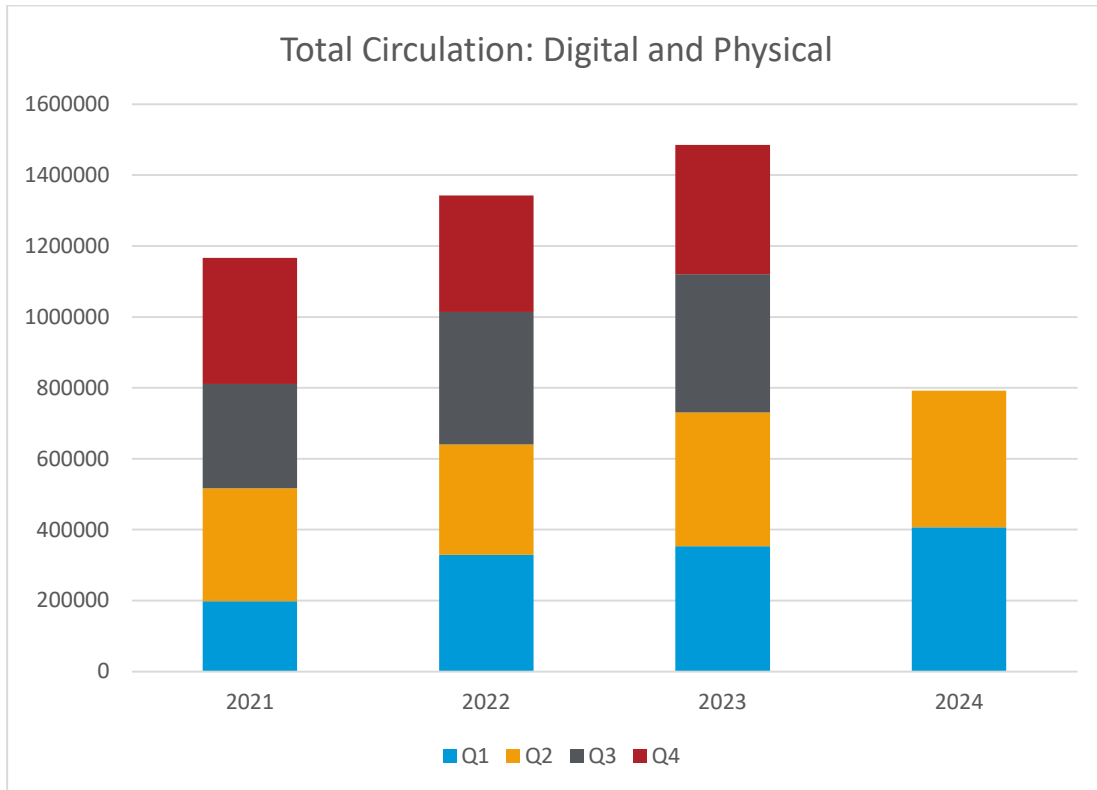
## **Accomplishment Goals**

- Timely and responsive access to a diverse collection of materials in order to promote literacy and life-long learning resources
- Provide expert information and reference services to the public through excellent customer service and trained staff
- Improve economic advancement by providing equitable access to computing equipment, programs, and resources
- Improve public safety by providing safe and stimulating places and clean, well-maintained buildings for all
- Improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources, and programs/events
- Increase opportunities for our children's success when they enter school, by supporting the foundations of reading, social skills, and creative skills through early learning educational activities
- Enhance quality of life for all Anchorage Residents through library services

## Performance Measures

Progress in achieving department and certain division-related goals will be measured by:

### Performance Measure #1: Physical and digital circulation



#### Explanatory information:

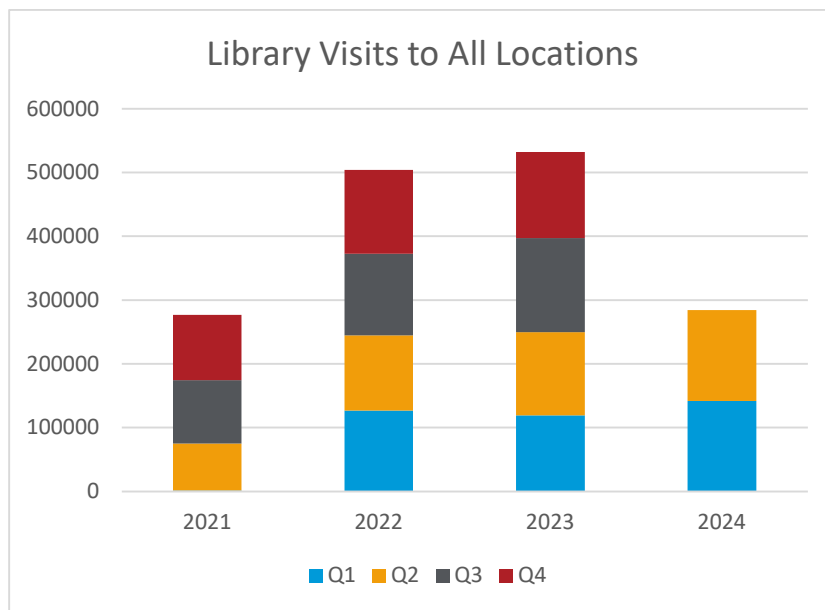
Total circulation is the sum of physical items checked out plus eBooks, eAudiobooks and other downloadable content. Our goal is 5.16 items/capita which equals 1,491,085 and is based on the average circulation of comparable libraries as found in the Institute of Museum and Library Science statistics (available national stats are from 2021). 7.29 items /capita was the 2019 average circulation based on peer libraries. While the library is encouraged by increased circulation it has yet to reach pre-pandemic levels.

In 2021, APL digital circulation was 32% of the total. Digital circulation is now 43% of the total. This rapid shift in how patrons are borrowing and accessing materials has forced the library to reconsider and shift operational funds to meet the demand.

| Physical Circulation | Q1      | Q2      | Q3      | Q4      | TOTAL To Date |
|----------------------|---------|---------|---------|---------|---------------|
| 2021                 | 101,484 | 202,666 | 223,292 | 231,884 | 759,326       |
| 2022                 | 207,960 | 193,788 | 248,359 | 203,902 | 854,009       |
| 2023                 | 220,350 | 232,720 | 241,282 | 204,651 | 899,003       |
| 2024                 | 232,430 | 222,703 |         |         | 455,133       |

| Digital Circulation | Q1      | Q2      | Q3      | Q4      | TOTAL   |
|---------------------|---------|---------|---------|---------|---------|
| <b>2021</b>         | 97,211  | 115,868 | 70,375  | 123,592 | 407,046 |
| <b>2022</b>         | 121,051 | 117,255 | 125,852 | 124,035 | 488,193 |
| <b>2023</b>         | 132,979 | 144,555 | 148,381 | 160,365 | 586,280 |
| <b>2024</b>         | 173,872 | 163,151 |         |         | 337,023 |

**Performance Measure #2: Library visits**



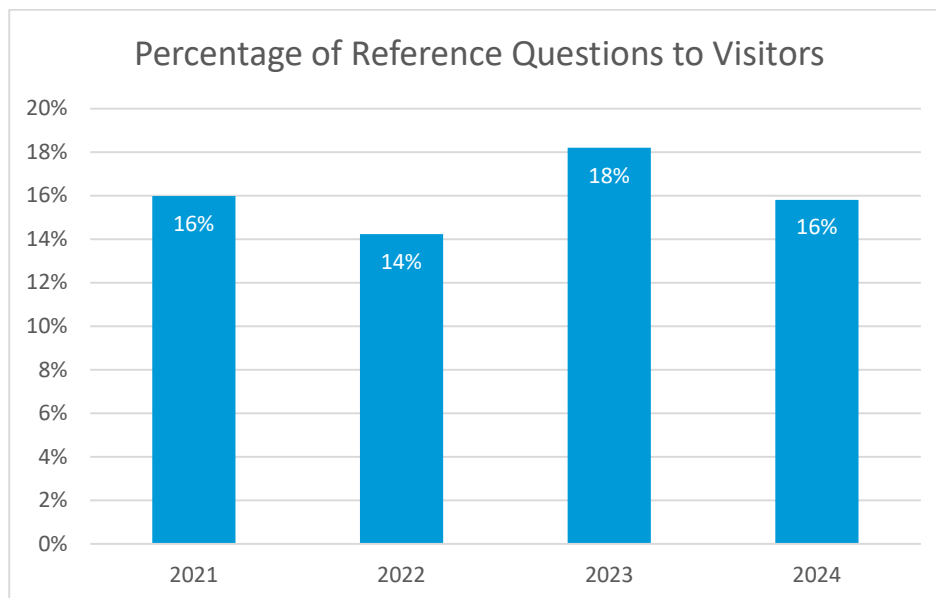
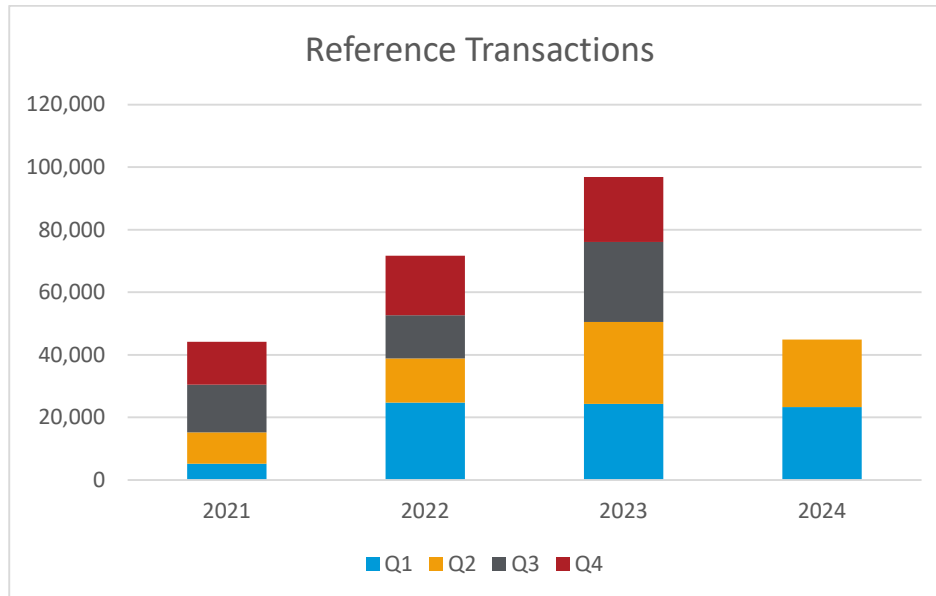
**Library visits by branch**

| Library Visits  | Loussac | Chugiak-Eagle River | Scott and Wesley Gerrish | Mountain View | Muldoon | TOTAL   |
|-----------------|---------|---------------------|--------------------------|---------------|---------|---------|
| <b>2021</b>     | 152,294 | 32,792              | 14,295                   | 46,086        | 31,101  | 276,568 |
| <b>2022</b>     | 287,836 | 65,564              | 21,745                   | 95,539        | 33,250  | 503,934 |
| <b>2023</b>     | 312,812 | 64,242              | 25,774                   | 88,193        | 41,178  | 532,199 |
| <b>YTD 2024</b> | 141,501 | 34,243              | 16,469                   | 68,792        | 23,059  | 284,064 |

**Explanatory notes:**

In Q1 2021 the library had 1,080 visits, due to only partial opening of library buildings beginning March 1, which is not apparent from the 2021 total. The library is still working to return to pre-pandemic visits. In 2019, the library had 686,183 visitors. The IMLS average in 2019 was 3.66 per capita (equal to 1,057,630 for Anchorage Population) and is 1.29 per capita for 2021 (equal to 372,771 based on Anchorage population). This decline showed that libraries across the country saw less visitors during the COVID pandemic. As more information is available on a national level our goals will be adjusted. Our first goal is to return to 2019 visitor numbers of 686,183 and then to reach a comparable metric to our peer libraries.

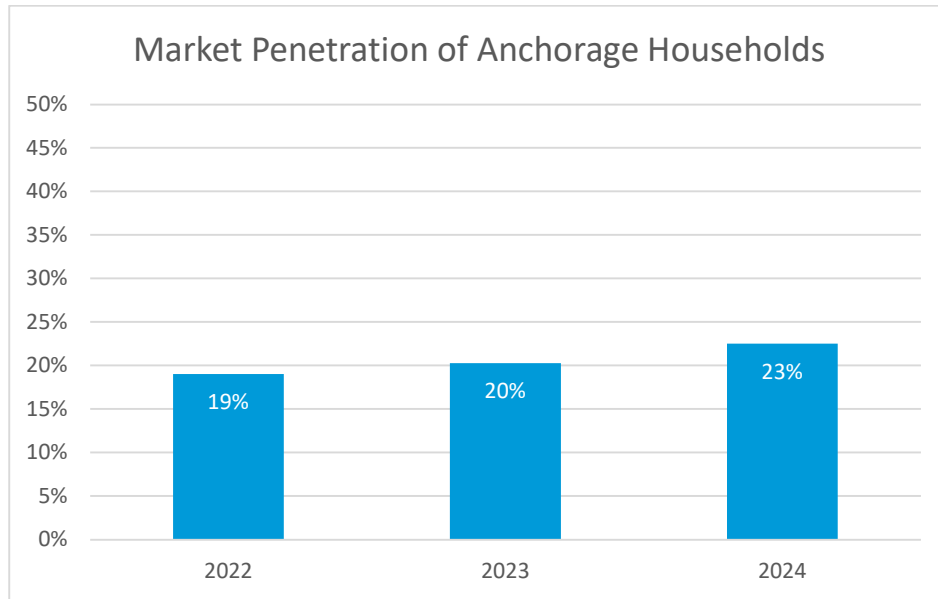
### Performance Measure #3: Reference questions answered



#### Explanatory note:

The number of reference transactions is impacted by and proportional to the door count and computer usage. Anecdotally, most reference questions are about computer usage as the Library is one of the few places to offer basic technology assistance. The largest limiting factor on number of questions answered is library staffing levels. Fewer staff can mean longer wait lines as each transaction can last anywhere from two to fifteen minutes. This will result in visitors leaving rather than waiting in lines. Questions are answered via chat, email, in-person, and phone with in-person accounting for approximately 95% of questions. The goal is to increase the proportion of questions to visitors, to be able to help a higher percentage of our visitors with their questions. Doing this will require more staff working at more service points. In 2022, 14% of library visitors had a reference transaction and in 2023, it was 18%.

**Performance Measure #4: Percentage of households with active library card.**



**Explanatory note:**

Use of libraries contributes to overall community wellbeing by providing access to resources, cultural enrichment, lifelong learning and more as outlined in [Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums](#). [Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums \(imls.gov\)](#) Anchorage has 110,390 households based on census data. In Q1 2024, the library reached 24,763 households. While the library continues to return to pre-pandemic usage and is encouraged by improvements in numbers, the goal is 31% market penetration based on average of peer libraries with comparable population as identified in Savannah, the libraries statistic software. This data is only available from 2022 as that is when the library began using the software.

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## **Automations Division Anchorage Public Library**

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### **Purpose**

To provide technology support, maintenance, and upgrades to all patron facing technology at all five Anchorage Public Library locations. To manage Integrated Library System (Sirsi) including records maintenance, circulation rules, and Alaska Library Catalog compliance. Explore and advise on new technology trends which would allow the library to serve its customers more efficiently and effectively.

### **Direct Services**

- Maintain functional and high-quality public access to the internet
- Provide reliable self-service options and automated solutions for patrons and staff
- Ensure library technology is maintained and updated as necessary
- Seek innovative solutions to community needs through technology
- Troubleshoot technology or oversee handoff to Muni IT
- Manage relationship between the Alaska Library Consortium and Anchorage Public Library
- Responsible for all procurement and contract management for technology at Anchorage Public Library
- Maintain compliance with the Federal Communications Commission eRates Program to ensure APL continues to receive discounts on internet and internet infrastructure

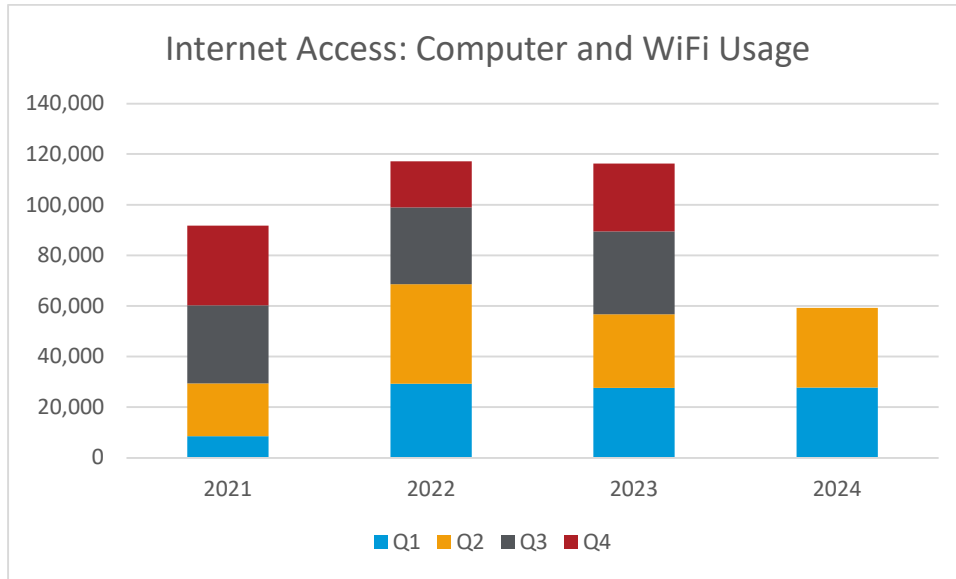
### **Accomplishment Goals**

- Improve economic advancement by providing free access to computers and the internet and service them as needed.

## Performance Measures

Progress in achieving goals shall be measured by:

### Performance Measure #5: Computer and WiFi Usage



| WiFi Sessions | Q1     | Q2     | Q3     | Q4     | TOTAL  |
|---------------|--------|--------|--------|--------|--------|
| 2021          | 7,485  | 12,616 | 15,996 | 19,347 | 55,444 |
| 2022          | 15,755 | 23,323 | 18,122 | 13,076 | 70,276 |
| 2023          | 15,818 | 18,919 | 20,456 | 16,788 | 71,981 |
| 2024          | 16,129 | 18,877 | 0      | 0      | 35,006 |

| Computer Use | Q1     | Q2     | Q3     | Q4     | TOTAL  |
|--------------|--------|--------|--------|--------|--------|
| 2021         | 976    | 8,330  | 14,809 | 12,105 | 36,220 |
| 2022         | 13,476 | 16,054 | 12,161 | 5,232  | 46,923 |
| 2023         | 11,787 | 10,194 | 12,251 | 10,018 | 44,250 |
| 2024         | 11,616 | 12,606 | 0      | 0      | 24,222 |

#### Explanatory note:

Access to the internet is essential for economic advancement as most job advertisements, job applications, and support services, require access to a computer. The Library has a total of 65 desktop computers available for public at the five locations in addition to WiFi and printing services. APL 2019 computer usage was 103,131 and 114,051 WiFi usage for total internet access of 217,182 approximately twice the usage of 2023. The Library's goal is to use this information to make budgetary decisions on the need of wifi internet versus computer stations.

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**Branch Libraries Division**  
**Anchorage Public Library**

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**Purpose**

Provide library spaces and equitable access to services for all from birth through adulthood including reference, readers advisory, programming, computer access, and library books and materials. Provide communal spaces for learning and growth in neighborhoods throughout the Municipality of Anchorage. Build connections with community partners for outreach events to enrich library experiences. Respond to the unique needs of each community.

**Direct Services**

- Cardholder registration
- Readers Advisory and Reference Assistance
- Computer Access and Assistance
- Outreach visits and educational talks
- In library programs

**Accomplishment Goals**

- Maintain communal spaces that are safe, welcoming, and available for individual and group use
- Provide excellent customer service through readers advisory, reference assistance, and computer assistance
- Provide access to a diverse collection of materials in various forms and promote literacy and lifelong learning
- Provide targeted programs that meet the needs of the individual community and to promote civic engagement

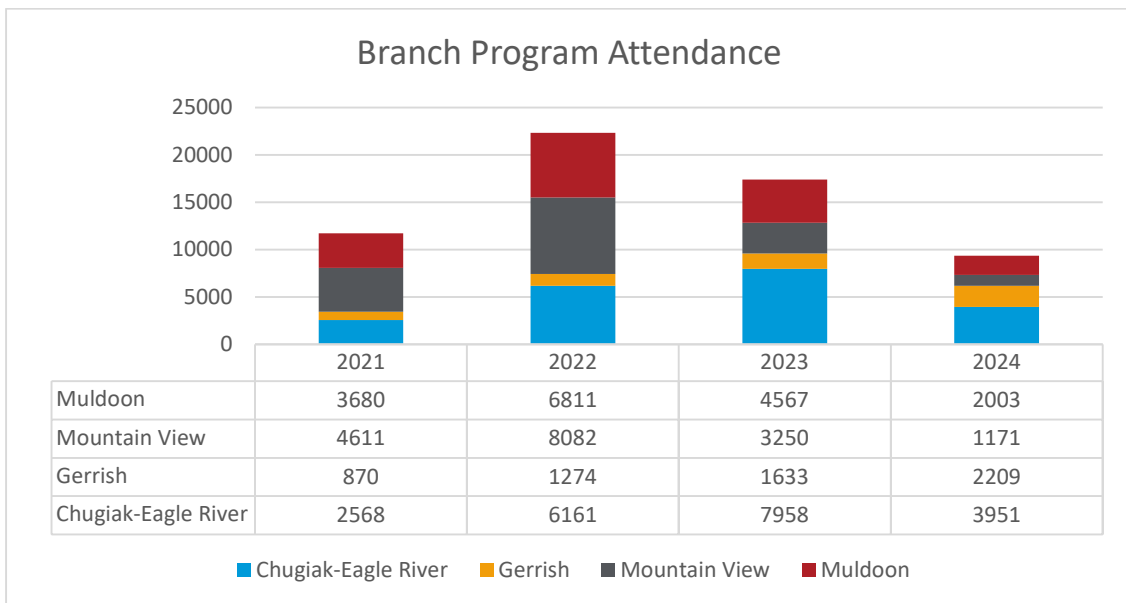
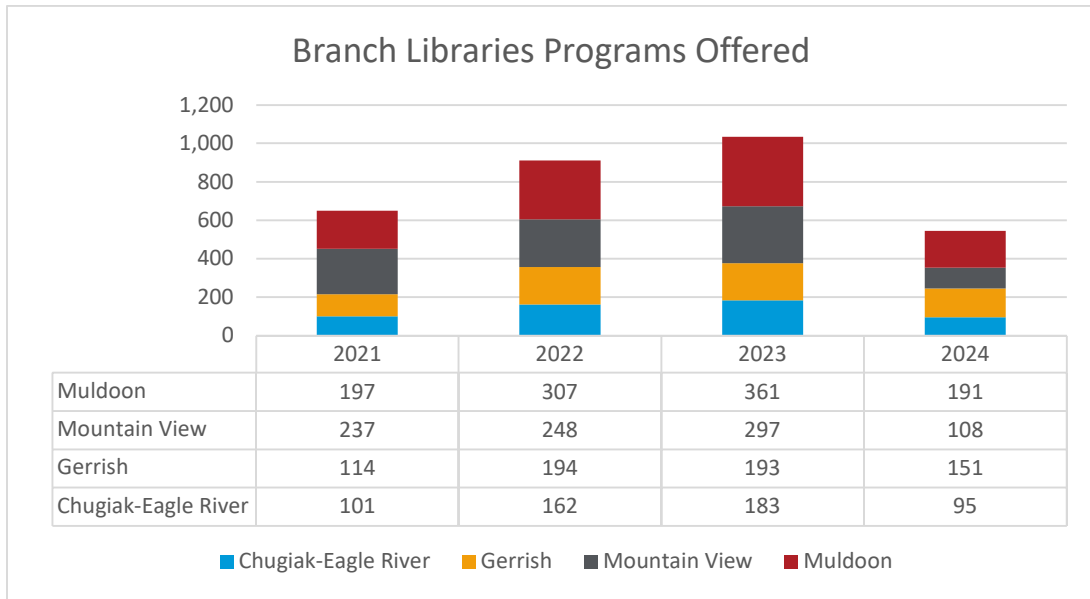
**Performance Measures**

*(Additional performance measures related to Branch Libraries is reported at department level, to include: Library Visits, Reference Transactions, and Circulation)*

Progress in achieving goals shall be measured by:



**Performance Measure #6: Branch library programs and attendance**



**Explanatory note:**

Branch libraries provide programming unique to the communities they serve with the goal of building community, promoting lifelong learning, and introducing educational materials. The Library's goal is to increase the number of programs offered and to return to pre-pandemic attendance numbers per program. In 2019, the average attendance for Chugiak-Eagle River (CE) was 22, Mountain View (MV) was 14, Muldoon (MD) was 22 and Gerrish (GR) was 21. In 2023, the average attendance in CE was 43, MV 11, MD 13, and GR 9.

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## Collection Management Services Division

### Anchorage Public Library

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#### Purpose

To select, order, process, and evaluate all materials in the library collection. To ensure the library collection reflects the needs of the community by focusing on multiple formats and content diversity.

#### Direct Services

- Order materials in multiple formats including digital, media, periodicals, databases, and books
- Process all materials and invoices
- Manage bibliographic records in Integrated Library System
- Ongoing collection maintenance including deselection

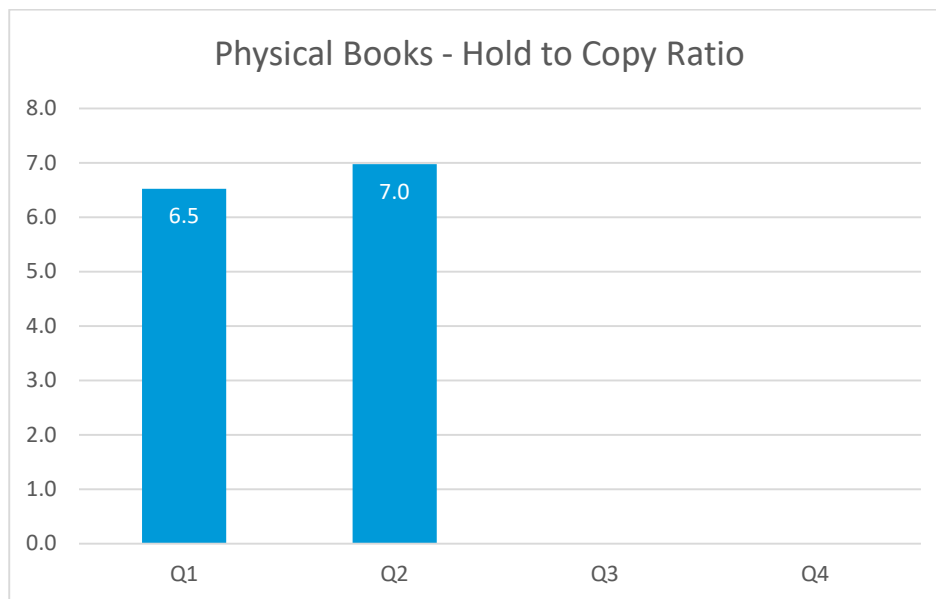
#### Accomplishment Goals

- Responsive to community requests and provide materials for checkout
- Respond to community requests and provide materials in various formats
- Maintain a diverse collection of materials in various formats

#### Performance Measures

Progress in achieving goals shall be measured by:

#### Performance Measure #7: Wait times for print books



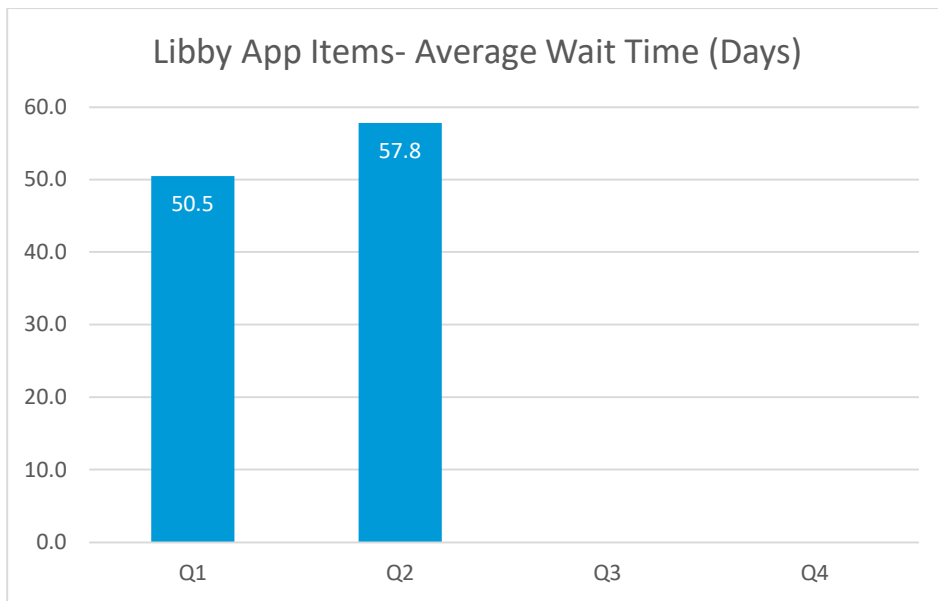
Explanatory note:

The Library's goal is to have a ratio of no more than 3 hold requests per copy which will keep wait

times down for library cardholders. APL is part of the Alaska Library Network which allows us to borrow from other locations in the state and those copies are counted as part of the overall ratio. However, the holds tracked are for APL cardholders only. The library is not concerned with buying extra copies of a book if it is only being requested by card holders in Wasilla.

The library has recently transitioned to a new book vendor and has been working diligently on the remaining troubleshooting issues regarding minor processing procedures with the vendor and cataloging issues to maintain the integrity of the shared OPAC catalog. The transition process has caused ordering delays and partially accounts for high ratio, though book ordering is now active, and selectors are working to order multiple copies of the most popular titles as the budget allows without sacrificing the ability to offer a robust collection that is inclusive, diverse, and equitable. However, despite current efforts, data from the second quarter of 2024 shows that APL would need to purchase an average of 149 additional copies to reduce the hold ratio to the goal of no more than 3 holds per item. To accomplish this, APL would need an estimated \$62,580 annual increase to reach the holds ratio goal throughout the year.

**Performance Measure #8: Wait times for digital items (audiobooks, ebooks, and magazines) on the OverDrive app Libby**



**Explanatory note:**

To be responsive to community needs, the Library has an internal goal of no more than a 30 day wait period for items. Usage is outpacing APL's ability to purchase materials. Between April 2023 and April 2024, unique users increased by 20%, checkouts increased by 40%, holds increased by 29%, whereas total holdings only increased by 10%. \*Only began tracking wait times in December 2023.

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## **Library Administration Division** **Anchorage Public Library**

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### **Purpose**

To provide leadership, guidance, and support to all library divisions. To interface with MOA departments to ensure compliance and work collaboratively on city wide initiatives. Collaborate with Anchorage Library Foundation, Friends of the Library, and Library Advisory Board to achieve library mission and goals. Create a safe and welcoming environment for customers and staff. To support the public's awareness and use of library services, resources, and spaces.

### **Direct Services**

- Facilities use for rentals and community engagement
- Security and facilities management
- Budgeting, procurement, and timekeeping
- Public communication
- Coordinate with City Hall departments: HR, Finance, OMB, and Purchasing

### **Accomplishment Goals**

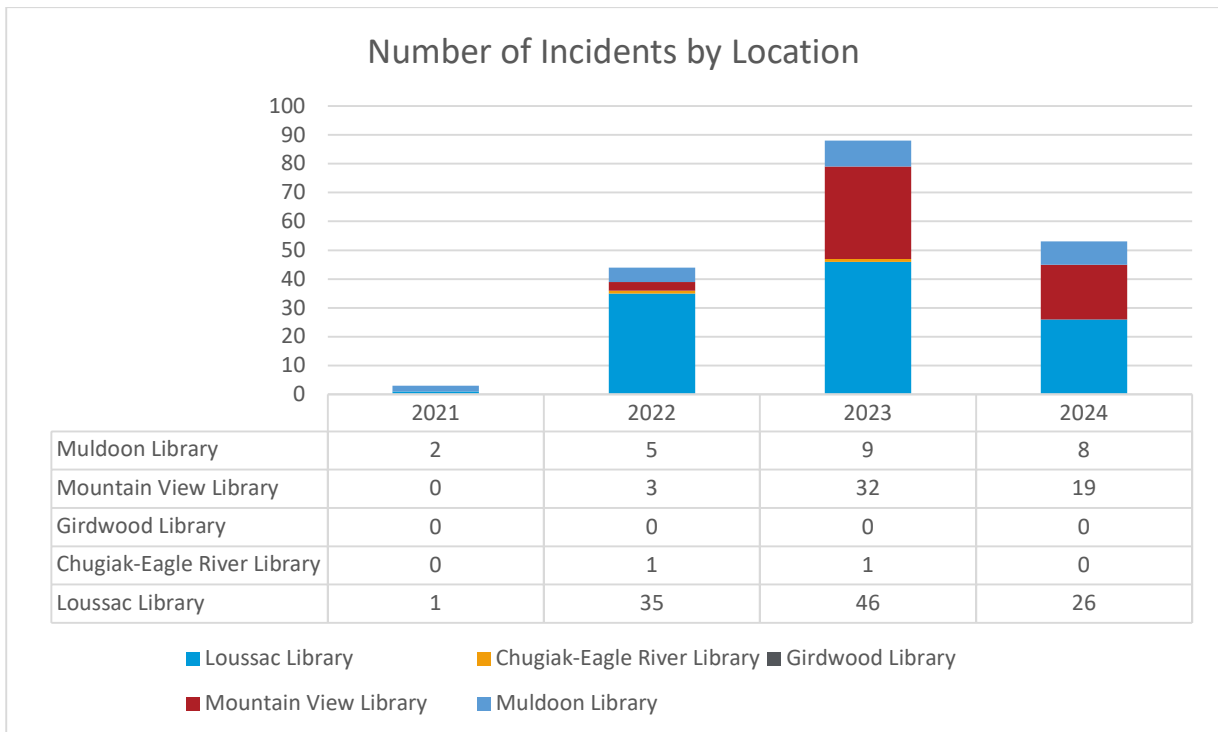
- Maintain communal spaces that are safe and welcoming
- Clean and well-maintained spaces for community, individual, and group use
- Increased public use of library materials and resources

## Performance Measures

(Additional performance measures are reported at department level, including percentage of active library cards)

Progress in achieving goals shall be measured by:

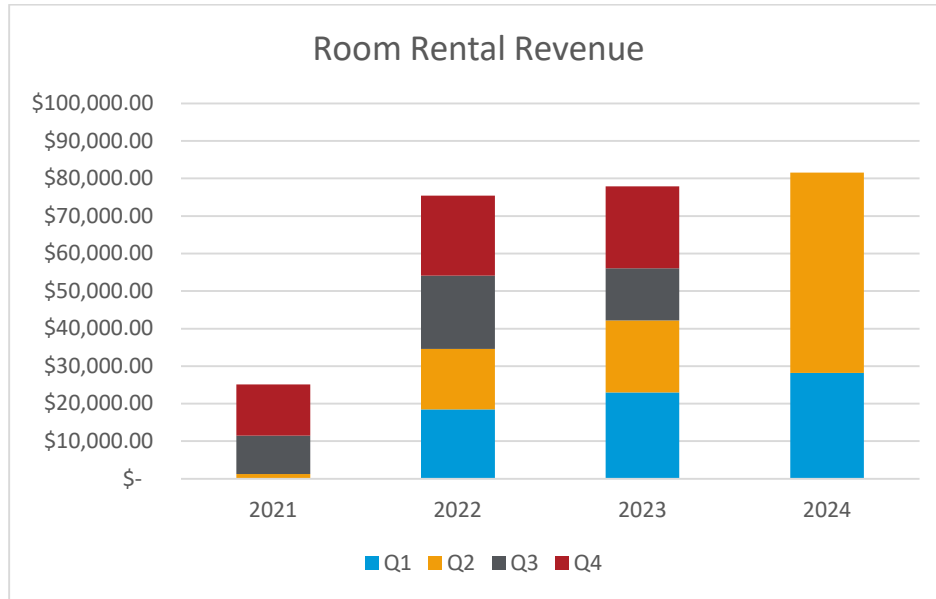
### Performance Measure #9: Number of incidents at all library locations



#### Explanatory note:

For 2021 through 2023, the number of incidents tracks how many times security or staff had to enforce the library code of conduct resulting in a trespass of an individual. In 2024, the total reflects the additional inclusion of adding into that number the incidents involving significant property damage even when the individual was not identified. The Library strives to create a safe and welcoming environment for all patrons with the goal to reduce the number of incidents.

**Performance Measure #10: Room rental revenue.**



**Explanatory note:**

Meeting rooms and event spaces are available for rent at the Loussac and Mountain View Libraries as part of the APL's commitment to providing safe and welcoming spaces for individual and group use. All MOA departments have access to use library facilities for free. APL is working to revise the room rental rates which have not been changed since 2010 as well as considering charging IGCs to other departments for facility usage. The Library has an internal goal of reaching \$100,000 in 2024 and \$125,000 in 2025.

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**Loussac Adult Services Division**  
**Anchorage Public Library**

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**Purpose**

Provide library services, including reference services, programs, outreach, and computer assistance to adults. Develop and maintain an Alaska Collection and archives. Assist with selecting materials for adults.

**Direct Services**

- Readers' advisory, reference assistance, and computer assistance
- Outreach visits and educational talks
- In library programs
- Maintain library digital presence and access to electronic resources.
- Provide access to Alaska archives

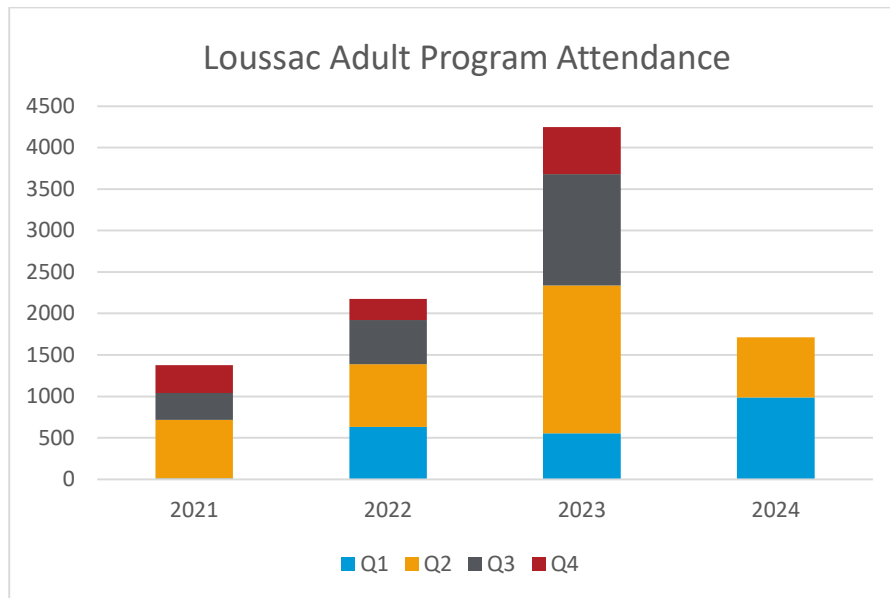
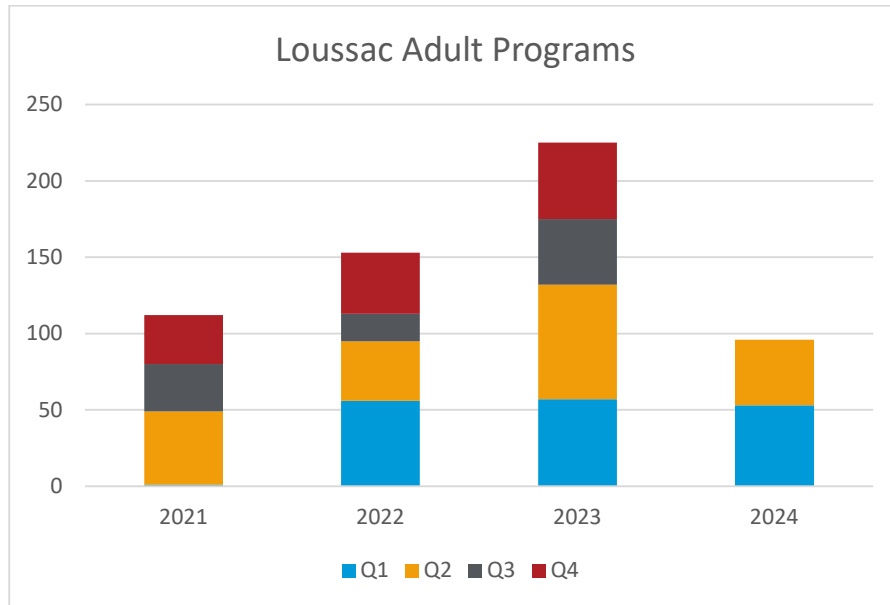
**Accomplishment Goals**

- Provide targeted programs designed to educate, engage, and enrich the lives of adults
- Expert customer service through knowledgeable and approachable staff

**Performance Measures**

Progress in achieving goals shall be measured by:

**Performance Measure #11 – Adult programs and attendance at Loussac Library**



**Explanatory note:**

Adult Programming is how the APL achieves its goal to improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources, and programs/events. Adult programs include classes, community events, crafts and DIY, discussions and lectures, fun and games, job lab, and outreach. Loussac Adult Services also work with branches to help oversee system wide programming such as the Winter Reading Challenge. APL’s goal is to increase the number of programs while returning to pre-pandemic levels of attendance per program. The Loussac Adult Services department of the library has an internal goal of 250 programs a year with 5,000 total attendees.



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## **Loussac Circulation Division** **Anchorage Public Library**

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### **Purpose**

To serve all customers at the Loussac Library with creating accounts and resolving account issues. Manage all incoming and outgoing items including shipment to Alaska Library Catalog members, restocking items, and maintaining the organization of the library collection.

### **Direct Services**

- Provide library cards and account support for current cardholders
- Check out materials directly or teach patrons to use self-service options
- Process fines and fees
- Process incoming and outgoing holds for library patrons
- Sort, repair, and reshelve physical materials
- Shipping and receiving including preparing materials for distribution through courier system to deliver items to branch libraries

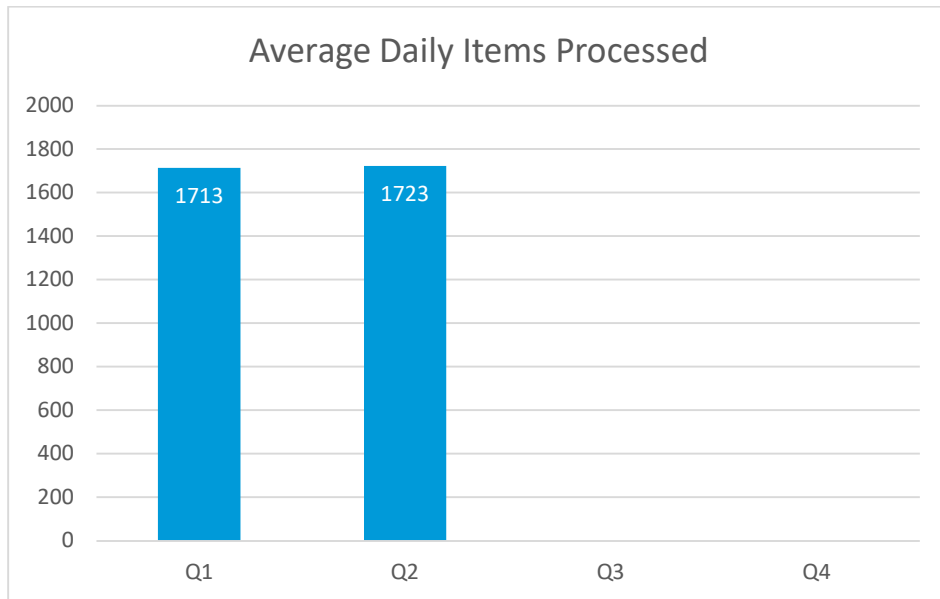
### **Accomplishment Goals**

- Provide access to physical materials

### **Performance Measures**

Progress in achieving goals shall be measured by:

## Performance Measure #12: Materials Handling Rate



### Explanatory note:

The Library handles a considerable volume of materials that come into the Loussac Library via the Automated Handling Machine, every one of these items needs to be handled by a staff person. Items can be routed to holds, returned to library partners statewide or other libraries within the Municipality, or referred to staff for an investigation into more complicated issues. This data shows the average amount of items coming in daily that are being managed, primarily, by our shelving and dispatch department of 12 staff.

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**Loussac Youth Services Division**  
**Anchorage Public Library**

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**Purpose**

Provide library services, including reference services, programs, outreach, and computer assistance to children from birth to age 18 and their caregivers. Increase early literacy directly in children and early literacy awareness in the community. Partner as appropriate with other related agencies and nonprofits.

**Direct Services**

- Readers Advisory and Reference Assistance
- Computer Assistance
- Outreach visits and educational talks
- In library programs
- School library partnerships and caregiver educational programs and services

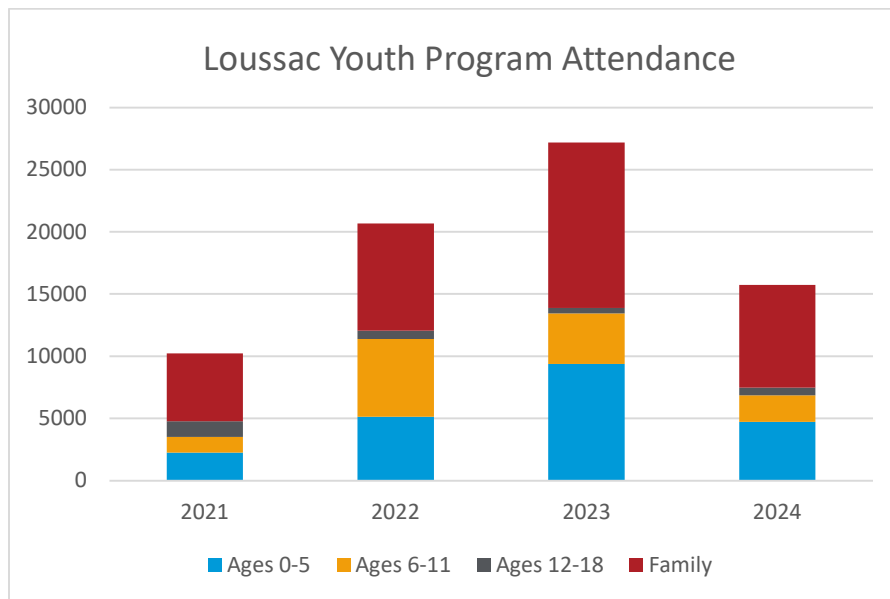
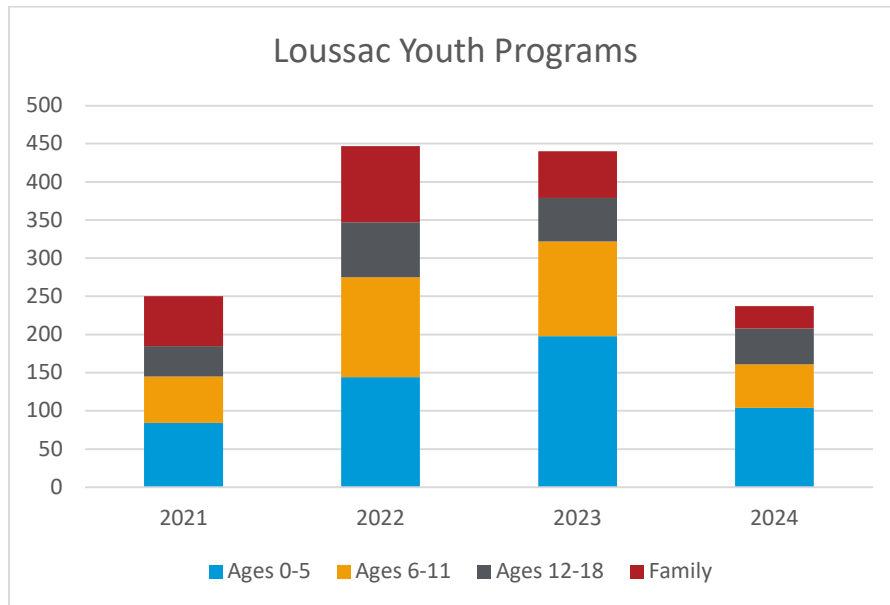
**Accomplishment Goals**

- Increase opportunities for our children's success when they enter school, by supporting the foundations of reading, social skills, and creative skills through early learning educational activities
- Support literacy, social skill building, and creativity to elementary school age children and teens through programming

**Performance Measures**

Progress in achieving goals shall be measured by:

**Performance Measure #13: Youth programs and attendance at Loussac Library**



**Explanatory note:**

Library storytimes and other programs for ages 0-5 are proven to increase early literacy and school readiness (T Campana K, Mills JE, Capps JL, Dresang ET, Carlyle A, Metoyer CA, Urban IB, Feldman EN, Brouwer M, Burnett K, Kotrla B. Early literacy in library storytimes: A Study of measures of effectiveness. *Library Quarterly*. 2016; 86; 4: 369-388. 10.1086/688028). Participation in library programs, especially summer reading (called Summer Discovery at APL) has been shown nationwide to provide benefits in math and reading skills and to build critical social and emotional skills. (<https://www.ireadprogram.org/resources/summer-reading-research>). The Loussac Library's goal is to continue to increase programming for youth in order to improve literacy and support student success. The total number of programs offered in 2023 declined slightly from 2022 due to staffing shortages at the Loussac Library.

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## Performance Measure Methodology Sheet

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### Anchorage Public Library

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| <b>Measure #1: Physical and digital circulation</b> |
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Access to a diverse collection of materials to promote literacy and life-long learning resources.

**Definition**

Physical circulation measures the number of items (books, media, etc.) which is checked out from the five library locations. Digital circulation measures how many eBooks, eAudiobooks and streaming items are downloaded. These numbers are combined to provide a total circulation amount which is the standard measurement used in public libraries.

**Data Collection Method**

The physical circulation is collected via a report sent from the Integrated Library Software (Sirsi) that has a breakdown of physical circulation per library. Digital vendors provide circulation statistics for their products (hoopla, Freegal, Overdrive)

**Frequency**

Monthly

**Measured By**

The Automation Coordinator reports all Branches' physical circulation. The Collection Management Services staff collects digital circulation from all vendors.

**Reporting**

This information is reported on the Library overall statistics spreadsheet on the G:Drive, categorized by year.

**Used by**

This information is used by all Supervisors to inform their workload, distribute resources accordingly, and to determine the success of marketing efforts. Leadership team uses the information to make budget decisions and the Collection Management Services department uses it to determine allocation of budget for collections.

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## Performance Measure Methodology Sheet

### Anchorage Public Library

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|---|
| <b>Performance Measure #2: Library visits</b> |
|---|

**Type**

Effectiveness

**Accomplishment Goal Supported**

Clean and well-maintained spaces for community, individual and group use

**Definition**

This measure reports the number of visits by members of the public to any of the 6 library services points including 5 full locations and one remote locker.

**Data Collection Method**

Library door counts provided by security gates and library locker user stats provided by Savannah.

**Frequency**

Collected daily.

**Measured By**

Branch managers and assigned Loussac Staff collect data and record it in the statistics spreadsheet on the G:Drive categorized by year.

**Reporting**

This information is included in the monthly statistics report and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by the Public Services Coordinators in partnership with Facilities Use Coordinator and Library Leadership to determine staffing levels needed at in-person service points, to recommend changes in communication tactics, and address facilities needs including capital and operating projects.

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**Performance Measure Methodology Sheet**

**Anchorage Public Library**

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**Performance Measure #3: Reference questions answered**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Expert reference and readers' advisory service

**Definition**

This measure reports the number of reference, readers' advisory, and computer assistance questions successfully answered at all five locations.

**Data Collection Method**

Daily tally sheet at each service point for in-person interactions, telephone calls, or emails.

**Frequency**

Collected daily.

**Measured By**

All staff interacting with the public.

**Reporting**

This information is included in monthly report and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by the Adult Services Coordinator and Branch Staff in partnership with Library Leadership to determine staffing levels needed at in-person service points, to recommend changes in service delivery, and address training needs.

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## Performance Measure Methodology Sheet

### Anchorage Public Library

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| <b>Measure #4: Percentage of households with active library card</b> |
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Enhance quality of life for Anchorage Residents through library services.

**Definition**

Market penetration gives an idea of how much of our potential market is actively using library services. Active library card use is defined as any card used within the last 12 months.

**Data Collection Method**

Data is collected through Savannah, a library data collection and reporting software. The library reports the average of each quarter through the year.

**Frequency**

Collected quarterly

**Measured By**

Market Penetration is found by dividing the number of active households in our service area from the total number of households in our service area.

**Reporting**

This information is included in the quarterly reporting to the Library Leadership team and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by the Communications Coordinator in partnership with Library Leadership to determine effectiveness of library communications, marketing, and promotional opportunities.



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## Performance Measure Methodology Sheet

### Automation Division Anchorage Public Library

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| <b>Performance Measure #5: Computer and WiFi usage</b> |
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Maintain high levels of access for the Anchorage Community to the internet for free.

**Definition**

This report measures quantity and length of sessions on our desktop computers available to cardholders and guests.

**Data Collection Method**

The computer sessions and length of sessions are both reports gathered third party software, PC reservations. This information is recorded internally on a library wide statistics sheet. Each library branch is responsible for pulling and reporting this data and the Automation Coordinator is the backup.

**Frequency**

Monthly

**Measured By**

Branch Libraries and the Automation Coordinator will pull the data and store it on an internal spreadsheet on the G:Drive.

**Reporting**

This information is reported on the Library's overall statistics spreadsheet that is used for various purposes.

**Used by**

This information is used by the Automation Coordinator to track usage and future needs of the community. We use this information in our PVR as well as with the Federal Communications Commission in our eRates process as well as some reports that are required by the state.

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**Performance Measure Methodology Sheet**

**Branch Libraries Division  
Anchorage Public Library**

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**Performance Measure #6: Branch library programs and attendance**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Engaging and educational library programs

**Definition**

The number of programs offered and attendance at the four neighborhood branch libraries: Muldoon, Chugiak-Eagle River, Gerrish, and Mountain View.

**Data Collection Method**

Physical count of attendees entered into library calendar software to be later exported.

**Frequency**

Collected at each program and entered into software weekly.

**Measured By**

Clicker counters.

**Reporting**

This information is included in the monthly Branch report and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by Branch Managers, Adult Services Coordinator and Youth Services Coordinator in partnership with Library Leadership to determine programming topics and goals, measure community interest, and address training needs.

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**Performance Measure Methodology Sheet**  
**Collection Management Services Division**  
**Anchorage Public Library**

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**Performance Measure #7: Wait time for print books**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Timely and responsive access to a diverse collection of materials.

**Definition**

Wait time for print books is measured by the hold to copy ratio. The library has an internal goal of no more than 3 holds per title. Reducing the average number of holds per copy shortens the wait time and allows the public to receive desired books faster.

**Data Collection Method**

APL's Integrated Library System (ILS) will be programmed to produce a report showing which specific titles of print books in the library's catalog have more than 3 holds per copy in the previous two weeks. This allows us to direct available funds to purchase additional copies of those titles. Currently, the data is collected manually through biweekly reports.

**Frequency**

The report is run biweekly to ensure a timely response for purchasing additional copies.

**Measured By**

Data will be collected by Collection Management Services staff and stored in a spreadsheet. Information will be shared bi-weekly with the corresponding selection librarians responsible for purchasing additional copies.

**Reporting**

Collection Management Services Coordinator. Reported quarterly.

**Used By**

This is used by the Collection Management Services Coordinator and selection librarians to determine which titles need additional copies purchased in order to keep wait times short. It is also used by the Collection Management Services Coordinator, Budget Coordinator, and Library Director to evaluate whether the library's materials budget is being spent where it is most needed.

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**Performance Measure Methodology Sheet**  
**Collection Management Services Division**  
**Anchorage Public Library**

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**Measure #8: Wait time for OverDrive / Libby**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Timely and responsive access to a diverse collection of materials.

**Definition**

The goal is to limit wait time for OverDrive / Libby items to no more than 30 days. This measures the average wait time in days.

**Data Collection Method**

The data is collected through the OverDrive dashboard and stored in a shared G:Drive folder.

**Frequency**

Weekly

**Measured By**

The digital services librarian will collect the data.

**Reporting**

The digital services librarian and Collection Management Services Coordinator will report this information to leadership team and selectors as needed.

**Used By**

The digital services librarian responsible for all ordering on OverDrive to make selection decisions. The Collection Management Services Coordinator will use the information to evaluate the library collection as a whole. The Leadership Team and Budget Coordinator will use the information when setting budget priorities and to inform stakeholders how the collection is being used.

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**Performance Measure Methodology Sheet**

**Library Administration Division  
Anchorage Public Library**

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**Performance Measure #9: Number of incidents at all library locations**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Safe and welcoming spaces

**Definition**

Incidents are recorded into the PITS (Patron Incident Tracking System) software anytime staff or security address code of conduct violations with patrons. Severe violations result in trespassing individuals.

**Data Collection Method**

Facilities Manager pulls the data from PITS, library incident log and tracking system.

**Frequency**

Incidents are recorded as they happen.

**Measured By**

The Facilities Manager

**Reporting**

Information is reported to the leadership team, security, and stakeholders as needed.

**Used by**

The information is used by the Facilities Manager and Security to improve response times, building safety, and best practices for handling situations with code of conduct infractions. The information is also used by Library Leadership team to inform overall health and safety of the library as a welcoming space for individual use.

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**Performance Measure Methodology Sheet**

**Library Administration Division  
Anchorage Public Library**

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**Performance Measure #10: Facility Room Rental**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Clean and well-maintained spaces for community, individual and group use.

**Definition**

Total revenue collected from Room Rentals at Loussac and Mountain View locations.

**Data Collection Method**

All transactions are entered into SAP as revenue in the Admin Cost Center – 101000 – 535500-408420. All room reservations are made through a third party which provides statistics on all usage. Private and Non-Profits are charged for room use while library programs and MOA departments use the rooms free of charge.

**Frequency**

Quarterly or as needed.

**Measured By**

Budget Coordinator gathers the amount collected by room rentals and number reservations and purpose tracked through third party reservation software.

**Reporting**

This information is reported to Library Leadership team annually. Revenue is provided to OMB as part of annual budget process.

**Used by**

This information is used by Library Leadership Team to evaluate if the library space is being utilized by outside groups and individuals and to determine if changes need to be made either through repair and maintenance, room rates, or marketing. As the primary revenue source for the library, this information is used as part of our budget process.

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**Performance Measure Methodology Sheet**

**Loussac Adult Services Division  
Anchorage Public Library**

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**Performance Measure #11: Adult Programs and Attendance at Loussac**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Engaging and educational library programs

**Definition**

The number of programs offered at the Loussac Library and attendance.

**Data Collection Method**

Physical count of attendees entered into library calendar software to be later exported.

**Frequency**

Collected at each program and entered into software weekly.

**Measured By**

Clicker counters.

**Reporting**

This information is included in the monthly Adult Services report and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by the Adult Services Coordinator in partnership with Library Leadership to determine programming topics and goals, measure community interest, and address training needs.

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**Performance Measure Methodology Sheet**

**Loussac Adult Services Division  
Anchorage Public Library**

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**Performance Measure #12: Materials Handling Rate**

**Type**

Efficiency

**Accomplishment Goal Supported**

Timely and responsive access to a diverse collection of materials in order to promote literacy and life-long learning resources.

**Definition**

Materials Handling Rate is the average number of items reshelfed at the Loussac Library per day.

**Data Collection Method**

Each cart of items ready to be shelved has a tag on it indicating when it arrived. The slips are filled out once the cart has been shelved. This information is stored in a spreadsheet on the G:Drive.

**Frequency**

Collected daily

**Measured By**

Cart ticketing system

**Reporting**

This information is included in the monthly Circulation report and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by the Circulation Supervisor in partnership with Library Leadership to determine efficiency, and staffing needs.



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**Performance Measure Methodology Sheet**

**Youth Services Division  
Anchorage Public Library**

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**Measure #13: Youth programs and attendance at Loussac Library**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Increase opportunities for our children's success when they enter school, by supporting the foundations of reading, social skills, and creative skills through early learning educational activities.

Support literacy, social skill building, and creativity to elementary school age children and teens through programming.

**Definition**

Youth Programs serve ages 0-18 with specific programs targeted for ages 05, 6-11, and 12-18.

**Data Collection Method**

Physical count of attendees entered into library calendar software to be later exported.

**Frequency**

Collected at each program and entered into software weekly.

**Measured By**

Clicker counters.

**Reporting**

This information is included in the monthly Youth Services report and shared in the monthly Library Advisory Board report as requested.

**Used by**

This information will be used by the Youth Services Coordinator in partnership with Library Leadership to determine programming priorities, staffing levels needed, community interest, and staff training.