

**FYE 2008 Performance Measures**

**Agency Summary**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned	110,800	94,622	205,527	308,999	179,290	130,640	176,150	133,113	226,567	162,420	125,820	114,692	1,536,214	1,968,640
Materials Retrieved	7,097	8,124	5,985	8,148	6,779	8,260	13,437	10,872	12,329	10,745	10,705	11,430	100,566	113,911
Questions Answered	18,800	19,948	18,556	17,906	16,983	16,564	16,568	15,270	16,520	16,167	15,171	13,760	191,622	202,213
Consultations	1,785	2,782	2,661	2,217	1,609	1,093	1,019	1,022	1,396	1,683	1,312	1,429	20,639	20,008
Other Contacts/In-State	514,180	16,869	667,534	1,835,318	29,519	1,237,516	21,255	491,248	541,858	25,059	572,402	557,727	5,376,260	6,510,485
Other Contacts/Out-of State	2,475	2,254	12,461	4,690	2,998	1,001,367	2,286	2,350	4,375	5,712	6,149	6,638	129,716	1,053,755
Online Database Searches	244,448	253,890	433,033	502,620	389,785	358,482	212,110	224,705	266,363	343,327	146,560	123,170	2,826,951	3,498,493
Patrons Registered	230	254	181	224	324	142	215	196	149	175	154	195	2,750	2,439
Programs/Activities	114	170	77	75	39	41	45	67	89	51	57	27	1,595	852
Program Attendees	467	1,054	855	1,130	759	787	924	2,331	3,637	1,852	1,362	526	167,769	156,684
Tours	34	50	49	67	82	59	186	214	230	217	132	76	1,329	1,396
Tour Participants/Visitation	2,118	2,715	2,801	5,015	1,965	2,987	5,300	7,198	7,596	6,596	5,407	3,304	47,995	53,002
Facility Use	27	26	31	28	25	27	29	34	33	25	83	26	396	394
Facility Use Participants	675	892	1,123	840	950	1,183	867	1,670	1,272	799	760	648	15,532	11,679
Web Site Requests	1,451,985	1,073,600	1,099,053	1,091,228	806,418	782,556	1,454,721	1,130,581	1,042,747	734,271	2,169,564	1,434,160	11,820,185	14,270,884
SIRSI Usage	65,168	77,958	60,752	77,024	5,584	24,000	44,338	24,000	24,000	23,573	26,897	112,524	639,214	565,818
E-mailed Delivered	1,176,429	1,605,902	1,950,844	1,810,054	1,459,432	1,360,620	1,078,710	1,195,909	1,195,909	1,226,675	1,413,008	1,228,375	7,321,057	16,701,867
Newsline Calls	2,434	2,814	2,779	2,852	2,736	2,853	2,670	4,010	4,700	4,170	3,615	3,081	29,027	38,714
<b>Total</b>	<b>3,599,266</b>	<b>3,163,924</b>	<b>4,464,302</b>	<b>5,668,435</b>	<b>2,905,277</b>	<b>4,929,177</b>	<b>3,030,830</b>	<b>3,244,790</b>	<b>3,349,770</b>	<b>2,563,517</b>	<b>4,499,158</b>	<b>3,611,788</b>	<b>30,228,817</b>	<b>45,030,234</b>
<b>PRESERVATION</b>														
Materials Acquired/Received	10,071	9,989	8,675	11,847	9,393	7,895	7,730	7,128	5,923	8,147	9,545	6,846	110,140	103,189
Materials Withdrawn/Removed	20,755	4,959	3,956	2,814	6,333	8,920	8,626	729	3,389	1,008	6,488	11,100	35,726	79,077
Materials Preserved/Treated	223,303	127,813	56,127	192,373	118,682	102,895	91,742	119,006	276,472	142,799	33,484	139,318	1,548,643	1,624,014
Materials Digitized	288,727	26,188	18,233	42,912	58,267	31,838	3,664	43,781	48,877	3,590	21,599	257	889,687	587,933
Materials Cataloged/Described	6,991	7,817	7,465	8,771	8,882	8,170	6,896	9,140	7,206	9,065	8,792	7,468	133,699	96,663
Reproductions	8,330,897	6,933,686	5,768,636	8,077,593	5,513,946	5,870,761	5,609,545	5,629,009	4,897,603	6,766,190	5,891,661	7,500,587	75,025,595	76,790,114
<b>Total</b>	<b>8,880,744</b>	<b>7,110,452</b>	<b>5,863,092</b>	<b>8,336,310</b>	<b>5,715,503</b>	<b>6,030,479</b>	<b>5,728,203</b>	<b>5,808,793</b>	<b>5,239,470</b>	<b>6,930,799</b>	<b>5,971,569</b>	<b>7,665,576</b>	<b>77,743,490</b>	<b>79,280,990</b>
<b>COLLABORATION</b>														
Institutions	1,070	1,070	1,284	1,360	1,193	1,112	728	1,011	950	1,284	1,605	1,066	9,668	13,733
Programs / Activities	36	44	49	52	57	37	51	47	112	52	357	39	873	933
Program Attendees	731	314	858	1,028	2,085	328	921	1,209	2,301	1,498	51,265	5,792	55,273	68,330
Board and Commission Attendees	23	14	12	21	11	38	32	34	20	22	19	25	241	271
Volunteer Hours	1,706	1,501	1,685	2,294	1,780	1,546	2,121	1,748	1,861	2,101	1,785	1,663	25,868	21,787
<b>Total</b>	<b>3,566</b>	<b>2,943</b>	<b>3,888</b>	<b>4,755</b>	<b>5,126</b>	<b>3,061</b>	<b>3,853</b>	<b>4,049</b>	<b>5,244</b>	<b>4,957</b>	<b>55,031</b>	<b>8,585</b>	<b>91,923</b>	<b>105,054</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned	5	26	10	7	10	6	7	5	27	8	34	11	550	156
Legislative Contacts	167	218	235	572	355	421	1,294	1,387	1,345	1,447	1,070	781	9,886	9,292
Questions Answered	18	21	36	79	18	43	50	40	33	26	65	42	1,082	471
Tour Attendees	1	0	0	0	27	0	1,491	1,730	1,729	1,128	529	219	8,905	6,854
Equipment Loans	0	2	0	0	0	0	1	0	0	0	1	0	36	4
Facility Use	2	4	4	5	4	3	9	4	7	5	7	2	43	56
Facility Use Participants	3	125	22	117	26	12	96	80	104	69	54	4	901	712
In-Service Training Sessions	0	0	0	0	0	0	9	0	0	0	0	0	9	9
In-Service Training Attendees	0	0	0	0	0	0	41	0	0	0	0	0	136	41
Boxed Records in Storage (avg)	2,268	2,269	1,673	1,674	1,728	1,857	1,869	1,915	1,918	1,918	1,921	1,921	2,022	1,911
Library Board Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2,464</b>	<b>2,665</b>	<b>1,980</b>	<b>2,454</b>	<b>2,168</b>	<b>2,342</b>	<b>4,867</b>	<b>5,161</b>	<b>5,163</b>	<b>4,601</b>	<b>3,681</b>	<b>2,980</b>	<b>23,570</b>	<b>19,506</b>
<b>GRAND TOTAL</b>	<b>12,486,040</b>	<b>10,279,984</b>	<b>10,333,262</b>	<b>14,011,954</b>	<b>8,628,074</b>	<b>10,965,059</b>	<b>8,767,753</b>	<b>9,062,793</b>	<b>8,599,647</b>	<b>9,503,873</b>	<b>10,529,439</b>	<b>11,288,929</b>	<b>108,087,800</b>	<b>124,435,784</b>
Customer Satisfaction													7	7.5

FYE 2008 Performance Measures

Director's Office

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned														
Materials Retrieved														
Questions Answered	907	851	708	942	805	622	854	808	892	901	1,141	699	13,501	10,130
Consultations	12	25	17	20	15	43	24	18	22	28	31	23	258	278
Other Contacts/In-State	0	37	78	93	560	173	177	441	203	945	436	498	90,253	3,641
Other Contacts/Out-of State	5	28	10	897	281	154	261	128	208	162	440	199	17,006	2,773
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0		
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0		
Programs/Activities	7	0	2	2	1	3	5	3	4	0	3	0	17	30
Program Attendees	0	0	0	40	0	0	0	0	0	0	0	0	438	40
Tours	1	0	1	0	0	2	0	0	0	0	0	0	0	4
Tour Participants/Visitation	4	0	1	0	0	0	0	0	0	0	0	0	0	5
Facility Use	1	2	0	0	0	0	0	0	0	0	54	0	45	57
Facility Use Participants	5	10	0	0	0	0	0	0	0	0	0	0	459	15
Web Site Requests	1,451,985	1,073,600	1,099,053	1,091,228	806,418	782,556	1,454,721	1,130,581	1,042,747	734,271	2,169,564	1,434,160	11,820,185	14,270,884
SIRS Usage	65,168	77,958	60,752	77,024	5,584	24,000	44,338	24,000	24,000	23,573	26,897	112,524	639,214	565,818
E-mailed Delivered	1,176,429	1,605,902	1,950,844	1,810,054	1,459,432	1,360,620	1,078,710	1,195,909	1,195,909	0	2,964,623	0	7,321,057	15,798,432
Newsline Calls														
<b>Total</b>	<b>2,694,524</b>	<b>2,758,413</b>	<b>3,111,466</b>	<b>2,980,300</b>	<b>2,273,096</b>	<b>2,168,173</b>	<b>2,579,090</b>	<b>2,351,888</b>	<b>2,263,985</b>	<b>759,880</b>	<b>5,163,189</b>	<b>1,548,103</b>	<b>19,902,433</b>	<b>30,652,107</b>
<b>PRESERVATION</b>														
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
<b>Total</b>														
<b>COLLABORATION</b>														
Institutions	17	4	16	15	11	23	29	2	5	5	34	7	274	168
Programs / Activities	4	1	7	1	4	6	7	2	6	6	6	2	43	52
Program Attendees	25	50	95	20	50	45	139	20	50	80	130	200	10,086	904
Boards and Commissions	23	14	12	21	10	10	32	14	20	22	19	4	168	201
Volunteer Hours	3	0	0	0	6	8	8	0	4	4	12	0	0	45
<b>Total</b>	<b>72</b>	<b>69</b>	<b>130</b>	<b>57</b>	<b>81</b>	<b>92</b>	<b>215</b>	<b>38</b>	<b>85</b>	<b>117</b>	<b>201</b>	<b>213</b>	<b>4,072</b>	<b>1,370</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned														
Legislative Contacts	33	50	56	39	91	196	175	153	57	111	41	36	2,508	1,038
Questions Answered	0	0	0	0	0	0	0	0	0	0	0	0	246	0
Tour Attendees														
Equipment Loans														
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Attendees	0	0	0	0	0	0	0	0	15	32	0	0	0	47
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees	0	0	0	0	0	0	0	0	0	0	0	0	45	0
<b>Total</b>	<b>33</b>	<b>50</b>	<b>56</b>	<b>39</b>	<b>91</b>	<b>196</b>	<b>175</b>	<b>153</b>	<b>72</b>	<b>143</b>	<b>41</b>	<b>36</b>	<b>1,119</b>	<b>1,085</b>
<b>GRAND TOTAL</b>	<b>2,694,629</b>	<b>2,758,532</b>	<b>3,111,652</b>	<b>2,980,396</b>	<b>2,273,268</b>	<b>2,168,461</b>	<b>2,579,480</b>	<b>2,352,079</b>	<b>2,264,142</b>	<b>760,140</b>	<b>5,163,431</b>	<b>1,548,352</b>	<b>19,907,624</b>	<b>30,654,562</b>
Customer Satisfaction														

**FYE 2008 Performance Measures**

**Archives**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned	3	2	0	0	1	10	5	2	30	2	3	3	41	61
Materials Retrieved	1,597	1,703	1,814	1,598	2,630	2,464	8,922	6,395	6,949	5,570	6,544	6,768	25,683	52,954
Questions Answered	1,613	1,662	1,606	1,608	1,587	1,607	1,619	1,644	1,643	1,584	1,675	1,601	22,751	19,449
Consultations	15	37	29	25	67	20	38	43	31	39	38	20	542	402
Other Contacts/In-State	279	5,128	374	1,524	136	5,158	259	3,577	527	5,965	580	342	30,023	23,849
Other Contacts/Out-of State	172	179	160	441	257	199	102	103	187	179	157	285	21,927	2,421
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patrons Registered	2	1	6	1	0	2	11	29	4	14	5	3	40	78
Programs/Activities	1	0	2	4	3	1	1	1	5	2	0	0	21	20
Program Attendees	16	0	29	234	55	12	15	69	184	798	0	0	1,978	1,412
Tours	1	1	2	10	10	2	7	1	1	1	2	1	13	39
Tour Participants/Visitation	189	223	195	258	201	186	339	180	148	152	147	106	2,096	2,324
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
<b>Total</b>	<b>3,888</b>	<b>8,936</b>	<b>4,217</b>	<b>5,703</b>	<b>4,947</b>	<b>9,661</b>	<b>11,318</b>	<b>12,044</b>	<b>9,709</b>	<b>14,306</b>	<b>9,151</b>	<b>9,129</b>	<b>105,115</b>	<b>103,009</b>
<b>PRESERVATION</b>														
Materials Acquired	7	76	2	46	12	25	146	4	0	1	7	0	331	326
Materials Withdrawn/Removed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Preserved/Treated	16,928	17,350	17,247	16,950	13,850	14,150	10,254	8,222	3,369	4,644	5,621	15,397	383,478	143,982
Materials Digitized	158	175	189	193	133	172	203	134	243	279	169	257	2,395	2,305
Materials Cataloged/Described	1,347	1,295	1,355	1,203	1,767	1,941	1,997	2,414	2,565	2,526	2,878	3,072	39,841	24,360
Reproductions	6,232	8,311	7,941	2,860	8,452	3,438	7,895	6,548	6,768	7,629	10,786	5,232	85,939	82,092
<b>Total</b>	<b>24,672</b>	<b>27,207</b>	<b>26,734</b>	<b>21,252</b>	<b>24,214</b>	<b>19,726</b>	<b>20,495</b>	<b>17,322</b>	<b>12,945</b>	<b>15,079</b>	<b>19,461</b>	<b>23,958</b>	<b>511,984</b>	<b>252,739</b>
<b>COLLABORATION</b>														
Institutions	1	1	1	1	3	4	4	3	6	1	0	0	34	25
Programs / Activities	4	6	6	6	0	1	1	0	6	1	0	0	11	31
Program Attendees	0	0	38	137	3	0	0	4	1,600	659	0	0	3,093	2,441
Boards and Commissions	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Volunteer Hours	15	10	0	0	7	2	0	9	8	11	9	12	513	83
<b>Total</b>	<b>20</b>	<b>17</b>	<b>45</b>	<b>144</b>	<b>14</b>	<b>7</b>	<b>5</b>	<b>16</b>	<b>1,620</b>	<b>672</b>	<b>9</b>	<b>12</b>	<b>3,651</b>	<b>2,581</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Legislative Contacts	3	2	5	10	1	20	15	3	4	2	9	7	116	81
Questions Answered	4	6	7	25	3	18	7	5	7	4	14	11	185	111
Tour Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boxed Records in Storage (avg)	241	241	241	241	241	370	370	370	370	370	370	370	241	316
Library Board Attendees														
<b>Total</b>	<b>248</b>	<b>249</b>	<b>253</b>	<b>276</b>	<b>245</b>	<b>408</b>	<b>392</b>	<b>378</b>	<b>381</b>	<b>377</b>	<b>393</b>	<b>388</b>	<b>542</b>	<b>509</b>
<b>GRAND TOTAL</b>	<b>28,828</b>	<b>36,409</b>	<b>31,249</b>	<b>27,375</b>	<b>29,420</b>	<b>29,802</b>	<b>32,210</b>	<b>29,760</b>	<b>24,655</b>	<b>30,434</b>	<b>29,014</b>	<b>33,487</b>	<b>621,293</b>	<b>358,838</b>
Customer Satisfaction													7.6	

FYE 2008 Performance Measures

Braille and Talking Book Library

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned	33,592	36,119	32,928	34,602	31,696	29,455	33,507	32,333	33,724	32,407	31,914	33,082	414,925	395,359
Materials Retrieved														
Questions Answered	9,003	9,204	8,040	7,986	6,425	7,006	6,869	6,395	7,155	7,115	6,367	6,302	72,767	87,867
Consultations	0	2	10	7	0	4	6	1	0	0	1	0	22	31
Other Contacts/In-State	4,646	3,944	10,449	3,115	9,686	10,427	2,928	2,861	9,885	2,647	2,350	8,498	109,702	71,436
Other Contacts/Out-of State	2	3	2	8	1	12	2	4	2	85	637	0	473	758
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patrons Registered	183	212	149	194	143	102	143	133	116	154	121	120	1,623	1,770
Programs/Activities	1	8	0	2	2	3	5	2	1	2	8	0	52	34
Program Attendees	50	143	0	21	45	55	100	13	20	210	466	0	7,045	1,123
Tours	4	5	5	4	2	3	2	4	4	7	4	3	95	47
Tour Participants/Visitation	12	13	8	7	4	6	2	38	8	9	19	3	465	129
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls	2,434	2,814	2,779	2,852	2,736	2,853	2,670	4,010	4,700	4,170	3,615	3,081	29,027	38,714
<b>Total</b>	<b>49,927</b>	<b>52,467</b>	<b>54,370</b>	<b>48,798</b>	<b>50,740</b>	<b>49,926</b>	<b>46,234</b>	<b>45,794</b>	<b>55,615</b>	<b>46,806</b>	<b>45,502</b>	<b>51,089</b>	<b>636,196</b>	<b>597,268</b>
<b>PRESERVATION</b>														
Materials Acquired	1,571	2,210	1,585	1,634	1,746	1,488	1,572	1,787	1,374	2,160	3,831	1,967	20,670	22,925
Materials Withdrawn/Removed	12,730	2,125	101	670	211	410	45	167	207	195	219	750	23,648	17,830
Materials Preserved/Treated	1,413	1,335	1,519	1,500	1,659	1,181	1,790	1,264	1,711	1,869	1,065	2,003	24,551	18,309
Materials Digitized														
Materials Cataloged/Described	230	237	177	244	183	146	48	227	91	236	361	21	2,618	2,201
Reproductions	2,265	2,175	1,695	2,133	2,494	1,123	1,450	2,261	2,235	2,561	2,475	2,355	33,656	25,222
<b>Total</b>	<b>18,209</b>	<b>8,082</b>	<b>5,077</b>	<b>6,181</b>	<b>6,293</b>	<b>4,348</b>	<b>4,905</b>	<b>5,706</b>	<b>5,618</b>	<b>7,021</b>	<b>7,951</b>	<b>7,096</b>	<b>105,143</b>	<b>86,487</b>
<b>COLLABORATION</b>														
Institutions	11	9	11	10	18	9	11	10	11	10	10	12	120	132
Programs / Activities	13	10	13	14	14	10	14	13	12	11	13	16	134	153
Program Attendees	97	40	55	76	646	27	46	73	187	26	56	110	3,394	1,439
Boards and Commissions														
Volunteer Hours	1,564	1,305	1,527	2,038	1,670	1,414	1,866	1,574	1,653	1,932	1,508	1,433	23,415	19,484
<b>Total</b>	<b>1,685</b>	<b>1,364</b>	<b>1,606</b>	<b>2,138</b>	<b>2,348</b>	<b>1,460</b>	<b>1,937</b>	<b>1,670</b>	<b>1,863</b>	<b>1,979</b>	<b>1,587</b>	<b>1,571</b>	<b>27,063</b>	<b>21,208</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned														
Legislative Contacts														
Questions Answered														
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees														
<b>Total</b>														
<b>GRAND TOTAL</b>	<b>69,821</b>	<b>61,913</b>	<b>61,053</b>	<b>57,117</b>	<b>59,381</b>	<b>55,734</b>	<b>53,076</b>	<b>53,170</b>	<b>63,096</b>	<b>55,806</b>	<b>55,040</b>	<b>59,756</b>	<b>768,402</b>	<b>704,963</b>
Customer Satisfaction														7.6

FYE 2008 Performance Measures

Library Development Division

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned	76,236	56,772	171,986	274,287	146,713	101,038	141,600	100,615	192,650	129,907	93,636	81,502	1,118,888	1,566,942
Materials Retrieved														
Questions Answered	1,979	1,745	1,927	2,107	1,965	1,744	2,955	2,713	2,583	2,673	2,322	1,461	24,973	26,174
Consultations	1,047	1,942	1,896	1,920	933	440	675	707	1,118	1,401	1,001	1,131	14,099	14,211
Other Contacts/In-State	8,623	5,767	156,110	455,169	16,430	8,728	14,782	460,397	22,157	12,865	68,869	13,068	3,218,363	1,242,965
Other Contacts/Out-of State	1,569	1,630	12,077	2,404	2,351	932	1,709	1,940	3,618	4,791	4,772	5,889	53,496	43,682
On-Line Database Searches	243,446	252,887	432,309	501,827	388,915	357,821	210,095	222,890	265,372	329,001	145,444	122,400	2,801,374	3,472,407
Patrons Registered	42	27	22	26	31	30	26	27	16	7	28	26	491	308
Programs/Activities	100	138	56	50	24	24	21	32	32	24	25	21	1,357	547
Program Attendees	292	253	518	516	410	357	365	1,104	1,243	213	435	429	154,651	6,135
Tours	0	1	2	3	2	2	0	5	4	2	1	4	7	26
Tour Participants/Visitation	106	122	75	75	86	63	66	128	142	131	79	75	1,108	1,148
Facility Use	23	23	30	28	23	27	20	24	27	18	24	21	297	288
Facility Use Participants	556	807	1,071	840	899	1,183	403	913	813	547	650	531	12,806	9,213
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
<b>Total</b>	<b>334,019</b>	<b>322,114</b>	<b>778,079</b>	<b>1,239,252</b>	<b>558,782</b>	<b>472,389</b>	<b>372,717</b>	<b>791,495</b>	<b>489,775</b>	<b>481,580</b>	<b>317,286</b>	<b>226,558</b>	<b>7,401,910</b>	<b>6,384,046</b>
<b>PRESERVATION</b>														
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>COLLABORATION</b>														
Institutions	1,040	1,046	1,243	1,316	1,138	1,070	665	978	913	1,248	1,552	1,044	9,240	13,253
Programs / Activities	7	6	8	17	22	9	13	15	75	21	321	10	381	524
Program Attendees	207	101	247	731	1,306	107	634	743	371	600	50,980	419	43,261	56,446
Boards and Commissions	0	0	0	0	0	28	0	20	0	0	0	21	43	69
Volunteer Hours														
<b>Total</b>	<b>1,254</b>	<b>1,153</b>	<b>1,498</b>	<b>2,064</b>	<b>2,466</b>	<b>1,214</b>	<b>1,312</b>	<b>1,756</b>	<b>1,359</b>	<b>1,869</b>	<b>52,853</b>	<b>1,494</b>	<b>52,925</b>	<b>70,292</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Legislative Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Questions Answered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tour Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees														
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>335,273</b>	<b>323,267</b>	<b>779,577</b>	<b>1,241,316</b>	<b>561,248</b>	<b>473,603</b>	<b>374,029</b>	<b>793,251</b>	<b>491,134</b>	<b>483,449</b>	<b>370,139</b>	<b>228,052</b>	<b>7,454,835</b>	<b>6,454,338</b>
Customer Satisfaction														

FYE 2008 Performance Measures

Museum

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned	10	0	3	0	0	0	0	5	0	0	0	0	46	18
Materials Retrieved	0	0	0	3	0	19	0	0	6	0	0	0	85	28
Questions Answered	246	374	483	653	410	483	831	749	766	629	720	687	7,904	7,031
Consultations	0	1	0	2	1	5	1	2	0	1	2	36	72	51
Other Contacts/In-State	498,234	0	498,410	1,372,497	0	1,210,788	511	21,397	506,325	0	498,234	533,234	1,895,554	5,139,630
Other Contacts/Out-of State	0	0	0	15	0	1,000,000	0	0	0	0	0	0	41	1,000,015
On-Line Database Searches														
Patrons Registered														
Programs/Activities	0	14	10	7	5	4	8	20	33	11	12	0	25	124
Program Attendees	0	326	221	147	180	242	268	873	1,684	320	306	0	932	4,567
Tours	26	39	39	47	64	48	169	202	211	199	117	63	1,149	1,224
Tour Participants/Visitation	1,363	1,615	1,973	3,171	1,152	2,288	4,207	6,295	6,605	5,618	4,610	2,500	36,686	41,397
Facility Use	3	1	1	0	2	0	9	10	6	7	5	5	54	49
Facility Use Participants	114	75	52	0	51	0	464	757	459	252	110	117	2,267	2,451
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
<b>Total</b>	<b>499,996</b>	<b>2,445</b>	<b>501,192</b>	<b>1,376,542</b>	<b>1,865</b>	<b>2,213,877</b>	<b>6,468</b>	<b>30,310</b>	<b>516,095</b>	<b>7,037</b>	<b>504,116</b>	<b>536,642</b>	<b>1,944,815</b>	<b>6,196,585</b>
<b>PRESERVATION</b>														
Materials Acquired	0	0	0	0	0	0	0	0	0	0	0	12	32	12
Materials Withdrawn/Removed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Preserved/Treated	41	432	292	347	144	163	223	358	190	457	1,080	640	32	4,367
Materials Digitized														
Materials Cataloged/Described	0	0	0	0	0	0	0	0	9	0	0	12	10	21
Reproductions														
<b>Total</b>	<b>41</b>	<b>432</b>	<b>292</b>	<b>347</b>	<b>144</b>	<b>163</b>	<b>223</b>	<b>358</b>	<b>199</b>	<b>457</b>	<b>1,080</b>	<b>664</b>	<b>74</b>	<b>4,388</b>
<b>COLLABORATION</b>														
Institutions	1	7	11	18	7	6	5	15	15	6	4	3	23	98
Programs / Activities	1	3	5	6	4	4	3	4	4	2	3	1	23	40
Program Attendees	320	12	367	30	11	68	7	300	30	40	8	5,000	994	6,193
Boards and Commissions														
Volunteer Hours	48	105	77	70	53	47	177	101	71	87	206	160	571	1,202
<b>Total</b>	<b>370</b>	<b>127</b>	<b>460</b>	<b>124</b>	<b>75</b>	<b>125</b>	<b>192</b>	<b>420</b>	<b>120</b>	<b>135</b>	<b>221</b>	<b>5,164</b>	<b>1,611</b>	<b>7,533</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned	0	0	0	0	0	0	0	0	0	0	1	0	17	1
Legislative Contacts	2	0	1	4	2	3	758	812	938	986	704	513	4,996	4,723
Questions Answered	0	0	11	33	3	7	10	1	0	1	33	17	402	116
Tour Attendees	1	0	0	0	26	0	1,443	1,730	1,729	1,128	529	219	8,865	6,805
Equipment Loans	0	2	0	0	0	0	1	0	0	0	1	0	36	4
Facilities Use Permits	2	4	4	5	4	3	9	4	7	5	7	2	43	56
Facilities Use Attendees	3	125	22	117	26	12	96	80	89	37	54	4	901	665
In-Service Training Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boxed Records in Storage (avg)														
Library Board Attendees														
<b>Total</b>	<b>8</b>	<b>131</b>	<b>38</b>	<b>159</b>	<b>61</b>	<b>25</b>	<b>2,317</b>	<b>2,627</b>	<b>2,763</b>	<b>2,157</b>	<b>1,329</b>	<b>755</b>	<b>15,260</b>	<b>12,370</b>
<b>GRAND TOTAL</b>	<b>500,415</b>	<b>3,135</b>	<b>501,982</b>	<b>1,377,172</b>	<b>2,145</b>	<b>2,214,190</b>	<b>9,200</b>	<b>33,715</b>	<b>519,177</b>	<b>9,786</b>	<b>506,746</b>	<b>543,225</b>	<b>1,961,760</b>	<b>6,220,876</b>
Customer Satisfaction													7.4	7.6

FYE 2008 Performance Measures

Records Management Division

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned														
Materials Retrieved	3,375	4,525	2,891	3,859	3,382	4,576	3,196	2,988	3,492	3,612	2,944	3,067	57,107	41,907
Questions Answered	3,810	4,494	4,371	2,476	4,106	3,762	1,898	1,650	1,939	1,602	1,695	1,537	28,646	33,340
Consultations	710	774	709	243	593	580	269	248	220	213	234	218	5,625	5,011
Other Contacts/In-State	977	1,003	998	1,070	989	794	879	864	882	854	877	870	11,921	11,057
Other Contacts/Out-of State	90	163	2	24	7	4	1	77	4	5	12	46	2,048	435
On-Line Database Searches														
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Programs/Activities	4	8	5	9	4	3	4	7	10	7	7	6	96	74
Program Attendees	80	287	46	161	69	49	76	225	413	137	145	97	1,904	1,785
Tours	2	3	0	2	2	2	4	1	6	7	7	5	42	41
Tour Participants/Visitation	3	8	0	5	6	6	47	5	74	19	62	26	211	261
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
<b>Total</b>	<b>9,051</b>	<b>11,265</b>	<b>9,022</b>	<b>7,849</b>	<b>9,158</b>	<b>9,776</b>	<b>6,374</b>	<b>6,065</b>	<b>7,040</b>	<b>6,456</b>	<b>5,983</b>	<b>5,872</b>	<b>107,600</b>	<b>93,911</b>
<b>PRESERVATION</b>														
Materials Acquired	3,873	4,487	5,021	6,219	5,201	2,931	4,123	2,455	2,339	2,979	2,445	2,369	33,204	44,442
Materials Withdrawn/Removed	6,161	2,682	3,810	2,079	5,906	7,978	8,113	61	2,853	399	5,293	9,742	7,114	55,077
Materials Preserved/Treated	197,918	108,665	34,223	172,750	100,968	81,520	70,697	103,265	264,749	120,250	21,430	95,187	1,079,599	1,371,622
Materials Digitized	288,569	26,013	18,044	42,719	58,134	31,666	3,461	43,647	48,634	3,311	21,430	0	887,292	585,628
Materials Cataloged/Described	3,217	3,714	4,496	5,427	4,456	2,580	3,068	1,805	1,603	2,269	1,983	1,571	55,657	36,189
Reproductions	8,322,400	6,923,200	5,759,000	8,072,600	5,503,000	5,866,200	5,600,200	5,620,200	4,888,600	6,756,000	5,878,400	7,493,000	74,906,000	76,682,800
<b>Total</b>	<b>8,822,138</b>	<b>7,068,761</b>	<b>5,824,594</b>	<b>8,301,794</b>	<b>5,677,665</b>	<b>5,992,875</b>	<b>5,689,662</b>	<b>5,771,433</b>	<b>5,208,778</b>	<b>6,885,208</b>	<b>5,930,981</b>	<b>7,601,869</b>	<b>76,968,866</b>	<b>78,676,239</b>
<b>COLLABORATION</b>														
Institutions														
Programs / Activities	7	16	9	8	11	7	11	12	9	10	13	10	131	123
Program Attendees	82	104	46	34	54	81	39	59	63	84	76	63	849	785
Boards and Commissions													0	0
Volunteer Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>89</b>	<b>120</b>	<b>55</b>	<b>42</b>	<b>65</b>	<b>88</b>	<b>50</b>	<b>71</b>	<b>72</b>	<b>94</b>	<b>89</b>	<b>73</b>	<b>980</b>	<b>908</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned														
Legislative Contacts	2	1	3	9	2	2	9	2	3	3	3	4	37	43
Questions Answered	2	1	3	5	2	2	9	2	3	3	3	4	30	39
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)	2,027	2,028	1,432	1,433	1,487	1,487	1,499	1,545	1,548	1,548	1,551	1,551	1,785	1,595
Library Board Attendees														
<b>Total</b>	<b>2,031</b>	<b>2,030</b>	<b>1,438</b>	<b>1,447</b>	<b>1,491</b>	<b>1,491</b>	<b>1,517</b>	<b>1,549</b>	<b>1,554</b>	<b>1,554</b>	<b>1,557</b>	<b>1,559</b>	<b>1,852</b>	<b>1,677</b>
<b>GRAND TOTAL</b>	<b>8,833,309</b>	<b>7,082,176</b>	<b>5,835,109</b>	<b>8,311,132</b>	<b>5,688,379</b>	<b>6,004,230</b>	<b>5,697,603</b>	<b>5,779,118</b>	<b>5,217,444</b>	<b>6,893,312</b>	<b>5,938,610</b>	<b>7,609,373</b>	<b>77,079,298</b>	<b>78,772,735</b>
Customer Satisfaction													7.4	7.5

**FYE 2008 Performance Measures**

**Law and Research Library**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2007 Actual	2008 Actual
<b>ACCESS</b>														
Materials Loaned	959	1,729	610	110	880	137	1,038	158	163	104	267	105	2,314	6,260
Materials Retrieved	2,125	1,896	1,280	2,688	767	1,201	1,319	1,489	1,882	1,563	1,217	1,595	17,691	19,022
Questions Answered	1,242	1,618	1,421	2,134	1,685	1,340	1,542	1,311	1,542	1,663	1,251	1,473	21,080	18,222
Consultations	1	1	0	0	0	1	6	3	5	1	5	1	21	24
Other Contacts/In-State	1,421	990	1,115	1,850	1,718	1,448	1,719	1,711	1,879	1,783	1,056	1,217	20,444	17,907
Other Contacts/Out-of State	637	251	210	901	101	66	211	98	356	490	131	219	34,725	3,671
On-Line Database Searches	1,002	1,003	724	793	870	661	2,015	1,815	991	14,326	1,116	770	25,577	26,086
Patrons Registered	3	14	4	3	150	8	35	7	13	0	0	46	596	283
Programs/Activities	1	2	2	1	0	3	1	2	4	5	2	0	27	23
Program Attendees	29	45	41	11	0	72	100	47	93	174	10	0	821	622
Tours	0	1	0	1	2	0	4	1	4	1	1	0	23	15
Tour Participants/Visitation	441	734	549	1,499	516	438	639	552	619	667	490	594	7,429	7,738
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
<b>Total</b>	<b>7,861</b>	<b>8,284</b>	<b>5,956</b>	<b>9,991</b>	<b>6,689</b>	<b>5,375</b>	<b>8,629</b>	<b>7,194</b>	<b>7,551</b>	<b>20,777</b>	<b>5,546</b>	<b>6,020</b>	<b>130,748</b>	<b>99,873</b>
<b>PRESERVATION</b>														
Materials Acquired	4,620	3,216	2,067	3,948	2,434	3,451	1,889	2,882	2,210	3,007	3,262	2,498	55,903	35,484
Materials Withdrawn/Removed	1,864	152	45	65	216	532	468	501	329	414	976	608	4,964	6,170
Materials Preserved/Treated	7,003	31	2,846	826	2,061	5,881	8,778	5,897	6,453	15,579	4,288	26,091	60,983	85,734
Materials Digitized	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Cataloged/Described	2,197	2,571	1,437	1,897	2,476	3,503	1,783	4,694	2,938	4,034	3,570	2,792	35,573	33,892
Reproductions														
<b>Total</b>	<b>15,684</b>	<b>5,970</b>	<b>6,395</b>	<b>6,736</b>	<b>7,187</b>	<b>13,367</b>	<b>12,918</b>	<b>13,974</b>	<b>11,930</b>	<b>23,034</b>	<b>12,096</b>	<b>31,989</b>	<b>157,423</b>	<b>161,280</b>
<b>COLLABORATION</b>														
Institutions	0	3	2	0	16	0	14	3	0	14	5	0	95	57
Programs / Activities	0	2	1	0	2	0	2	1	0	1	1	0	10	10
Program Attendees	0	7	10	0	15	0	56	10	0	9	15	0	154	122
Boards and Commissions														
Volunteer Hours	76	81	81	186	44	76	70	64	125	67	50	58	1,362	974
<b>Total</b>	<b>76</b>	<b>93</b>	<b>94</b>	<b>186</b>	<b>77</b>	<b>76</b>	<b>142</b>	<b>78</b>	<b>125</b>	<b>91</b>	<b>71</b>	<b>58</b>	<b>1,621</b>	<b>1,163</b>
<b>LEGISLATIVE SERVICE</b>														
Materials Loaned	5	26	10	7	10	6	7	5	27	7	33	11	533	154
Legislative Contacts	127	165	170	510	259	200	337	417	343	345	313	221	3,618	3,407
Questions Answered	12	14	15	16	10	16	24	32	23	18	15	10	465	205
Tour Attendees	0	0	0	0	1	0	48	0	0	0	0	0	39	49
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions	0	0	0	0	0	0	9	0	0	0	0	0	9	9
In-Service Training Attendees	0	0	0	0	0	0	41	0	0	0	0	0	136	41
Boxed Records in Storage (avg)														
Library Board Attendees														
<b>Total</b>	<b>144</b>	<b>205</b>	<b>195</b>	<b>533</b>	<b>280</b>	<b>222</b>	<b>466</b>	<b>454</b>	<b>393</b>	<b>370</b>	<b>361</b>	<b>242</b>	<b>4,800</b>	<b>3,865</b>
<b>GRAND TOTAL</b>	<b>23,765</b>	<b>14,552</b>	<b>12,640</b>	<b>17,446</b>	<b>14,233</b>	<b>19,040</b>	<b>22,155</b>	<b>21,700</b>	<b>19,999</b>	<b>44,272</b>	<b>18,074</b>	<b>38,309</b>	<b>294,592</b>	<b>266,181</b>
Customer Satisfaction													7	7.0