

FYE 2010 Performance Measures

Library Development Division

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2009 Actual	2010 Actual
ACCESS														
Materials Loaned	133,058	290,352	248,028	541,056	796,254	183,780	588,888	295,437	164,062	169,220	80,400	83,485	1,413,238	3,572,020
Materials Retrieved														
Questions Answered	980	1,334	1,253	1,103	907	897	894	1,179	707	1,142	1,709	845	15,110	12,950
Consultations	1,148	1,466	1,064	1,087	1,089	847	982	963	1,086	871	988	350	13,696	11,921
Other Contacts/In-State	77,831	8,425	12,508	11,544	11,623	11,346	12,702	17,280	12,646	11,449	1,680,936	5,157	1,432,962	1,873,447
Other Contacts/Out-of-State	2,578	2,935	5,024	4,415	3,354	3,120	2,644	2,175	2,596	2,160	2,499	534	40,503	34,034
On-Line Database Searches	103,476	198,147	346,742	374,630	592,612	230,144	501,296	526,609	688,878	807,882	349,194	112,478	3,255,739	4,830,088
Patrons Registered	42	16	4	4	11	60	38	36	17	27	11	12	168	278
Programs/Activities	5	17	13	11	16	9	16	10	11	5	81	5	2,360	199
Program Attendees	94	309	242	158	231	282	333	339	119	80	84,519	123	187,183	86,829
Tours	2	3	0	1	4	1	4	4	5	4	11	2	28	41
Tour Participants/Visitation	125	132	82	111	79	91	116	85	0	75	66	62	1,082	1,024
Facility Use	12	7	11	17	13	18	11	17	4	22	14	24	267	170
Facility Use Participants	194	148	306	529	461	661	528	583	36	1,460	578	726	8,545	6,210
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	319,545	503,291	615,277	934,666	1,406,654	431,256	1,106,452	844,717	868,167	994,397	2,200,986	203,803	6,370,881	10,429,211
PRESERVATION														
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
Total	0	0	0	0	0	0	0	0	0	0	0	0		
COLLABORATION														
Institutions	95	45	198	28	58	21	28	20	16	21	37	20	7,848	587
Programs / Activities	7	15	2,141	12	7	9	18	20	16	15	15	14	433	2,289
Program Attendees	294	243	250,420	260	387	262	312	726	342	388	372	79	60,429	254,085
Boards and Commissions	0	0	26	0	0	19	0	0	0	18	0	0	63	63
Volunteer Hours														
Total	396	303	252,785	300	452	311	358	766	374	442	424	113	68,773	257,024
LEGISLATIVE SERVICE														
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														
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GRAND TOTAL	319,941	503,594	868,062	934,966	1,407,106	431,567	1,106,810	845,483	868,541	994,839	2,201,410	203,916	6,439,654	10,686,235
Customer Satisfaction													7.5	