FYE 2010 Performance Measures

Records Management Division

ACCESS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2009 Actual	2010 Actual
Materials Loaned														
Materials Retrieved	5,247	4,194	4,882	5,093	3,710	3,510	4,019	3,791	4,229	4,408	3,488	3,397	49,292	49,968
Questions Answered	1,962	1,933	2,106	2,189	2,115	1,879	2,124	1,895	2,200	2,068	2,119	2,103	27,670	24,693
Consultations	265	316	375	375	357	303	480	388	468	448	486	514	4,367	4,775
Other Contacts/In-State	1,254	1,140	1,195	1,279	1,316	1,212	1,331	1,317	1,312	1,337	1,436	1,507	12,992	15,636
Other Contacts/Out-of State	238	16	11	30	18	13	11	31	9	10	29	18	373	434
On-Line Database Searches														
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Programs/Activities	4	1	12	6	6	5	7	5	8	8	8	0	94	70
Program Attendees	217	49	448	905	281	165	555	1,013	606	895	1,409	631	3,371	7,174
Tours	0	2	3	3	4	4	3	3	4	5	3	3	37	37
Tour Participants/Visitation	0	9	26	38	47	6	51	7	34	71	21	11	266	321
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														
Total	9,187	7,660	9,058	9,918	7,854	7,097	8,581	8,450	8,870	9,250	8,999	8,184	98,462	103,108

PRESERVATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2009 Actual	2010 Actual
Materials Acquired	2,529	2,216	2,441	3,902	1,586	3,002	2,881	3,779	3,375	11,057	3,614	3,186	33,770	43,568
Materials Withdrawn/Removed	15,821	2,989	47,077	6,572	2,535	2,489	3,620	5,868	6,100	4,902	1,956	3,176	51,274	103,105
Materials Preserved/Treated	0	204,041	47,077	55,024	0	35,087	27,904	17,736	19,977	21,750	25,943	32,692	852,172	487,231
Materials Digitized	28 0	0	0	0	0	0	0	4,634	0	57,762	8,200	0	464,575	70,596
Materials Cataloged/Described	1,310	1,572	1,962	3,323	1,035	2,701	2,451	2,874	1,813	10,359	3,046	2,941	26,476	35,387
Reproductions	7,980,540	4,996,000	8,934,320	4,793,060	4,529,400	3,782,180	3,175,600	2,772,800	3,631,200	3,631,200	4,653,200	2,979,400	58,503,800	55,858,900
Total	8,000,200	5,206,818	9,032,877	4,861,881	4,534,556	3,825,459	3,212,456	2,807,691	3,662,465	3,737,030	4,695,959	3,021,395	59,932,067	56,452,114

COLLABORATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2009 Actual	2010 Actual
Institutions														
Programs / Activities	44	65	51	47	73	59	35	28	44	55	67	58	321	626
Program Attendees	240	374	314	307	391	309	286	207	294	290	344	343	1,543	3,699
Boards and Commissions														0
Volunteer Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	284	439	365	354	464	368	321	235	338	345	411	401	1,864	4,325

LEGISLATIVE SERVICE	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2009 Actual	2010 Actual
Materials Loaned														
Legislative Contacts	4	5	4	4	5	4	4	4	5	4	5	5	62	53
Questions Answered	4	5	4	4	5	4	4	5	5	4	5	34	42	83
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)	1,199	1,572	1,962	1,674	1,034	2,651	2,295	2,735	1,679	2,306	3,016	2,816	1,416	2,078
Library Board Attendees														
Total	1,207	1,582	1,970	1,682	1,044	2,659	2,303	2,744	1,689	2,314	3,026	2,855	1,520	2,214

GRAND TOTAL	8,010,878	5,216,499	9,044,270	4,873,835	4,543,918	3,835,583	3,223,661	2,819,120	3,673,362	3,748,939	4,708,395	3,032,835	60,033,913	56,561,761

Customer Satisfaction	7.68	

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