

Library

Mission Statement

We connect today's community to a world of possibilities.

Key Services

Provide information resources and works of the imagination

Early Literacy Program Attendance

Target: 62,000

YTD Actual: 28,129

Goal:

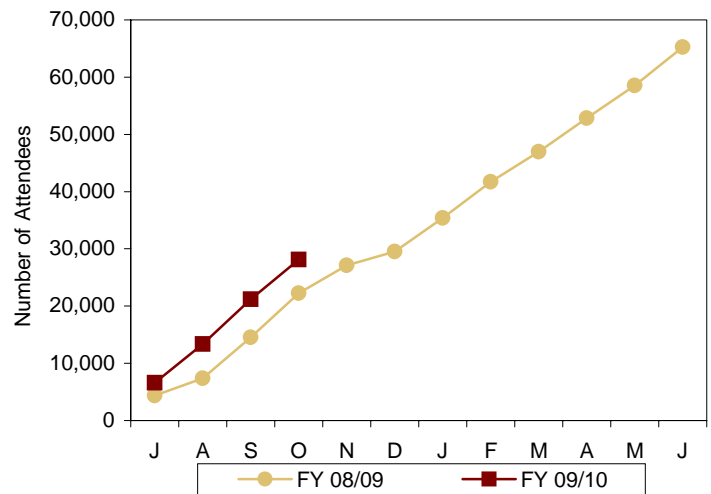
To partner with parents and caregivers to encourage the development of skills that lead to children's reading success

Target:

62,000 participants

Significance:

Attendance supports children's early literacy and parents' efforts to encourage children's skill development.



Customer Satisfaction with Workforce Readiness Programs

Target: 90%

YTD Percent: 93%

Goal:

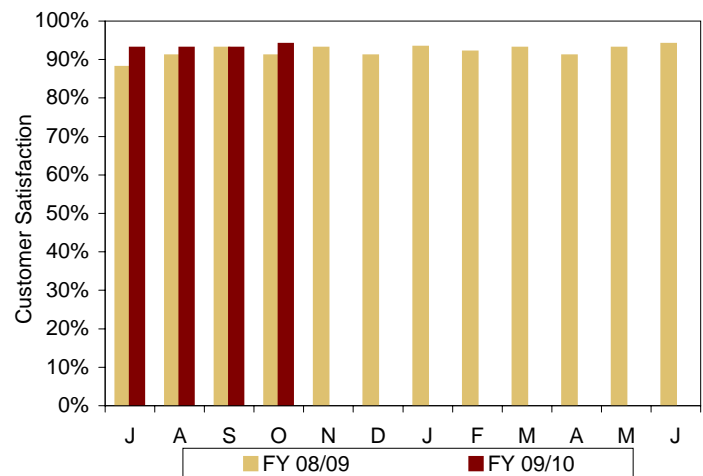
To provide customers with programs and services that enable them to acquire and enhance job skills

Target:

90% satisfaction rate

Significance:

Measures customer satisfaction with programs that promote workforce readiness, such as GED, ESL and basic computer classes.



Visit us on the Web @ phoenix.gov

Visitor Count Per Public Service Hour

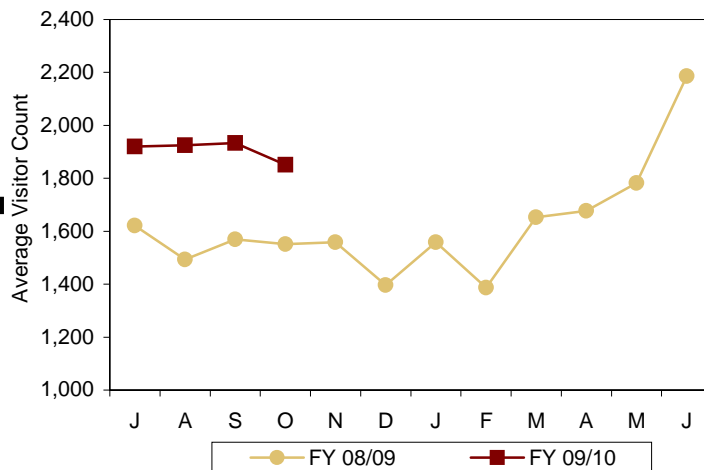
Target: 1,700

YTD Average: 1,907

Goal:
To provide customers with library facilities that meet their needs

Target:
1,700 average total visitor count per public service hour

Significance:
This measure shows the total average number of customers visiting Phoenix Public Library facilities each hour open to the public.



Library's Home Page "Hits"

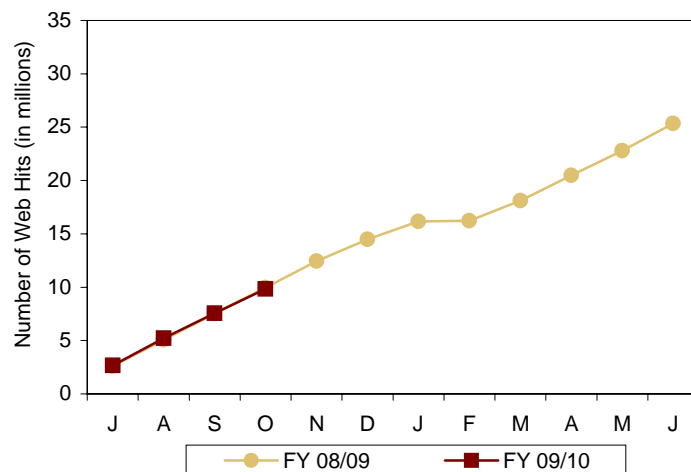
Target: 30 million

YTD (in millions): 9.83

Goal:
To provide customers with access to information resources through the Library's website

Target:
30 million hits

Significance:
Number of "hits" shows use of the Library's home page as a gateway to information resources.



Library Material Circulation

Target: 14 million

YTD (in millions): 5.72

Goal:
To provide customers with access to information resources at locations throughout the city

Target:
14 million circulation

Significance:
Circulation shows customer usage of Library materials.

