Library

Mission Statement

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

Key Services

Provide information resources and works of the imagination

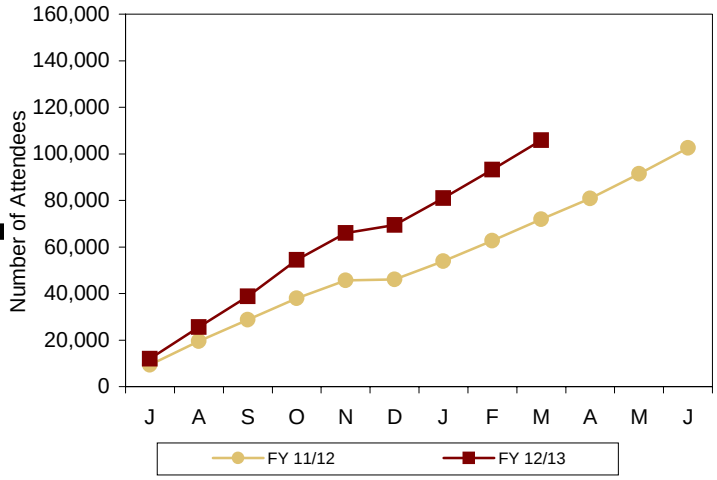
Early Literacy Program Attendance

Target: 160,000 **YTD Actual: 105,781**

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

Target:
160,000 participants

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



Customer Satisfaction with Workforce Readiness Programs

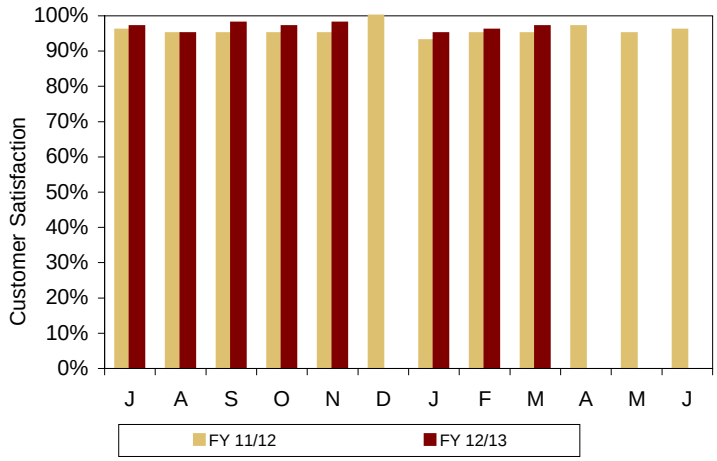
Target: 90% **YTD Percent: 97%**

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.

NOTE: The Library did not conduct programs during the month of December. No data to report.



Visitor Count Per Public Service Hour

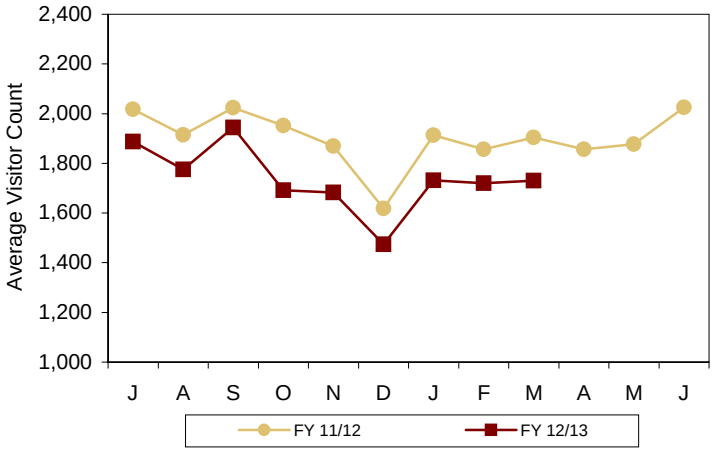
Target: 1,878 | **YTD Average: 1,737**

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

Target:
1,878 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.

NOTE: Data for July 2011 was corrected to 2017 visitors per public service hour.



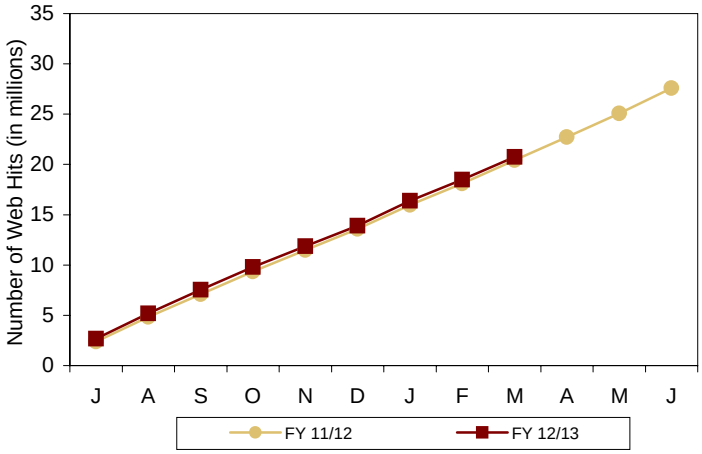
Library's Home Page "Hits"

Target: 27.2 million | **YTD (in millions): 20.75**

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

Target:
27.2 million hits

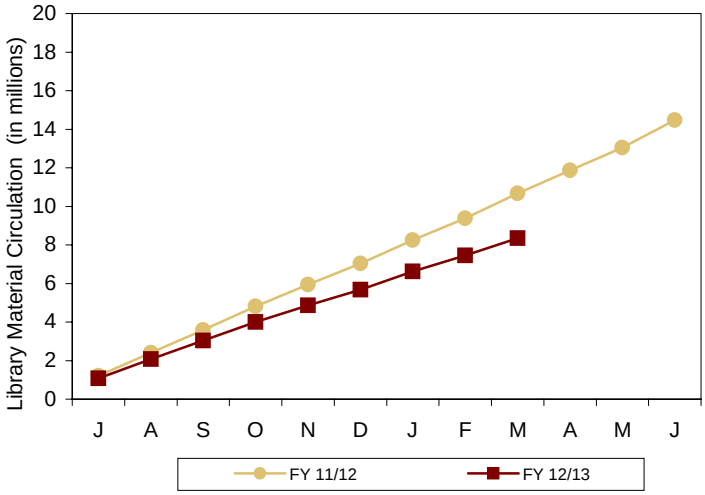
Significance:
Number of "hits" shows use of the Library's home page as a gateway to information resources.



Library Material Circulation

Target: 11.0 million | **YTD (in millions): 8.34**

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

Target:
11.0 million circulation

Significance:
Circulation shows customer usage of Library materials.