

**LIBRARIES
ADMINISTRATION**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To provide efficient and effective administration of library services to the public and to provide leadership and vision to the various sections of the Broward County Libraries Division in support of the Commission goals.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Library sites	37	37	37
Libraries materials collection size	3,653,310	4,047,631	3,787,133
Materials per capita based on population	2.08	2.22	2.08

**LIBRARIES
BUSINESS SERVICES**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To provide comprehensive business services and financial management to ensure compliance and efficient utilization of the Libraries Division resources.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Average number of days to process payment for goods and services received	57	44	50
Number of personnel transactions processed	N/A	845	1,500
Number of purchase orders issued	N/A	1,957	3,500

**LIBRARIES
INFORMATION TECHNOLOGY**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To support and advance the electronic access to information for Broward County Libraries customers in order to meet their informational, educational, and recreational needs.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Overdue notices generated	106,451	120,318	80,000
Number of databases	49	45	45
Number of databases at the joint-research library at Nova Southeastern University	128	191	127
Number of public locations with electronic access	37	37	38
Number of public terminals at joint-research library at Nova Southeastern University	70	69	564
Number of Public Access Work Stations	1,147	1,571	1,567

**LIBRARIES
CENTRAL SERVICES**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To efficiently provide reference services, technology training, programming and literacy instruction to Broward County Libraries Customers to enhance their learning skills and educational goals.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Program attendance	550,360	320,835	601,312
Number of volunteer hours	81,961	67,273	152,728
Value of volunteer hours @ \$9.77	1,301,541	657,257	1,484,517
Electronic visits to Homepage per hour open	1,016	4,977	1,645
Electronic database sessions	187,166	241,640	470,475
Total students in literacy programs	690	718	838
Retention-percent of students in program 1 year or longer	73	71	80
Literacy customers number of months to reach goals	24	26	30

**LIBRARIES
PUBLIC SERVICE**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To provide direct public library service to meet the informational, educational, and recreational needs of the residents and visitors to Broward County.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Library materials circulated	6,546,565	6,279,448	8,767,522
Library materials circulated per circulation staff of 291	22,497	21,579	30,129
Average number of days to reshelve returned materials	3	3	2
Customers served	7,449,319	7,244,307	10,139,802
Customers with cards	1,041,315	1,055,832	1,039,033
Percent of County population with library cards	59	58	57
Average number of weeks for Bestseller holds	4	4	2
Customers satisfaction rating (%)	97	97	85
Reference questions received and computer instruction given	2,448,829	2,072,778	3,335,600