

**LIBRARIES
FINANCIAL AND ADMINISTRATIVE SERVICES**

Fiscal Year 2007 - 1st Quarter

Goal Statement

To coordinate the various financial and administrative support activities of the Division to ensure continued efficiency, productivity, and compliance with County policies and goals.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Average number of days to process payment for goods and services received	48	39	40
Number of personnel transactions (BC 102s) processed	267	279	1,650
Number of purchase orders processed	658	950	5,000
Cost per purchase order processed (\$)	N/A	24.70	18.77
Electronic visits to Homepage per hour open	1,146	2,159	1,661
Number of Public Access Work Stations	1,147	1,571	1,591
Customers satisfaction rating (%)	N/A	79	90

**LIBRARIES
PUBLIC SERVICE**

Fiscal Year 2007 - 1st 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Library materials circulated	1,839,241	2,116,586	8,855,197
Library materials circulated per circulation staff	6,320	5,162	30,430
Average number of days to reshelve returned materials	3	2	2
Customers served	2,060,452	2,476,169	10,241,200
Customers with cards	1,095,413	1,107,945	1,049,423
Average number of weeks for Bestseller holds	4	4	2
Customers satisfaction rating (%)	97	97	87
Program attendance	85,085	195,587	675,944
Number of Volunteer Hours	19,184	25,359	114,246
Total students in literacy programs	752	650	846