Public Library FY2021 Performance Indicators
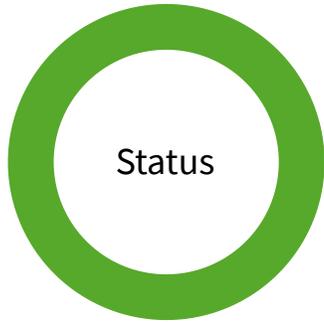
Date not set

Report Created On: Aug 23, 2021

5

Goal

Overall Summary

Status

On Track

%
100.0

0%
Progress

Report Legend   No Update   Overdue   **Priority**

Goal 4.1.5 Ongoing - Ongoing   On Track

Invest in and promote public and community gathering spaces - Public Library

Owner: Derrick Wold

Update provided by Derrick Wold on Jul 07, 2021 19:40:59

Update this period: Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community. Library has seen a dramatic increase as we have reopened back to our regular hours this quarter.

Next steps:

Disruptions (if necessary):
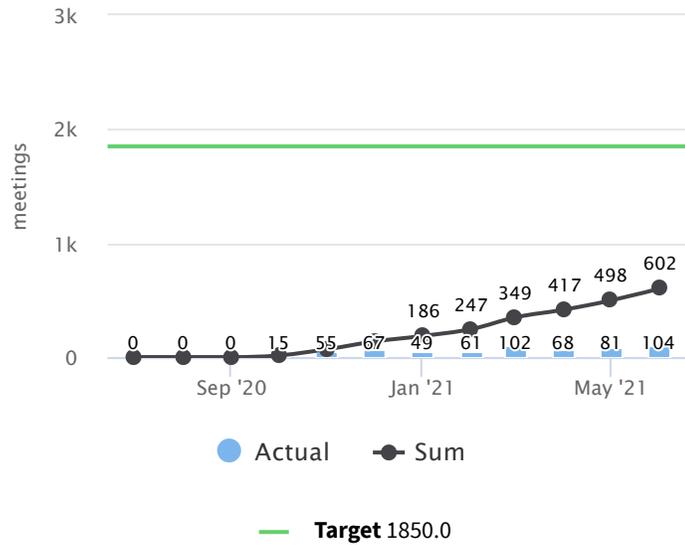
Goal 4.1.5 ❯ Metric

Number of meetings held in library meeting rooms

Number of meetings held in library meeting rooms (Goal: 1,850 or more by June 30, 2021) EXEMPTED Metric due to COVID-19

Goal 4.1.5 Invest in and promote public and community gathering spaces - Public Library

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:38:10

Target 1850.0

Comment
Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.
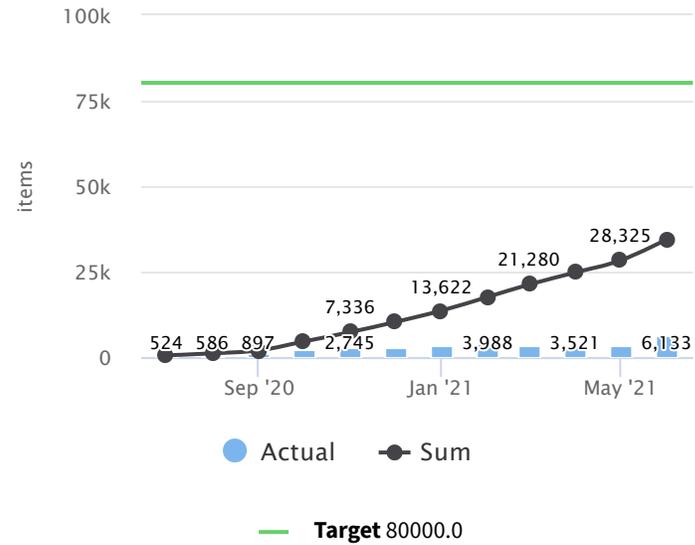
Circulation volume

Circulation volume (anything checked out) (Goal: 80,000 or more by June 30, 2021) EXEMPTED Metric due to COVID-19

Goal 4.1.5 Invest in and promote public and community gathering spaces - Public Library

Owner: Derrick Wold

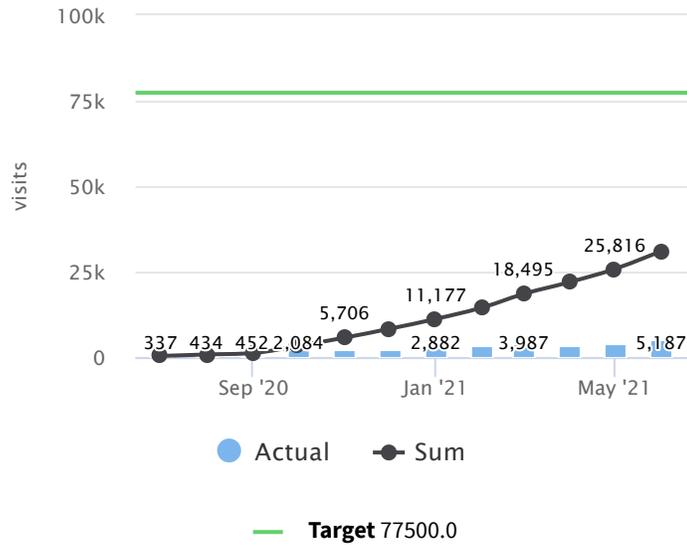*Last Update: Jul 07, 2021 19:38:56*

Target 80000.0

Patron visits

Patron visits by door count (Goal: 77,500 or more - maintain current volume) EXEMPTED Metric due to COVID-19

Goal 4.1.5 Invest in and promote public and community gathering spaces - Public Library

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:39:42
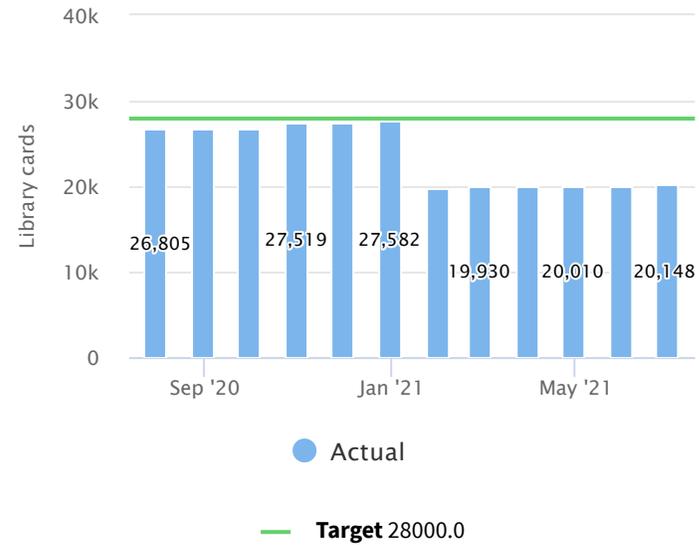

— **Target** 77500.0

Patron count

Patron count – active Library cards (Goal: 28,000 or more active cards) EXEMPTED Metric due to COVID-19

Goal 4.1.5 Invest in and promote public and community gathering spaces - Public Library

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:40:50

— **Target** 28000.0

Comment
At the beginning of the 3rd quarter of Fiscal Year 21, NC Cardinal purged all old accounts without fines that had not been in use for 3 or more years. Almost 10,000 accounts were removed form Davie County Public Library's NC Cardinal account.

Goal 4.1.6 | Ongoing - Ongoing | On Track

Use technology to increase reach and engagement with citizens and to support their professional growth - Public Library

Owner: Derrick Wold

Update this period: Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community. Library has seen a dramatic increase as we have reopened back to our regular hours this quarter.

Next steps:

Disruptions (if necessary):

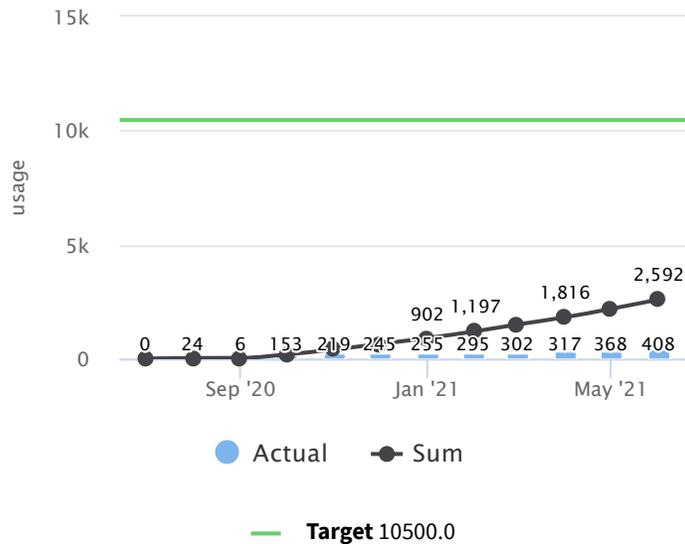---

Goal 4.1.6 **>** Metric

Personal computer (PC) usage

Personal Computer (PC) usage (number of times someone gets on PC's) (Goal: maintain current 10,500) EXEMPTED Metric due to COVID-19

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 20:34:44

— **Target** 10500.0

Comment
Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.
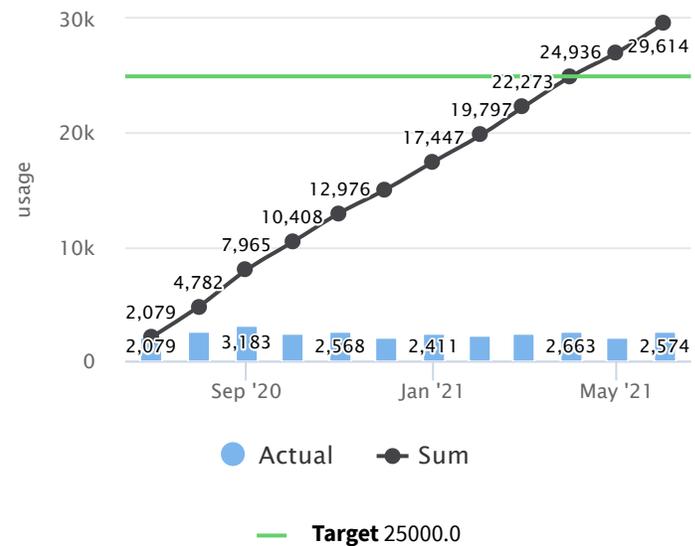
Digital resource usage

Digital resource usage (adult), including eBooks, eAudio, NC Live databases, eVideo, genealogy databases, and Universal Class database (Goal: 25,000 or more)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 08, 2021 14:45:52

— **Target** 25000.0

Comment
Update this period: Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.
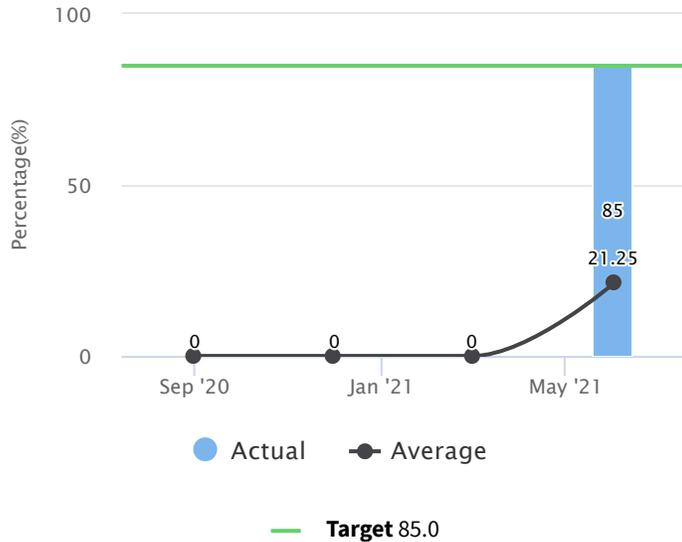
Patron satisfaction rate with technology instruction

Patron satisfaction rate with technology instruction, established by survey in FY2020-2021(Goal: 85% or higher)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:43:39

Target 85.0

Comment
This metric is measure via survey in the 3rd to 4th quarter of the fiscal year.

Number of 1:1 technology tutoring sessions

Number of 1:1 technology tutoring sessions (Goal: maintain at 775 or more)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:44:22

Target 775.0

Comment
Update this period: Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.

Technology Instruction training sessions

Number of technology instruction opportunities with groups in and outside the Library (library staff would provide group training sessions) (Goal: 25 programs or more)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:45:03

● Actual ◆ Sum

— **Target** 25.0

Comment
Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.

Usage of technology devices

Usage of technology devices (Ipads, AWE, Laptops, Seedlings, Hatches, Kindles, 3D printer, data projector, Chromebooks, Lenova tablets)
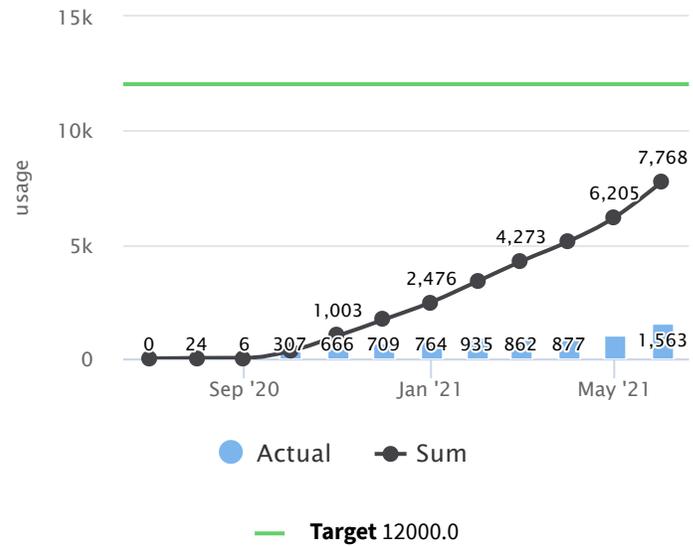EXEMPTED Metric due to COVID-19
(Goal: 12,000 or more)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:45:49

● Actual ◆ Sum

— **Target** 12000.0

Comment
Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.
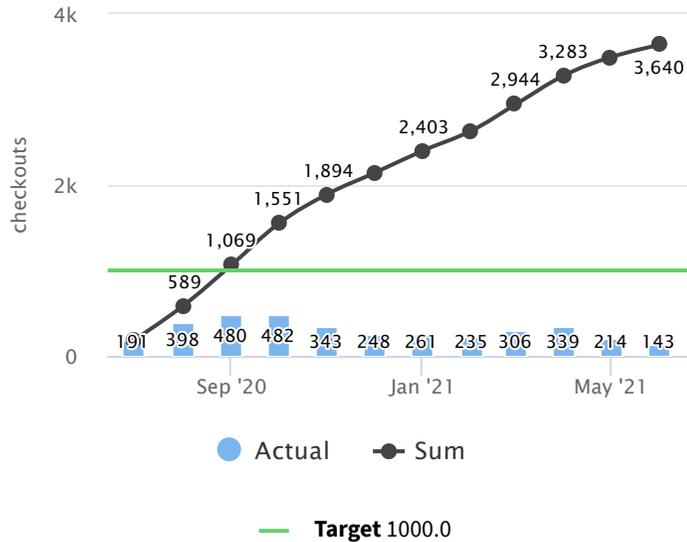
NC Kids usage

NC Kids Usage (state funded program with videos and e-books) (Goal: 1,000 or more checkouts)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:46:30

Target 1000.0

Comment
Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.
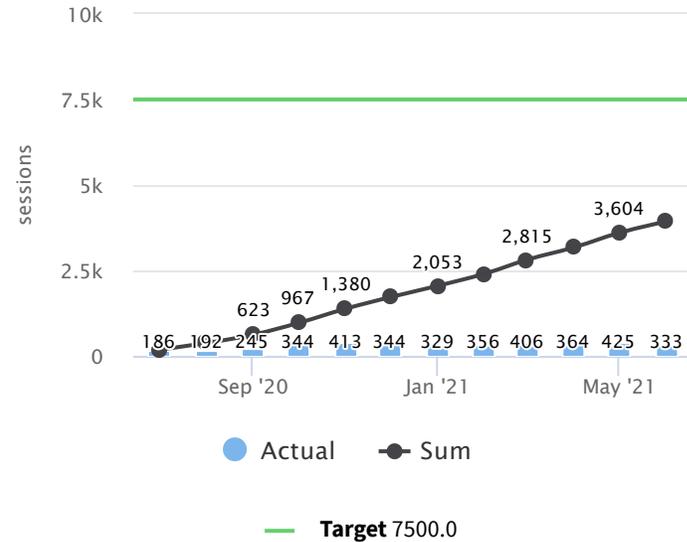
Wireless usage - Number of logons

Wireless usage (number of logons) (Goal: 7,500 or more sessions) EXEMPTED Metric due to COVID-19

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:47:15

Target 7500.0

Comment
Library is still being effected by COVID-19. Our numbers have started to slightly increase while we work to reopen the library and re-engage with the community.
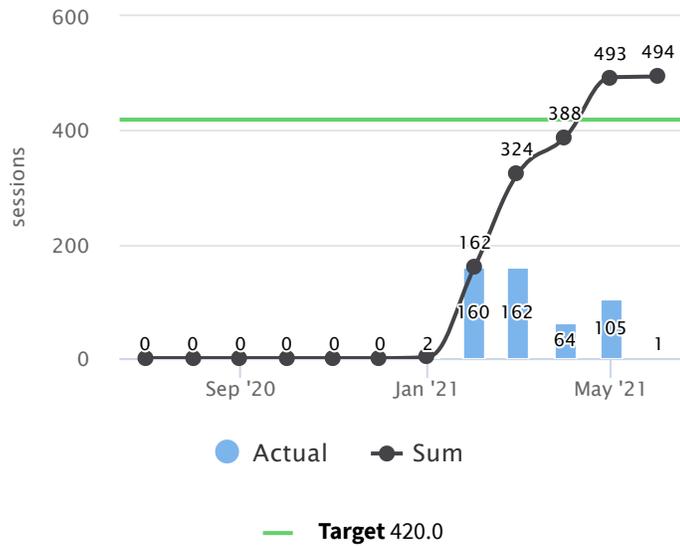
Tutor.com usage

Tutor.com usage (logons) (Goal: 420 or more sessions)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:47:55

Target 420.0

Comment
We are always low on usage in the summer month when school is not in session but see a nice increase when school starts. We actually saw some college use for the first time this quarter.
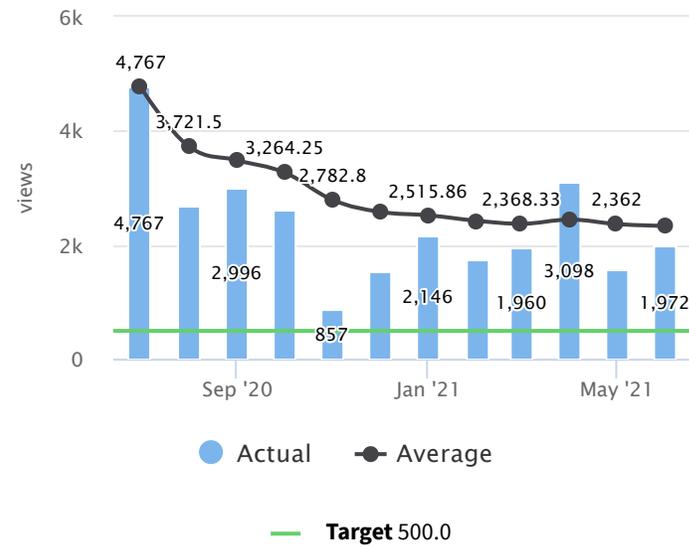
Social media views per month

Average number of social media engagements per month including Twitter, Instagram and Facebook
(Goal: 500 or more average views)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:48:40
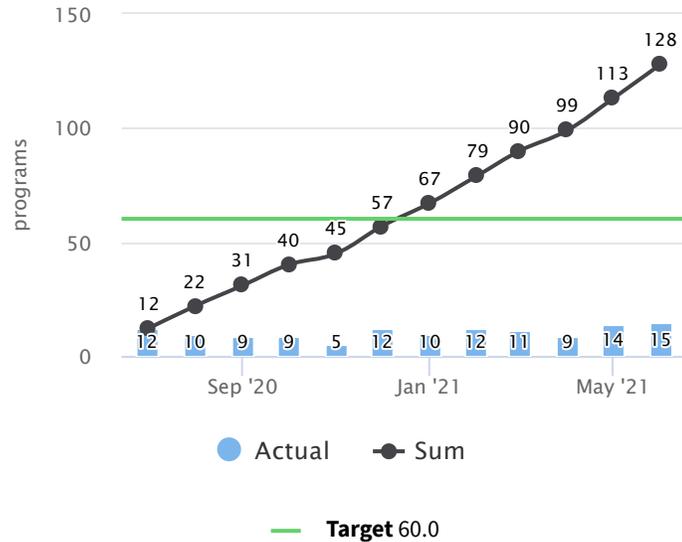

Target 500.0

Adult programs offered

Number of adult programs offered (ages 18+. Includes activities such as crochet, book club, etc. (Goal: 60 programs or more)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:49:37
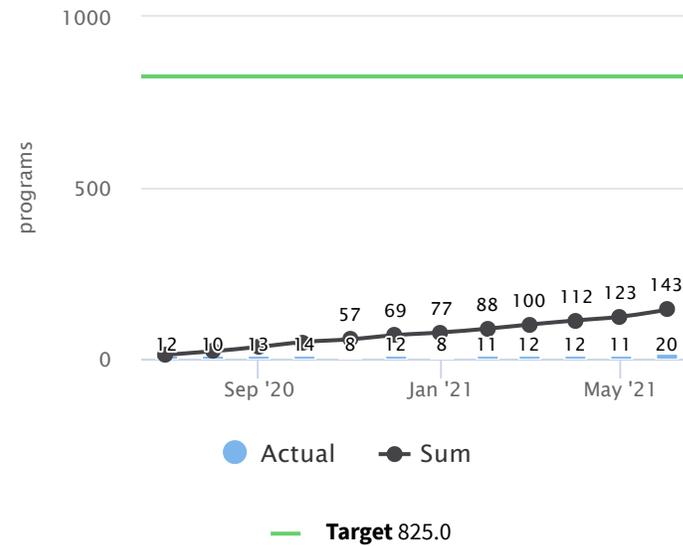

Actual ● Sum ●—

—— **Target** 60.0

Youth services programs offered

Number of Youth Services programs offered (ages 18 and younger. These include programs such as story times, reading with Ranger, includes programs at other facilities etc.) (Goal: 825 or more programs/sessions)

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:53:01

Actual ● Sum ●—

—— **Target** 825.0

Comment
Our previous YS Librarian was out from work for six weeks and left in February. We were not able to get a replacement until May this year.

Community partners collaborating with Library

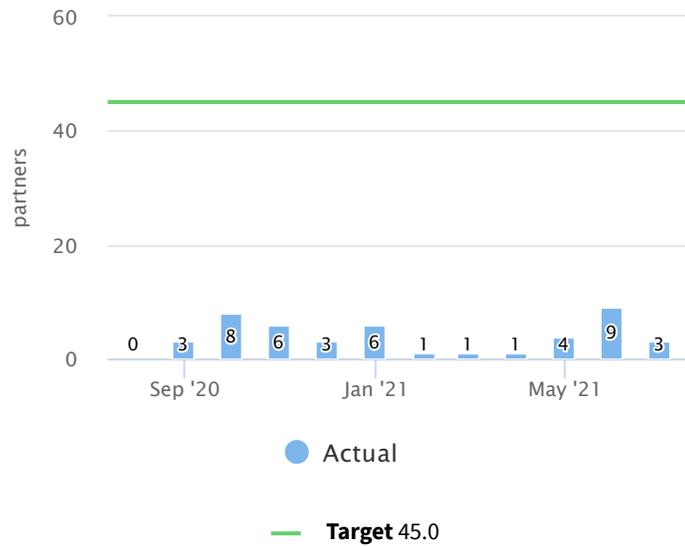Number of community partners collaborating with programming (Library goes to partners)
(Goal: 45 or more -25% increase or greater over previous year) EXEMPTED Metric due to COVID-19

Goal 4.1.6 Use technology to increase reach and engagement with citizens and to support their professional g...

Owner: Derrick Wold

Last Update: Jul 07, 2021 19:51:36

Comment
Library is still being effected by COVID-19. I numbers have started to slightly increase while we work to reopen the library and re-engage with the community.

Goal 4.1.7   Ongoing - Ongoing   On Track

Promote citizenship - Public Library

Owner: Derrick Wold

Update this period: Survey Completed on April 29, 2021

Next steps: Continue offering opportunities for community member to volunteer at the library and increase community participation in the FY.

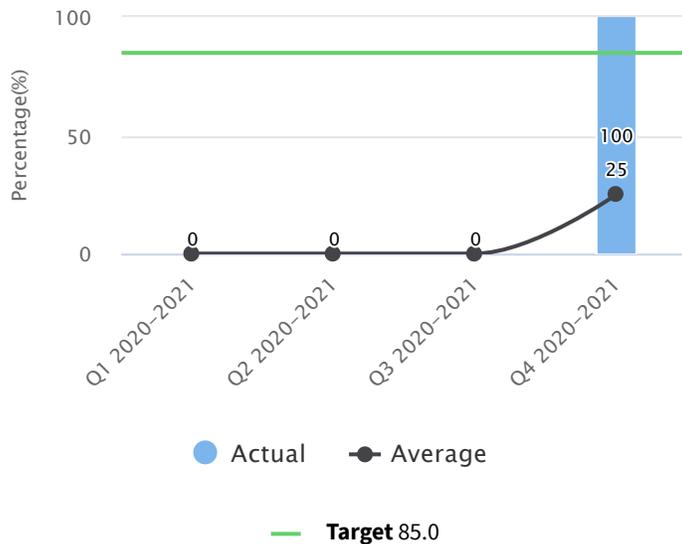Disruptions (if necessary):

Goal 4.1.7 > Metric

Volunteer satisfaction rate

Volunteer satisfaction rate, established by survey in FY 2020-2021 (Goal: 85% or greater)

Goal 4.1.7 Promote citizenship - Public Library

Owner: Derrick Wold
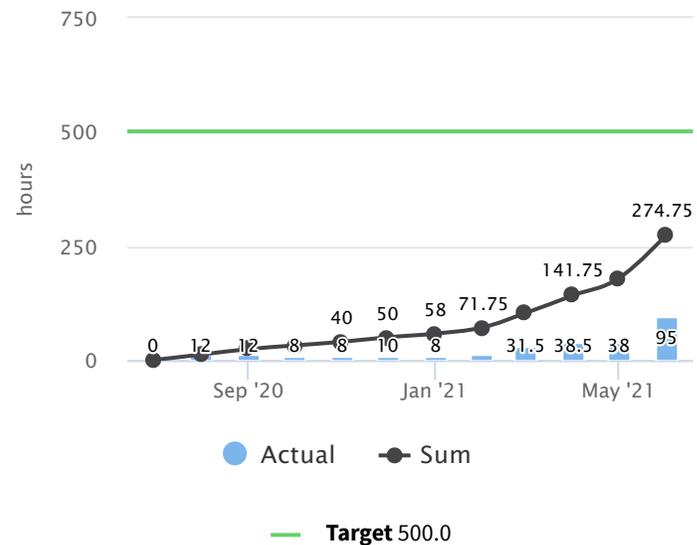
Last Update: Apr 29, 2021 14:04:45

Number of volunteer hours annually

Establish a Volunteer training program and increase volunteer workforce (Goal: 500 or more volunteer hours by June 30, 2021) EXEMPTED Metric due to COVID-19

Goal 4.1.7 Promote citizenship - Public Library

Owner: Derrick Wold

Last Update: Jul 08, 2021 20:53:28

Comment
This metric will be measured with a survey in the late 3rd or early 4th quarter of the fiscal year. Library is still being effected by COVID-19and we are slowly bringing back our volunteers.

Comment
Update this period: Our volunteer satisfaction survey is done the end of 3rd quarter, beginning of 4th quarter in the fiscal year. We see a large influx of volunteers during our summer reading program June through August, this influx tapers off to a steady number during the school year.

Goal 4.1.8 | Ongoing - Ongoing | On Track

Improve professional development training opportunities for staff - Public Library

Owner: Derrick Wold

Update provided by Derrick Wold on Jul 07, 2021 20:37:56

Update this period: Staff development is encourages and we use a calendar to document all training both in house and out. training outside of the library includes one day classes, conferences and seminars.
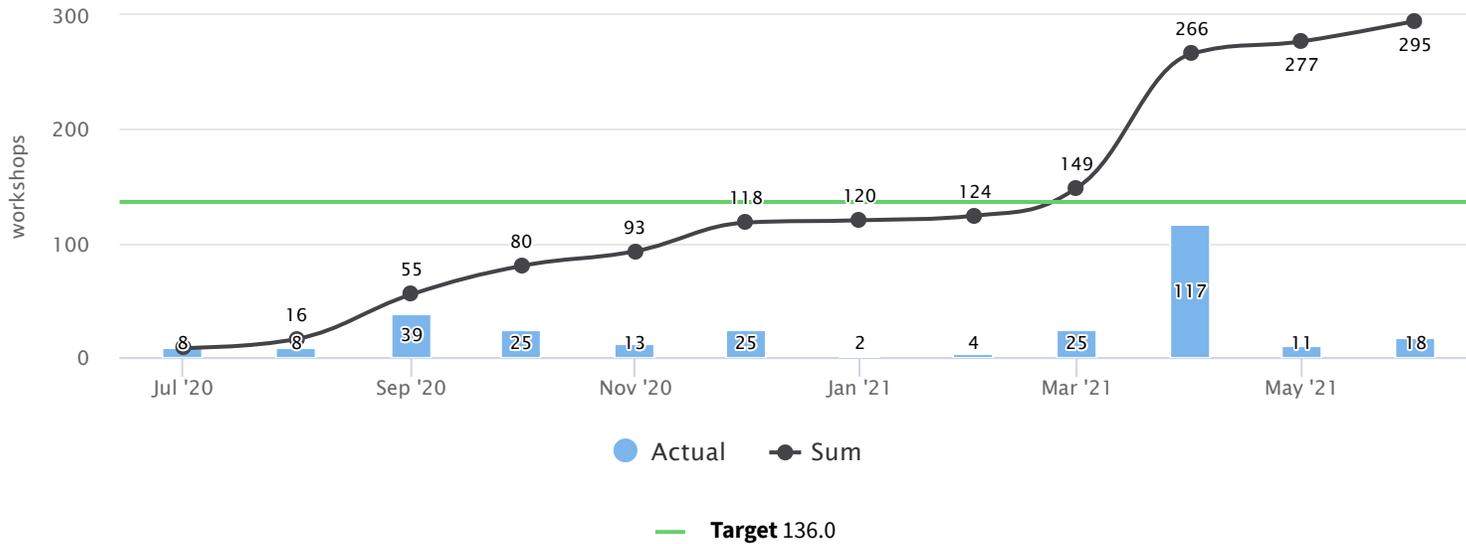
Next steps:

Disruptions (if necessary):

Number of staff development exercises and workshops

Number of staff development exercises and workshops (Goal: 136 or more workshops)

Goal 4.1.8 Improve professional development training opportunities for staff - Public Library

Owner: Derrick Wold

Last Update: Jul 07, 2021 20:37:51

Comment
Update this period: Staff development is encourages and we use a calendar to document all training both in house and out. training outside of the library includes one day classes, conferences and seminars.

Goal 4.1.9 Ongoing - Ongoing   On Track

Improve employee satisfaction and retention - Public Library

Owner: Derrick Wold

Update this period: This survey is conducted end of 3rd quarter , beginning of 4th quarter during the fiscal year.

Next steps:

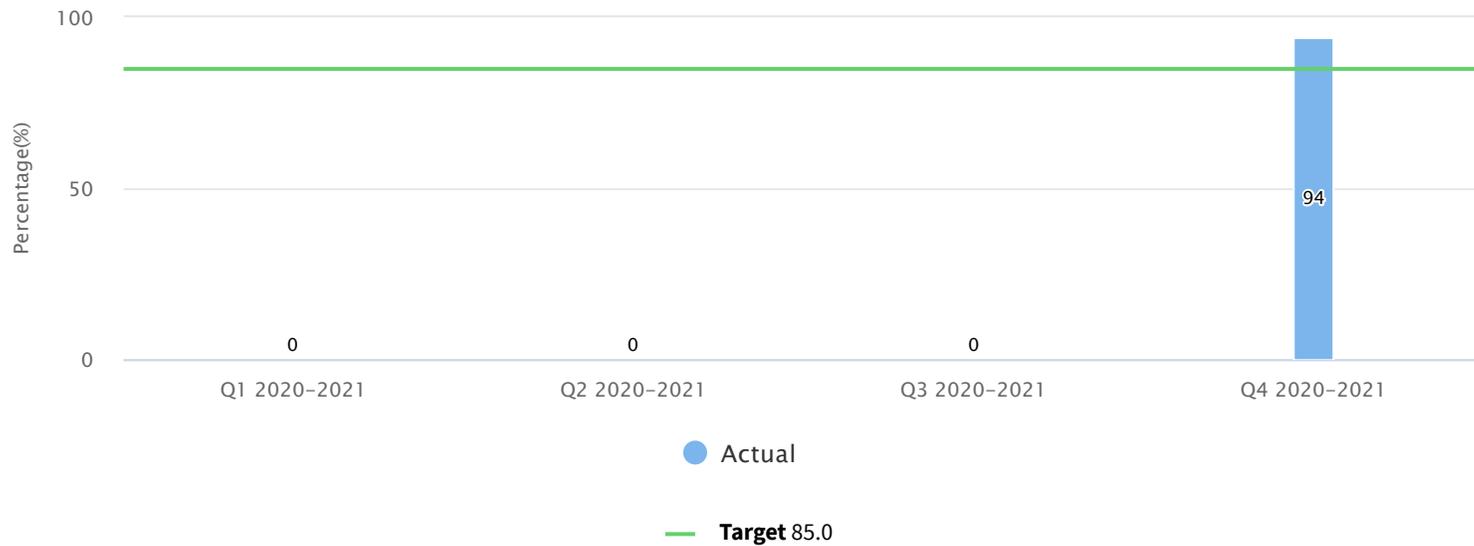Disruptions (if necessary):

Goal 4.1.9 ❯ Metric

Staff satisfaction rate

Staff satisfaction rate, established by survey in FY2020-2021 (Goal: 85% or greater)

Goal 4.1.9 Improve employee satisfaction and retention - Public Library

Owner: Derrick Wold

Last Update: Jul 07, 2021 20:38:39

Comment
Staff satisfaction survey will be conducted in late 3rd quarter early 4th quarter of the fiscal year.