

FYE 2009 Performance Measures

Agency Summary

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned	112,054	108,853	114,794	146,518	184,598	118,780	149,398	130,119	176,025	280,860	170,977	111,014	1,968,640	1,803,990
Materials Retrieved	7,268	6,692	11,018	6,268	5,691	5,898	7,977	7,542	5,556	5,508	5,675	6,336	113,911	81,429
Questions Answered	14,598	15,719	15,636	16,746	14,102	15,926	17,627	14,778	13,567	16,059	14,700	14,693	202,213	184,151
Consultations	1,351	1,918	2,084	3,774	1,522	1,186	1,378	1,521	1,476	1,626	1,507	1,869	20,008	21,212
Other Contacts/In-State	521,927	21,224	126,384	517,987	21,645	526,872	535,318	511,824	66,116	1,186,920	16,843	83,639	6,510,485	4,136,699
Other Contacts/Out-of State	6,255	5,341	13,930	4,419	3,617	1,752	1,949	1,414	2,326	3,048	2,577	3,042	1,053,755	49,670
Online Database Searches	108,626	206,542	323,719	243,592	272,291	148,931	407,735	290,041	389,864	549,885	233,731	148,892	3,498,493	3,323,849
Patrons Registered	195	179	130	186	220	331	287	224	236	184	161	182	2,439	2,515
Programs/Activities	20	112	2,187	50	74	68	73	72	76	58	52	24	852	2,866
Program Attendees	3,286	41,955	188,320	13,497	4,677	57,358	2,826	4,095	66,816	5,402	44,589	541	15,684	433,362
Tours	57	48	155	191	150	166	156	193	209	201	159	70	1,396	1,755
Tour Participants/Visitation	2,091	2,373	4,654	5,285	4,963	4,774	4,409	6,211	6,536	5,344	3,983	2,785	53,002	53,408
Facility Use	19	24	30	34	26	22	34	38	37	26	31	34	394	355
Facility Use Participants	424	468	1,003	1,203	714	962	1,197	1,503	1,197	1,028	1,123	1,639	11,679	12,461
Web Site Requests	4,818,890	3,734,440	3,539,631	4,295,824	4,788,651	4,138,333	4,114,162	3,611,364	4,075,229	3,891,155	4,239,653	3,901,196	14,270,884	49,148,528
SIRS Usage	49,169	23,051	38,507	27,720	267,084	19,121	235,034	20,130	19,121	17,439	14,154	11,523	565,818	742,053
E-mailed Delivered	1,516,991	1,671,084	1,268,398	1,611,491	3,932,194	4,212,484	5,155,025	5,318,026	5,729,733	5,683,106	5,642,352	5,415,166	16,701,867	47,156,050
Newsline Calls	3,057	3,341	3,219	2,908	3,045	3,344	4,611	2,353	2,558	2,459	2,424	2,615	38,714	35,934
Total	7,166,278	5,843,364	5,653,799	6,897,693	9,505,264	9,256,308	10,639,196	9,921,448	10,556,678	11,650,308	10,394,691	9,705,260	45,030,234	107,190,287
PRESERVATION														
Materials Acquired/Received	10,267	10,248	8,814	12,553	7,717	8,210	10,621	8,377	7,895	7,451	7,424	6,623	103,189	106,200
Materials Withdrawn/Removed	4,999	4,667	7,836	7,442	7,285	4,110	4,056	3,029	5,368	3,812	3,818	20,218	79,077	76,640
Materials Preserved/Treated	204,437	72,675	157,196	141,538	166,244	97,869	69,981	101,959	155,051	154,708	83,442	162,287	1,624,014	1,567,387
Materials Digitized	91,571	34,098	22,508	54,789	94,824	44,399	11,667	298	9,234	13,361	18,800	72,014	587,933	467,563
Materials Cataloged/Described	7,083	5,939	7,816	9,564	6,009	26,564	9,855	7,359	5,322	5,729	6,289	4,494	96,663	102,023
Reproductions	7,248,937	5,297,770	5,482,310	5,124,895	2,958,420	3,974,944	4,164,808	3,421,979	7,008,676	4,152,156	4,261,562	5,506,754	76,790,114	58,603,211
Total	7,567,294	5,425,397	5,686,480	5,350,781	3,240,499	4,156,096	4,270,988	3,543,001	7,191,546	4,337,217	4,381,335	5,772,390	79,280,990	60,923,024
COLLABORATION														
Institutions	1,014	1,248	857	958	1,097	390	1,295	203	443	261	201	329	13,733	8,296
Programs / Activities	153	57	72	97	63	55	63	72	60	86	369	79	933	1,226
Program Attendees	852	595	730	714	437	372	488	933	1,344	1,676	57,721	582	68,330	66,444
Board and Commission Attendees	37	0	54	9	14	21	3	23	5	14	30	20	271	230
Volunteer Hours	1,948	1,896	2,448	2,024	1,721	1,814	2,173	1,999	2,416	2,405	2,020	2,234	21,787	25,097
Total	4,004	3,796	4,161	3,802	3,332	2,652	4,022	3,230	4,268	4,442	60,341	3,244	105,054	101,293
LEGISLATIVE SERVICE														
Materials Loaned	20	33	94	6	8	9	48	1	8	8	32	1	156	268
Legislative Contacts	788	698	732	1,084	895	1,156	1,106	1,471	1,151	1,184	1,184	624	9,292	12,073
Questions Answered	48	61	47	30	66	19	37	86	22	27	33	61	471	537
Tour Attendees	63	0	0	32	0	74	1,207	1,017	1,153	785	855	0	6,854	5,186
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	11	4	11
Facility Use	2	0	0	0	0	2	3	5	2	1	3	1	56	19
Facility Use Participants	47	0	0	0	0	30	66	250	11	28	45	1	712	478
In-Service Training Sessions	0	0	2	2	0	0	10	2	0	0	2	0	9	18
In-Service Training Attendees	0	0	14	5	0	0	39	55	0	0	55	0	41	168
Boxed Records in Storage (avg)	1,806	1,823	1,823	1,864	1,865	1,863	1,870	1,928	1,635	1,647	1,651	1,651	1,911	1,786
Library Board Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2,774	2,615	2,712	3,023	2,834	3,153	4,386	4,815	3,982	3,680	3,860	2,350	19,506	20,544
GRAND TOTAL	14,740,350	11,275,172	11,347,152	12,255,299	12,751,929	13,418,209	14,918,592	13,472,494	17,756,475	15,995,646	14,840,227	15,483,244	124,435,784	168,235,147

FYE 2009 Performance Measures

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned														
Materials Retrieved														
Questions Answered	756	713	856	866	752	1,229	788	879	1,245	1,295	970	1,149	10,130	11,498
Consultations	13	50	113	126	76	133	42	40	41	40	58	73	278	805
Other Contacts/In-State	241	134	1,945	844	167	597	601	366	153	196	2,351	470	4,110	8,065
Other Contacts/Out-of State	336	487	325	509	316	405	562	334	339	312	349	418	3,473	4,692
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0		
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0		
Programs/Activities	2	75	5	7	9	12	10	7	7	8	5	4	30	151
Program Attendees	2	30	0	0	2	0	217	217	90	22	65	14	40	659
Tours	0	8	80	61	40	61	0	0	0	0	0	0	4	250
Tour Participants/Visitation	0	5	125	70	67	70	0	0	0	0	0	0	5	337
Facility Use	3	3	2	3	4	2	2	0	0	0	1	1	4	21
Facility Use Participants	10	24	12	18	35	25	22	0	0	0	5	41	72	192
Web Site Requests	4,818,890	3,734,440	3,539,631	4,295,824	4,788,651	4,138,333	4,114,162	3,611,364	4,075,229	3,891,155	4,239,653	3,901,196	14,270,884	49,148,528
SIRS! Usage	49,169	23,051	38,507	27,720	267,084	19,121	235,034	20,130	19,121	17,439	14,154	11,523	565,818	742,053
E-mailed Delivered	1,516,991	1,671,084	1,268,398	1,611,491	3,932,194	4,212,484	5,155,025	5,318,026	5,729,733	5,683,106	5,642,352	5,415,166	15,798,432	47,156,050
Newsline Calls														
Total	6,386,413	5,430,104	4,849,999	5,937,539	8,989,397	8,372,472	9,506,465	8,951,363	9,825,958	9,593,573	9,899,963	9,330,055	30,653,276	97,073,301
PRESERVATION														
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
Total														
COLLABORATION														
Institutions	9	14	17	19	11	12	7	12	15	19	8	7	168	150
Programs / Activities	103	7	16	20	12	18	11	10	15	22	14	14	52	262
Program Attendees	250	251	250	75	60	60	64	60	256	413	129	65	904	1,933
Boards and Commissions	37	0	28	9	14	4	3	23	5	14	30	0	71	167
Volunteer Hours	0	0	0	0	0	0	0	0	0	0	0	0	45	0
Total	399	272	311	123	97	94	85	105	291	468	181	86	1,240	2,512
LEGISLATIVE SERVICE														
Materials Loaned														
Legislative Contacts	134	19	12	173	72	215	224	190	53	52	49	32	1,038	1,225
Questions Answered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tour Attendees														
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	11	0	11
Facilities Use Permits	0	0	0	0	0	0	2	3	2	1	2	1	0	11
Facilities Use Attendees	0	0	0	0	0	0	36	135	11	28	20	1	47	231
In-Service Training Sessions														0
In-Service Training Attendees														0
Boxed Records in Storage (avg)														
Library Board Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	134	19	12	173	72	215	262	328	66	81	71	45	1,085	1,478
GRAND TOTAL														
	6,386,946	5,430,395	4,850,322	5,937,835	8,989,566	8,372,781	9,506,812	8,951,796	9,826,315	9,594,122	9,900,215	9,330,186	30,655,601	97,077,291
Customer Satisfaction														

FYE 2009 Performance Measures

Archives

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned	5	3	4	0	2	4	6	0	0	0	0	0	61	24
Materials Retrieved	2,147	1,916	2,239	421	1,256	1,246	1,627	1,438	526	692	733	825	52,954	15,066
Questions Answered	1,707	1,580	1,754	1,502	1,420	1,625	1,604	1,543	621	533	531	548	19,449	14,968
Consultations	12	2	2	0	76	110	52	59	4	10	2	52	402	381
Other Contacts/In-State	147	138	113	1,589	458	429	475	628	620	859	152	108	23,849	5,716
Other Contacts/Out-of State	298	77	98	240	164	193	146	167	78	86	45	78	2,421	1,670
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patrons Registered	2	1	0	29	76	65	99	69	39	29	19	41	78	469
Programs/Activities	0	1	2	0	0	0	1	0	0	0	0	0	20	4
Program Attendees	0	20	75	0	0	0	16	0	0	0	0	0	1,412	111
Tours	0	1	1	10	7	4	23	5	3	0	1	3	39	58
Tour Participants/Visitation	118	59	73	438	175	194	526	167	63	73	67	97	2,324	2,050
Facility Use	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Facility Use Participants	0	0	0	0	0	0	0	0	15	0	0	0	0	15
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	4,436	3,798	4,361	4,229	3,634	3,870	4,575	4,076	1,971	2,282	1,550	1,752	103,009	40,534
PRESERVATION														
Materials Acquired	218	0	0	0	21	111	65	155	2	4	174	530	326	1,280
Materials Withdrawn/Removed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Preserved/Treated	1,375	1,544	1,624	0	0	1,749	6,295	5,892	569	1,086	1,250	1,543	143,982	22,927
Materials Digitized	315	3	0	0	29	657	259	298	345	339	320	423	2,305	2,988
Materials Cataloged/Described	2,274	1,476	1,442	20	159	474	481	402	241	104	125	104	24,360	7,302
Reproductions	1,240	8,077	1,009	3,974	4,947	6,807	10,436	10,543	5,425	6,447	10,877	4,523	82,092	74,305
Total	5,422	11,100	4,075	3,994	5,156	9,798	17,536	17,290	6,582	7,980	12,746	7,123	253,065	107,522
COLLABORATION														
Institutions	5	3	3	3	3	8	3	4	0	1	0	0	25	33
Programs / Activities	0	0	0	0	0	0	1	4	0	1	0	0	31	6
Program Attendees	0	0	0	0	0	0	36	359	0	760	0	0	2,441	1,155
Boards and Commissions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteer Hours	129	79	30	0	0	0	0	0	20	63	25	0	83	346
Total	134	82	33	3	3	8	40	367	20	825	25	0	2,581	1,540
LEGISLATIVE SERVICE														
Materials Loaned	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Legislative Contacts	3	1	1	0	2	4	3	3	0	0	1	1	81	19
Questions Answered	7	2	1	0	2	7	3	15	0	0	3	4	111	44
Tour Attendees	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boxed Records in Storage (avg)	370	370	370	370	370	370	370	370	370	370	370	370	370	370
Library Board Attendees														
Total	380	373	372	370	374	381	376	390	370	370	374	375	563	435
GRAND TOTAL	10,372	15,353	8,841	8,596	9,167	14,057	22,527	22,123	8,943	11,457	14,695	9,250	359,217	150,031
Customer Satisfaction													7.75	

FYE 2009 Performance Measures

Braille and Talking Book Library

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned	33,888	31,547	33,603	34,444	27,816	32,202	31,944	30,372	34,703	32,463	30,114	32,137	395,359	385,233
Materials Retrieved														
Questions Answered	6,252	7,711	6,909	7,939	6,127	7,685	9,705	6,626	7,135	9,386	8,338	7,995	87,867	91,808
Consultations	130	39	89	112	155	132	179	169	184	238	271	250	31	1,948
Other Contacts/In-State	3,633	1,443	7,909	2,582	8,655	2,563	9,837	1,905	1,623	1,592	2,402	1,332	71,436	45,476
Other Contacts/Out-of State	2	4	14	0	2	11	3	6	0	53	4	76	758	175
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patrons Registered	158	153	110	112	130	171	164	127	173	138	103	121	1,770	1,660
Programs/Activities	1	3	8	7	6	0	1	9	6	3	7	1	34	52
Program Attendees	15	114	847	140	522	0	30	157	227	53	1,053	26	1,123	3,184
Tours	1	2	4	3	1	7	5	2	4	4	3	3	47	39
Tour Participants/Visitation	1	2	21	4	1	13	6	2	7	5	4	4	129	70
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls	3,057	3,341	3,219	2,908	3,045	3,344	4,611	2,353	2,558	2,459	2,424	2,615	38,714	35,934
Total	47,138	44,359	52,733	48,251	46,460	46,128	56,485	41,728	46,620	46,394	44,723	44,560	597,268	565,579
PRESERVATION														
Materials Acquired	4,785	3,871	1,954	3,785	1,987	1,966	2,023	2,023	2,083	2,253	1,955	2,008	22,925	30,693
Materials Withdrawn/Removed	2,828	1,476	2,414	2,350	2,740	320	404	415	1,217	350	576	544	17,830	15,634
Materials Preserved/Treated	1,012	1,113	1,124	1,204	710	898	829	860	1,000	1,198	826	1,002	18,309	11,776
Materials Digitized														
Materials Cataloged/Described	275	237	562	615	167	195	144	407	315	468	292	470	2,201	4,147
Reproductions	2,097	2,093	2,301	2,121	1,673	2,137	2,172	1,836	2,451	2,309	1,885	2,031	25,222	25,106
Total	10,997	8,790	8,355	10,075	7,277	5,516	5,572	5,541	7,066	6,578	5,534	6,055	86,487	87,356
COLLABORATION														
Institutions	11	11	11	13	10	11	11	11	12	13	11	10	132	135
Programs / Activities	14	12	14	18	13	12	15	13	14	13	13	13	153	164
Program Attendees	42	32	127	93	58	99	102	72	235	49	48	45	1,439	1,002
Boards and Commissions														
Volunteer Hours	1,577	1,525	2,065	1,493	1,408	1,603	1,778	1,776	2,111	1,958	1,643	1,771	19,484	20,708
Total	1,644	1,580	2,217	1,617	1,489	1,725	1,906	1,872	2,372	2,033	1,715	1,839	21,208	22,009
LEGISLATIVE SERVICE														
Materials Loaned														
Legislative Contacts														
Questions Answered														
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees														
Total														
GRAND TOTAL	59,779	54,729	63,305	59,943	55,226	53,369	63,963	49,141	56,058	55,005	51,972	52,454	704,963	674,944
Customer Satisfaction													7.6	

FYE 2009 Performance Measures

Library Development Division

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned	77,369	76,969	80,851	111,667	156,328	86,105	116,970	99,279	140,918	247,943	140,347	78,492	1,566,942	1,413,238
Materials Retrieved														
Questions Answered	1,273	1,380	1,397	1,512	1,416	1,049	1,277	1,069	891	1,358	1,351	1,137	26,174	15,110
Consultations	772	1,324	1,452	3,127	848	533	877	905	1,002	1,003	799	1,054	14,211	13,696
Other Contacts/In-State	12,168	14,564	13,438	11,914	10,077	7,501	20,919	8,707	61,772	1,182,378	10,099	79,425	1,242,965	1,432,962
Other Contacts/Out-of State	5,265	4,640	13,329	3,271	3,011	1,066	1,055	849	1,765	1,796	2,081	2,375	43,682	40,503
On-Line Database Searches	97,656	195,320	312,792	239,509	269,176	144,276	404,277	286,665	386,975	545,536	229,310	144,247	3,472,407	3,255,739
Patrons Registered	27	16	10	11	12	16	4	18	7	9	25	13	308	168
Programs/Activities	10	23	2,146	18	14	28	27	20	31	20	18	5	547	2,360
Program Attendees	201	323	175,476	4,230	219	1,610	943	704	2,652	336	287	202	6,135	187,183
Tours	2	2	8	4	0	0	0	0	0	3	2	7	26	28
Tour Participants/Visitation	69	95	104	101	73	101	95	56	124	91	85	88	1,148	1,082
Facility Use	16	19	26	31	21	18	24	27	24	22	20	19	288	267
Facility Use Participants	414	375	853	1,185	624	827	720	718	612	843	643	731	9,213	8,545
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	195,242	295,050	601,882	376,580	441,819	243,130	547,188	399,017	596,773	1,981,338	385,067	307,795	6,384,046	6,370,881
PRESERVATION														
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
Total	0	0	0	0	0	0	0	0	0	0	0	0		
COLLABORATION														
Institutions	986	1,207	813	906	1,051	351	1,269	170	409	222	162	302	13,253	7,848
Programs / Activities	9	11	10	12	11	7	9	13	8	21	308	14	524	433
Program Attendees	412	178	174	308	217	93	169	280	763	297	57,264	274	56,446	60,429
Boards and Commissions	0	0	26	0	0	17	0	0	0	0	0	20	69	63
Volunteer Hours														
Total	1,407	1,396	1,023	1,226	1,279	468	1,447	463	1,180	540	57,734	610	70,292	68,773
LEGISLATIVE SERVICE														
Materials Loaned	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Legislative Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Questions Answered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tour Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees														
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GRAND TOTAL	196,649	296,446	602,905	377,806	443,098	243,598	548,635	399,480	597,953	1,981,878	442,801	308,405	6,454,338	6,439,654
Customer Satisfaction													7.5	

FYE 2009 Performance Measures

Museum

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned	0	20	17	0	0	9	0	20	18	0	10	7	18	101
Materials Retrieved	2	0	0	9	18	3	46	38	9	8	8	2	28	143
Questions Answered	565	513	488	356	470	366	376	903	774	422	358	394	7,031	5,985
Consultations	2	0	0	0	1	0	0	4	0	0	0	2	51	9
Other Contacts/In-State	503,235	2,697	100,000	498,295	60	513,634	500,931	498,235	60	60	200	0	5,139,630	2,617,407
Other Contacts/Out-of State	0	0	24	25	35	0	0	0	0	0	0	35	1,000,015	119
On-Line Database Searches														
Patrons Registered														
Programs/Activities	3	4	11	5	30	17	25	22	28	24	19	0	124	188
Program Attendees	2,712	41,320	11,529	8,751	3,317	55,671	1,283	2,431	63,590	4,865	43,026	0	4,567	238,495
Tours	52	30	57	109	96	90	120	183	202	193	152	53	1,224	1,337
Tour Participants/Visitation	1,251	1,718	3,748	4,049	4,190	3,865	3,249	5,553	5,983	4,657	3,453	2,110	41,397	43,826
Facility Use	0	2	2	0	1	2	8	11	11	4	10	14	49	65
Facility Use Participants	0	69	138	0	55	110	455	785	570	185	475	867	2,451	3,709
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	507,822	46,373	116,014	511,599	8,273	573,767	506,493	508,185	71,245	10,418	47,711	3,484	6,196,585	2,911,384
PRESERVATION														
Materials Acquired	0	0	0	0	0	0	5	5	3	6	0	0	12	19
Materials Withdrawn/Removed	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Materials Preserved/Treated	682	709	1,097	527	0	0	0	0	0	1	0	0	4,367	3,016
Materials Digitized														
Materials Cataloged/Described	24	0	8	157	27	3	24	6	9	3	1	0	21	262
Reproductions														
Total	706	709	1,106	684	27	3	29	11	12	10	1	0	4,400	3,278
COLLABORATION														
Institutions	3	13	13	10	9	5	5	6	7	6	7	10	98	94
Programs / Activities	5	5	3	3	3	1	2	2	4	2	3	2	40	35
Program Attendees	27	41	13	29	14	9	12	9	12	10	112	19	6,193	307
Boards and Commissions														
Volunteer Hours	160	228	273	440	257	152	308	116	197	251	211	286	1,202	2,877
Total	195	287	302	482	283	167	327	133	220	269	333	317	7,533	3,313
LEGISLATIVE SERVICE														
Materials Loaned	0	20	0	0	0	0	0	0	0	0	0	0	1	20
Legislative Contacts	440	552	536	662	610	686	671	944	956	944	885	442	4,723	8,328
Questions Answered	21	40	26	15	50	0	4	48	9	6	4	50	116	273
Tour Attendees	63	0	0	32	0	74	1,207	1,015	1,153	785	855	0	6,805	5,184
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	4	0
Facilities Use Permits	2	0	0	0	0	2	1	2	0	0	1	0	56	8
Facilities Use Attendees	47	0	0	0	0	30	30	115	0	0	25	0	665	247
In-Service Training Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boxed Records in Storage (avg)														
Library Board Attendees														
Total	573	612	562	709	660	792	1,913	2,124	2,118	1,735	1,770	492	12,370	14,060
GRAND TOTAL	509,296	47,981	117,984	513,474	9,243	574,729	508,762	510,453	73,595	12,432	49,815	4,293	6,220,888	2,932,035
Customer Satisfaction													7.5	

FYE 2009 Performance Measures

Records Management Division

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned														
Materials Retrieved	3,093	2,900	7,513	4,476	3,076	3,065	4,722	4,918	3,558	3,469	3,989	4,513	41,907	49,292
Questions Answered	2,339	2,250	2,690	2,833	2,732	2,369	2,422	2,491	1,947	1,851	1,884	1,862	33,340	27,670
Consultations	422	502	428	408	366	275	228	343	245	335	377	438	5,011	4,367
Other Contacts/In-State	1,132	951	1,263	1,103	952	904	1,131	984	1,120	943	928	1,581	11,057	12,992
Other Contacts/Out-of State	241	10	44	25	8	5	10	5	3	4	17	1	435	373
On-Line Database Searches														
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Programs/Activities	4	5	14	11	15	2	9	12	3	3	3	13	74	94
Program Attendees	356	138	375	235	617	19	337	512	219	126	158	279	1,785	3,371
Tours	0	3	5	3	6	3	8	3	0	1	1	4	41	37
Tour Participants/Visitation	0	6	30	24	28	7	91	46	0	5	3	26	261	266
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	7,587	6,765	12,362	9,118	7,800	6,649	8,958	9,314	7,095	6,737	7,360	8,717	93,911	98,462
PRESERVATION														
Materials Acquired	2,357	1,437	1,665	5,108	2,835	2,259	6,586	3,614	2,675	2,290	1,366	1,578	44,442	33,770
Materials Withdrawn/Removed	901	1,673	4,408	4,413	3,997	2,730	3,455	2,329	3,743	2,935	3,066	17,624	55,077	51,274
Materials Preserved/Treated	132,907	68,199	147,294	116,380	115,470	53,528	34,376	46,230	42,289	5,552	18,356	71,591	1,371,622	852,172
Materials Digitized	91,256	34,095	22,508	54,789	94,795	43,742	11,408	0	8,889	13,022	18,480	71,591	585,628	464,575
Materials Cataloged/Described	1,425	748	941	4,683	2,545	1,773	5,919	3,054	1,965	1,159	1,056	1,208	36,189	26,476
Reproductions	7,245,600	5,287,600	5,479,000	5,118,800	2,951,800	3,966,000	4,152,200	3,409,600	7,000,800	4,143,400	4,248,800	5,500,200	76,682,800	58,503,800
Total	7,474,446	5,393,752	5,655,816	5,304,173	3,171,442	4,070,032	4,213,944	3,464,827	7,060,361	4,168,358	4,291,124	5,663,792	78,775,758	59,847,023
COLLABORATION														
Institutions														
Programs / Activities	22	22	29	42	23	16	25	30	19	27	30	36	123	321
Program Attendees	121	93	166	188	76	83	105	153	78	147	154	179	785	1,543
Boards and Commissions														0
Volunteer Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	143	115	195	230	99	99	130	183	97	174	184	215	908	1,864
LEGISLATIVE SERVICE														
Materials Loaned														
Legislative Contacts	5	5	7	5	6	5	7	4	5	4	4	5	43	62
Questions Answered	5	5	8	5	6	5	4	4	0	0	0	0	39	42
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)	1,436	1,453	1,453	1,494	1,495	1,493	1,500	1,558	1,265	1,277	1,281	1,281	1,595	1,416
Library Board Attendees														
Total	1,446	1,463	1,468	1,504	1,507	1,503	1,511	1,566	1,270	1,281	1,285	1,286	1,677	1,520
GRAND TOTAL	7,483,622	5,402,095	5,669,841	5,315,025	3,180,848	4,078,283	4,224,543	3,475,890	7,068,823	4,176,550	4,299,953	5,674,010	78,872,254	59,948,869
Customer Satisfaction													7.68	

FYE 2009 Performance Measures

Law and Research Library

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2008 Actual	2009 Actual
ACCESS														
Materials Loaned	792	314	319	407	452	460	478	448	386	454	506	378	6,260	5,394
Materials Retrieved	2,026	1,876	1,266	1,362	1,341	1,584	1,582	1,148	1,463	1,339	945	996	19,022	16,928
Questions Answered	1,706	1,572	1,542	1,738	1,185	1,603	1,455	1,267	954	1,214	1,268	1,608	18,222	17,112
Consultations	0	1	0	1	0	3	0	1	0	0	0	0	24	6
Other Contacts/In-State	1,371	1,297	1,716	1,660	1,276	1,244	1,424	999	768	892	711	723	17,907	14,081
Other Contacts/Out-of State	113	123	96	349	81	72	173	53	141	797	81	59	3,671	2,138
On-Line Database Searches	10,970	11,222	10,927	4,083	3,115	4,655	3,458	3,376	2,889	4,349	4,421	4,645	26,086	68,110
Patrons Registered	8	9	10	34	2	79	20	10	17	8	14	7	283	218
Programs/Activities	0	1	1	2	0	9	0	2	1	0	0	1	23	17
Program Attendees	0	10	18	141	0	58	0	74	38	0	0	20	622	359
Tours	2	2	0	1	0	1	0	0	0	0	0	0	15	6
Tour Participants/Visitation	652	488	553	599	429	524	442	387	359	513	371	460	7,738	5,777
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	17,640	16,915	16,448	10,377	7,881	10,292	9,032	7,765	7,016	9,566	8,317	8,897	99,873	130,146
PRESERVATION														
Materials Acquired	2,907	4,940	5,195	3,660	2,874	3,874	1,942	2,580	3,132	2,898	3,929	2,507	35,484	40,438
Materials Withdrawn/Removed	1,270	1,518	1,013	679	548	1,060	197	285	408	527	176	2,050	6,170	9,731
Materials Preserved/Treated	68,461	1,110	6,057	23,427	50,064	41,694	28,481	48,977	111,193	146,871	63,010	88,151	85,734	677,496
Materials Digitized	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Cataloged/Described	3,085	3,478	4,863	4,089	3,111	24,119	3,287	3,490	2,792	3,995	4,815	2,712	33,892	63,836
Reproductions														
Total	75,723	11,046	17,128	31,855	56,597	70,747	33,907	55,332	117,525	154,291	71,930	95,420	161,280	791,501
COLLABORATION														
Institutions	0	0	0	7	13	3	0	0	0	0	13	0	57	36
Programs / Activities	0	0	0	2	1	1	0	0	0	0	1	0	10	5
Program Attendees	0	0	0	21	12	28	0	0	0	0	14	0	122	75
Boards and Commissions														
Volunteer Hours	82	64	80	92	57	60	87	107	89	133	141	177	974	1,167
Total	82	64	80	122	83	92	87	107	89	133	169	177	1,163	1,283
LEGISLATIVE SERVICE														
Materials Loaned	20	13	94	6	8	9	48	1	8	8	32	1	154	248
Legislative Contacts	206	121	176	244	205	246	201	330	137	184	245	144	3,407	2,439
Questions Answered	15	14	12	10	8	7	26	19	13	21	26	7	205	178
Tour Attendees	0	0	0	0	0	0	0	0	0	0	0	0	49	0
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions	0	0	2	2	0	0	10	2	0	0	2	0	9	18
In-Service Training Attendees	0	0	14	5	0	0	39	55	0	0	55	0	41	168
Boxed Records in Storage (avg)														
Library Board Attendees														
Total	241	148	298	267	221	262	324	407	158	213	360	152	3,865	3,051
GRAND TOTAL	93,686	28,173	33,954	42,621	64,782	81,393	43,350	63,611	124,788	164,203	80,776	104,646	266,181	925,981
Customer Satisfaction													8	