

FYE 2010 Performance Measures

Braille and Talking Book Library

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | 2009 Actual | 2010 Actual |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|
| ACCESS | | | | | | | | | | | | | | |
| Materials Loaned | 34,150 | 31,077 | 34,400 | 31,252 | 29,250 | 33,408 | 31,287 | 33,569 | 42,287 | 37,874 | 33,702 | 39,314 | 385,233 | 411,570 |
| Materials Retrieved | | | | | | | | | | | | | | |
| Questions Answered | 8,733 | 9,041 | 8,923 | 9,125 | 8,338 | 8,778 | 9,221 | 10,374 | 9,457 | 8,349 | 8,486 | 8,351 | 91,808 | 107,176 |
| Consultations | 288 | 412 | 483 | 142 | 163 | 158 | 209 | 241 | 195 | 48 | 126 | 150 | 1,948 | 2,615 |
| Other Contacts/In-State | 8,922 | 1,208 | 8,643 | 1,329 | 2,657 | 1,509 | 2,079 | 8,964 | 1,989 | 1,631 | 9,394 | 1,638 | 45,476 | 49,963 |
| Other Contacts/Out-of-State | 2 | 22 | 12 | 0 | 30 | 11 | 4 | 6 | 8 | 0 | 175 | 0 | 175 | 270 |
| On-Line Database Searches | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patrons Registered | 157 | 131 | 142 | 100 | 153 | 95 | 139 | 184 | 187 | 141 | 188 | 154 | 1,660 | 1,771 |
| Programs/Activities | 1 | 2 | 12 | 14 | 18 | 13 | 13 | 21 | 25 | 19 | 13 | 7 | 52 | 158 |
| Program Attendees | 15 | 140 | 884 | 1,205 | 649 | 136 | 110 | 684 | 1,030 | 786 | 370 | 234 | 3,184 | 6,243 |
| Tours | 3 | 5 | 5 | 28 | 5 | 3 | 3 | 4 | 4 | 6 | 5 | 2 | 39 | 73 |
| Tour Participants/Visitation | 5 | 21 | 5 | 216 | 17 | 3 | 4 | 4 | 4 | 6 | 6 | 9 | 70 | 300 |
| 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 | 4,797 | 5,409 | 5,741 | 5,370 | 5,620 | 5,336 | 5,761 | 6,463 | 7,382 | 6,785 | 6,476 | 6,277 | 35,934 | 71,417 |
| Total | 57,073 | 47,468 | 59,250 | 48,781 | 46,900 | 49,450 | 48,830 | 60,514 | 62,568 | 55,645 | 58,941 | 56,136 | 565,579 | 651,556 |
| PRESERVATION | | | | | | | | | | | | | | |
| Materials Acquired | 3,766 | 3,098 | 2,110 | 2,116 | 4,398 | 4,384 | 4,716 | 2,906 | 6,367 | 4,316 | 5,632 | 5,620 | 30,693 | 49,429 |
| Materials Withdrawn/Removed | 351 | 680 | 481 | 571 | 388 | 737 | 509 | 669 | 2,185 | 271 | 488 | 771 | 15,634 | 8,101 |
| Materials Preserved/Treated | 1,227 | 993 | 962 | 663 | 1,030 | 1,054 | 1,119 | 1,212 | 1,372 | 1,226 | 932 | 995 | 11,776 | 12,785 |
| Materials Digitized | | | | | | | | | | | | | | |
| Materials Cataloged/Described | 377 | 405 | 376 | 310 | 374 | 239 | 371 | 404 | 406 | 306 | 373 | 268 | 4,147 | 4,209 |
| Reproductions | 2,428 | 1,674 | 2,075 | 1,414 | 2,258 | 1,921 | 1,400 | 1,808 | 2,063 | 1,726 | 1,747 | 1,857 | 25,106 | 22,371 |
| Total | 8,149 | 6,850 | 6,004 | 5,074 | 8,448 | 8,335 | 8,115 | 6,999 | 12,393 | 7,845 | 9,172 | 9,511 | 87,356 | 96,895 |
| COLLABORATION | | | | | | | | | | | | | | |
| Institutions | 9 | 9 | 9 | 10 | 12 | 9 | 9 | 10 | 11 | 10 | 10 | 9 | 135 | 117 |
| Programs / Activities | 12 | 10 | 13 | 13 | 11 | 11 | 12 | 13 | 14 | 11 | 13 | 13 | 164 | 146 |
| Program Attendees | 46 | 22 | 52 | 43 | 36 | 23 | 62 | 63 | 213 | 37 | 221 | 51 | 1,002 | 869 |
| Boards and Commissions | | | | | | | | | | | | | | |
| Volunteer Hours | 1,636 | 1,231 | 1,786 | 1,963 | 1,709 | 1,799 | 1,928 | 2,009 | 2,406 | 2,003 | 1,652 | 1,589 | 20,708 | 21,711 |
| Total | 1,703 | 1,272 | 1,860 | 2,029 | 1,768 | 1,842 | 2,011 | 2,095 | 2,644 | 2,061 | 1,896 | 1,662 | 22,009 | 22,843 |
| 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 | 66,925 | 55,590 | 67,114 | 55,884 | 57,116 | 59,627 | 58,956 | 69,608 | 77,605 | 65,551 | 70,009 | 67,309 | 674,944 | 771,294 |
| Customer Satisfaction | | | | | | | | | | | | | 7.6 | |