

Library

Mission Statement

We connect today's community to a world of possibilities.

Key Services

Provide information resources and works of the imagination

Early Literacy Program Attendance

Target: 97,800

YTD Actual: 46,020

Goal:

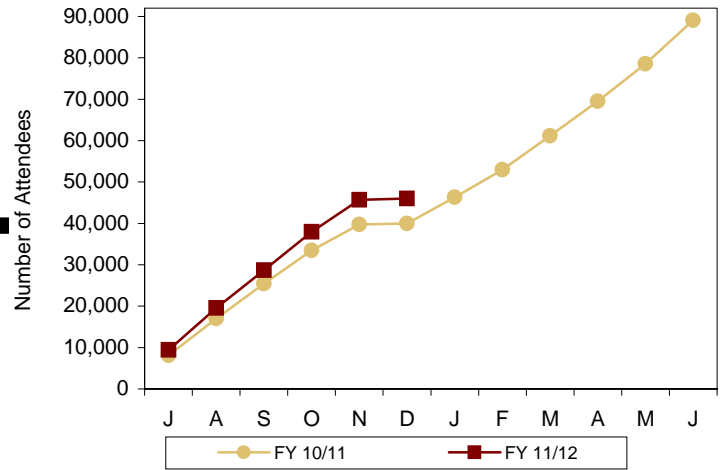
To partner with parents and caregivers to encourage the development of skills that lead to children's reading success

Target:

97,800 participants

Significance:

Attendance supports children's early literacy and parents' efforts to encourage children's skill development.



Customer Satisfaction with Workforce Readiness Programs

Target: 90%

YTD Percent: 96%

Goal:

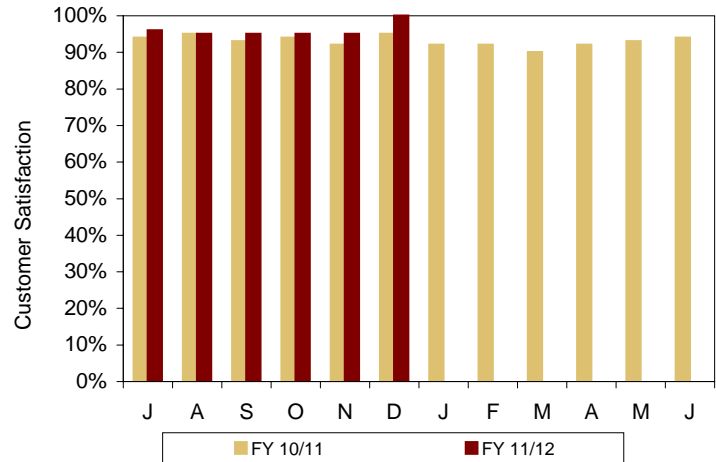
To provide customers with programs and services that enable them to acquire and enhance job skills

Target:

90% satisfaction rate

Significance:

Measures customer satisfaction with programs that promote workforce readiness, such as GED, ESL and basic computer classes.



Visit us on the web at phoenix.gov

Visitor Count Per Public Service Hour

Target: 1,880

YTD Average: 1,899

Goal:

To provide customers with library facilities that meet their needs

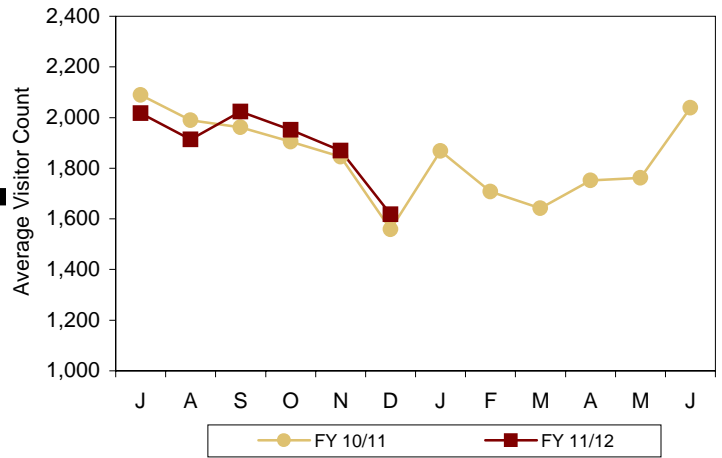
Target:

1,880 average total visitor count per public service hour

Significance:

This measure shows the total average number of customers visiting Phoenix Public Library facilities each hour open to the public.

NOTE: Data for July 2011 was corrected to 2017 visitors per public service hour.



Library's Home Page "Hits"

Target: 29.5 million

YTD (in millions): 13.59

Goal:

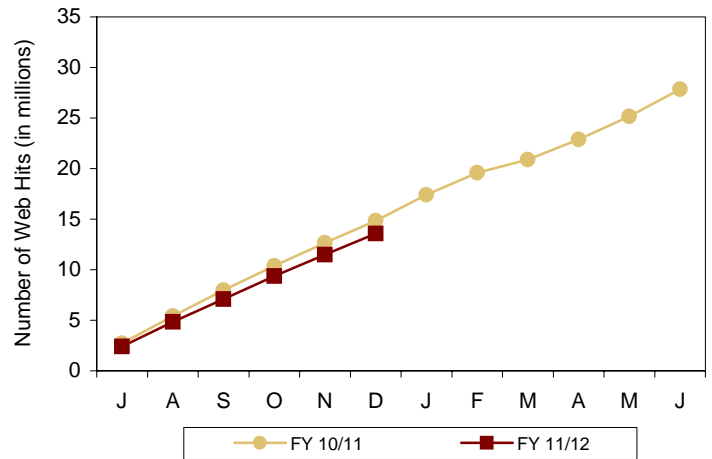
To provide customers with access to information resources through the Library's website

Target:

29.5 million hits

Significance:

Number of "hits" shows use of the Library's home page as a gateway to information resources.



Library Material Circulation

Target: 13.7 million

YTD (in millions): 7.04

Goal:

To provide customers with access to information resources at locations throughout the city

Target:

13.7 million circulation

Significance:

Circulation shows customer usage of Library materials.

