

Pinal County - Managing For Results

Annual Report

FY 2009-2010

LIBRARY DISTRICT

Library Support

Affiliate Library Operational Support

KR % of time-sensitive materials and supplies being delivered to affiliate libraries within 3 days

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
80.00%	0.00%	80.00%	100.00%	100.00%	90.91%	92.90%	100.00%	93.75%	93.75%	93.75%

When we originally created this measure, there was an issue with libraries receiving materials and supplies in a timely manner. We instituted procedures, including larger supply orders and direct delivery of supplies from the vendors to the libraries, which have resolved this issue. We only had 16 material and supply deliveries this year and 15 of them were received by the libraries within 3 days. We have replaced this measure in Fiscal Year 2010-11 with one that will more accurately reflect our performance and the benefits received by our customers in this activity.

Affiliate Library Training

KR % increase in the number of training sessions for affiliate library staff offered by the Library District

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
10.00%	155.56%	100.00%	460.00%	100.00%	12.12%	100.00%	-31.58%	53.03%	53.03%	53.03%

The affiliate library staff training went very well this year. We substantially exceeded our goal due in part to our migration from Horizon to the Polaris Integrated Library System (ILS). This migration required extensive training for all public and library district staff in Pinal County. The Polaris ILS training accounts for more than a quarter of the training offered by the library district this year. District wide training also continues with workshops and webinars from various sources, and individual training as requested. This year we offered "Book Maintenance and Repair" and "Managing Volunteers" workshops as well as our annual Summer Reading Program workshop. We also hosted training on the new EbscoHost databases provided by the Arizona State Library. The Library District's two newest employees, who work at the San Manuel Public Library and the Arizona City Community Library are providing training to the volunteers at their respective libraries. Library District staff continues to visit the public libraries and provides one-on-one or group training as needed in areas such as cataloging, ILS, interlibrary loans, weeding and online databases. This trend will continue during the next fiscal year. We plan to host workshops and provide training to affiliate library staff as needed and requested.

Library Support Services

KR % of affiliate & branch libraries will respond they were satisfied or very satisfied with the consulting, statistical reporting, and equipment sharing services they received.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	0.00%	95.00%	0.00%	95.00%	0.00%	95.00%	93.75%	93.75%	93.75%	93.75%

We had a 48% response rate to our survey with 18 responses. Sixteen of those respondents had experience with our consulting, reporting and equipment sharing services. Ten reported they were very satisfied and 5 reported they were satisfied. One person reported they were very unsatisfied in all our customer satisfaction questions, but based on their comments of praise elsewhere on the survey we believe they may have marked that box in error.

We, as a department, work very hard to fulfill our mission of supporting the public libraries in Pinal County, and those surveyed reported that the support and assistance they receive from district staff are among the services they value most.

We continue to work to ensure that the affiliate libraries receive timely, accurate and useful information and support through consultations and reporting that will allow them to continue to provide valuable library services to their communities.

LIBRARY DISTRICT

Public Library Services

Public Library Services

KR % increase in attendance of County staffed public library programs from 40 to 60

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
50.00%	400.00%	100.00%	0.00%	100.00%	0.00%	100.00%	157.97%	252.88%	252.88%	252.88%

We exceeded our annual target for Library District staffed programs this year, thanks to the efforts of our two newest Library District employees at the Arizona City Community Library and the San Manuel Public Library. Attendance at Library District staffed programming quadrupled from 220 last fiscal year 1,003 this fiscal year.

Library District staff provided 64 programs to the public this year which exceeds our target of 60. We offered the annual Summer Reading Program to youth in Dudleyville, and at the Arizona City and San Manuel Public Libraries. San Manuel hosted a program about desert wildlife presented by Wildman Phil to the residents in their community. San Manuel also offered additional programs such as Craft Hour, Storytimes, Stories in Spanish and Gaming (Wii and X-box). Arizona City has started a successful new Storytime program and is planning additional programming in the coming year.

The Library District will continue to provide fun and educational programs to the residents of Pinal County throughout the year.

KR % of residents within 10 miles of an Affiliate or County library

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
45.00%	45.95%	45.95%	45.95%	45.95%	45.95%	45.95%	45.95%	45.95%	45.95%	45.95%

This target was reached in July 2009 with the current affiliate library locations. Currently, 65% of the population lives within 15 miles of a public library. The higher goal in the Strategic Business Plan is to achieve 68% of residents within 15 miles by 2011. We are investigating ways to reach the higher target in the strategic goal to which this measure is aligned.

Public Relations

Public Relations

KR % increase in visits to the library district website and online catalog

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
30.00%	94.34%	95.00%	65.00%	65.00%	62.08%	66.60%	47.09%	66.58%	66.58%	66.58%

This year we migrated to a new Integrated Library System (ILS) catalog and added Apache Junction and Casa Grande to our database. These libraries serve a large portion of the county population and we were not able to accurately predict how this would impact this measure. As a result, we exceeded our target of a 30% increase. This year we had a 67% increase in visits to our website and catalog.

In addition to the greater population served and the subsequent increase in catalog visits, we have also seen an increase in the number of patron placed requests through the catalog. Our new ILS provides an interface that makes placing requests easy and the library district courier and library promotion of this service has helped to increase catalog visits as well.

Going forward we now have a solid base for gauging our progress on this measure and in the coming fiscal year will be able to accurately analyze the success of our efforts in this activity.

Technical Services

Collection Development & Acquisition

KR % increase in circulation

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	53.88%	51.00%	181.10%	103.60%	219.81%	143.20%	193.88%	163.27%	163.27%	163.27%

Our increase in circulation was more than double our target for the year. Much of this was due to the unforeseen impact the addition of two large libraries to our system would have on our circulation numbers. However, the Library District also worked closely with our affiliate libraries, providing materials budgets and ordering services, so the libraries could fulfill the informational, educational and recreational needs of their patrons in a timely manner with new and popular items. We will continue to provide ordering services and collection development advice as needed and work with the libraries and vendors to ensure collections continue to be relevant, timely and well utilized by the public.

LIBRARY DISTRICT

Technical Services

Technical Services

KR % of bibliographic records loaded within 3 days of receipt

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	100.00%	99.96%	99.90%	100.00%	99.98%	98.11%	99.32%	99.32%	99.32%

We exceeded our target for the year and loaded nearly all records within 3 days. The implementation of z39.50 cataloging for all the libraries so they can add their own records to the database has significantly lowered the number of records that need to be loaded by our staff and therefore allows records to be loaded very quickly. Since performance on this measure is consistently high and no longer measures the bulk of the work of our catalogers, we will be looking at new measures in the coming year that may better measure our performance in this activity.

Administrative

Department Director

KR % of applicable Key Results achieved

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	90.00%	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

The Library District was able to stay on track to achieve all applicable key results for the 2009/2010 Fiscal Year. Administrative goals were met for Human Resources, Records Retention, and Vehicle Management. We were only marginally short of achieving our goal for Finance Services, at 89.46% instead of the goal of 90%. We exceeded targets for training, due to implementation of the new cataloging and the high level of training needed.

Our successes included resolving our equipment and supply delivery problem to the libraries. We began ordering larger amounts of supplies and having the vendor deliver directly to each library. We will replace that measure with one that will accurately reflect our performance and the benefit to the libraries. Training for affiliate libraries was very high this year, as all staff learned how to operate the new online catalog. Public Library Services were successful due to increased programming offered at all locations, including Summer Reading, many special events, and Story Times.

Migration to a new catalog increased web site and catalog hits by 67%, mostly due to the increased traffic from the two large libraries added to the system this year, Casa Grande and Apache Junction. An additional boost came from the new library facility in Maricopa, which has been significantly busy since it's opening in June 2009. This also explains the large increase in circulation, which is up by 170%. We topped one million circulations in FY 2009/10, which is an all-time high. Targets have been adjusted accordingly for next year.

Technical Services changed with the new catalog. We have exceeded the targets, due to the ease with which affiliate libraries can add records rather than waiting for our staff to do it. Records become available very quickly now, so we will institute a new measure for next year. The new measure will evaluate record content and accuracy.

The survey of services gave us a good report card. We received a 48% response rate, with all but one response rating us as satisfactory or very satisfactory. We included additional questions asking what services are most valued and what training is needed, so we have a basis for planning in the months ahead.

KR % of surveyed customers who say they are satisfied or very satisfied with the services provided by the department

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
75.00%	0.00%	75.00%	0.00%	75.00%	0.00%	75.00%	93.75%	93.75%	93.75%	93.75%

The annual survey had a 48% response rate with 18 responses. Seventeen reported that they were satisfied or very satisfied with the services provided by the department. One response marked all categories as "very unsatisfied" in all customer satisfaction questions, but in the boxes that asked for comments on various aspects of library services, the responses were very positive and commended us for our support services and helpful attitudes. This led us to believe that the "very unsatisfied" box was marked in error. Many comments were appreciative of the services we provide, especially through the difficult budget restraints of the last year. All staff will continue to strive for the best possible service we can provide.

Financial Services

KR % of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
90.00%	92.23%	90.00%	87.55%	90.00%	91.35%	90.60%	87.43%	89.46%	89.46%	89.46%

The Library District was able to receive on 89.46% of all payment authorizations within three business days of receipt of goods. We narrowly missed the goal of 90%, due to the sheer number of authorizations at the end of the fiscal year. The increased demand was very difficult to keep up with for staff. We are investigating new procedures that will distribute the work load more evenly throughout the year, most notably by actively encouraging the affiliate libraries to average monthly dollar amounts that should be spent every month instead of waiting until May-June.

LIBRARY DISTRICT

Administrative

Human Resources

KR % of all annual employee appraisals will be submitted to Human Resources by the end of January due date.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
98.00%	0.00%	98.00%	0.00%	98.00%	100.00%	98.00%	100.00%	100.00%	100.00%	100.00%

Annual performance evaluations for every employee in the department were conducted in January 2010. We created Performance Management Plans with goals that align to our Strategic Business Plan in January, analyzed progress in March, and did final evaluations at the end of the year for all staff members.

Records Management

KR % of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%

The Library District operates under a Records Retention schedule established in 2004. All 43 record series were collected and destroyed according to our schedule in September 2009.

Training

KR % of training dollars spent that directly align to County or Department strategic goals.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
85.00%	0.00%	85.00%	0.00%	85.00%	0.00%	85.00%	85.33%	85.33%	85.33%	85.33%

Staff training during the fiscal year was chiefly on library-related topics. We installed a new county-wide shared catalog, so intense training was required for all staff members in every library. Out of a total of \$17,080 spent on staff training, \$14,574 was directly aligned to department strategic goals. The goal was to achieve 85% of training dollars spent that align to County or Department strategic goals. We were able to reach 85.33%.

The portion of training that did not align to strategic goals tended to be local, and usually did not include registration fees or travel.

Vehicle Management

KR % of department vehicles operated more than 10,000 miles per year

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	100.00%	95.00%	50.00%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

The Library District has 2 vehicles, both of which were operated over 10,000 miles in FY 2009/2010. The older vehicle accumulated 20,419 miles and the second vehicle 12,920 miles. The older vehicle is over 10 years old and has over 100,000 miles, so it will be replaced in the coming year.

KR % of department vehicles with preventative maintenance performed as scheduled

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	100.00%	100.00%	100.00%

A maintenance schedule has been established for both vehicles, so we are able to keep track of when preventative maintenance is due. The schedule has helped us to keep vehicles operating at a top efficiency and allowed us to avoid major problems to date.