

**LIBRARIES
FINANCIAL AND ADMINISTRATIVE SERVICES**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To coordinate the various financial and administrative support activities of the Division to ensure continued efficiency, productivity, and compliance with County policies and goals.

| Performance Measures | FY 2007 Year-to-Date | FY 2008 Year-to-Date | FY 2008 Projected | |
|---|---------------------------------|---------------------------------|------------------------------|-----|
| Average number of days to process payment for goods and services received | 43 | 62 | 40 | |
| Number of personnel transactions (BC 102s) processed | 535 | 437 | 1,500 | |
| Number of purchase orders processed | 1,951 | 1,730 | 5,000 | |
| Cost per purchase order processed | 24.06 | 35.52 | 19.53 | |
| Electronic visits to Homepage per hour open | 5,130 | 6,928 | 12,013 | |
| Number of Public Access Work Stations | 1,571 | 1,571 | 1,591 | |
| Internal customer satisfaction rating | N/A | N/A | N/A | 1,2 |

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

**LIBRARIES
PUBLIC SERVICE**

Fiscal Year 2008 - 2nd Quarter

Goal Statement

To provide direct public library service to meet the informational, educational, and recreational needs of the residents and visitors to Broward County.

| Performance Measures | FY 2007 Year-to-Date | FY 2008 Year-to-Date | FY 2008 Projected | |
|--|---------------------------------|---------------------------------|------------------------------|---|
| Library system operating costs per sq. ft. | N/A | 49.44 | 47.50 | |
| Personnel costs per professional library service | N/A | 3.77 | 3.83 | |
| Reference questions per professional MLS FTE | N/A | 6,593 | 12,385 | |
| Percent of new "Hot" materials available within 3 business days of receipt | N/A | 89% | 85% | |
| Percent of new "partner" materials available within 5 business days of receipt | N/A | 20% | 85% | |
| Percent of new "all other" materials available within 5 business days of receipt | N/A | 47% | 85% | |
| Total Non-MLS Public Service personnel costs divided by the number of items circulated | N/A | 2.19 | 2.45 | |
| Library materials circulated | 4,334,485 | 5,023,351 | 8,943,749 | |
| Library materials circulated per circulation FTE | 13,296 | 15,747 | 26,682 | |
| Customers served | 4,877,401 | 5,368,174 | 10,343,612 | |
| Customers with cards | 1,130,883 | 1,158,239 | 1,059,917 | |
| External customer satisfaction rating | N/A | 4.65 | N/A | 1 |
| Program attendance | 335,853 | 304,721 | 682,703 | |

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.