



Alexandria Library
Rose T. Dawson, Director of Libraries

Indicators	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate	TARGET
Percent of Alexandria households who have visited a public library or used their services in the past 12 months (favorable trend: ▲)	-	64%	57%	60%	75%
Percent of Alexandria residents who rate public library services as good or excellent (favorable trend: ▲)	-	88%	87%	88%	90%
Percent of library customers satisfied (favorable trend: ▲)	-	95%	-	95%	N/A
Number of youth and adult programs hosted (favorable trend: ▲)	2,271	2,275	2,336	2,350	2,500
Number of participants in the Library's Summer Reading Program (favorable trend: ▲)	2,424	3,299	3,526	3,700	N/A
Number of registered borrowers (favorable trend: ▲)	103,533	103,893	103,728	101,000	N/A
Number of library visitors and web users (favorable trend: ▲)	1,288,629	1,247,355	1,303,209	1,305,000	1,400,000
Number of library visitors (favorable trend: N/A)	727,527	666,217	700,921	702,000	800,000
Number of materials owned by the Library (favorable trend: ▲)	478,459	483,651	503,191	507,500	525,000
Number of materials borrowed by customers (in thousands) (favorable trend: ▲)	1,339	1,304	1,595	1,600	2000
Average number of times each item is borrowed per year (turnover rate) (favorable trend: ▲)	2.8	2.7	3.2	3.2	3.8
Number of materials added (favorable trend: N/A)	34,949	33,352	53,684	35,000	N/A
Number of in-library Wi-Fi sessions (favorable trend: ▲)	54,289	69,044	79,802	80,000	N/A
Number of E-Borrowers (favorable trend: ▲)	20,611	23,694	88,550	90,000	N/A
Number of website visits (favorable trend: ▲)	561,102	581,138	1,065,093	1,100,000	1,500,000
Number of in-library Internet sessions (favorable trend: ▲)	108,620	97,601	100,395	100,000	N/A