**Goal 1:** Ensures that all Memphians have access to technology needed to increase knowledge, learning, and access to the economy.

**New Public Computers Begin Rollout**

**FY 14 YTD vs. FY 13 YTD**

Computer Use Up 5%

**AUG FY14 vs. AUG FY13**

Whitehaven Library (First Installation) 15% Increase in Computer Use

**Goal 2:** Reaches beyond its walls with creative partnerships that make a difference in people’s lives.

**Libraries Unbound**

A team of library staff visited with the Nashville Public Library to learn more about their “Limitless Libraries” collaboration between libraries and schools.

**Calling All Book Clubs**

The Renaissance Men’s and Women’s Book Club celebrated their 10th anniversary by winning the Book Club of the Year.

“...The guys were able to stick their chests out as we continue to celebrate our 10th year” – Johnnie Mosley, book club member and library staff member.

60% Percentage of minor City Access Card (aka “Pool Card”) recipients that did not previously have a library card (2500+) resulting in over 4000 checkouts.

**Goal 3:** Communicates in ways that move libraries from a supporting player to a leadership role that is highly valued in today’s public space.

**Enhanced Communication**

- Twitter Followers: 1276
- Facebook Likes: 6073
- Constant Contact Email Recipients: 2790

18,500+ Increase in Library Cards from August 2012 to August 2013

52% Percentage of Service Area Population that own a library card (430K of 830K)

+8% YTD Increase in calls answered by LINC / 2-1-1

+3% YTD Increase in Customer Count

**Goal 4:** A platform for three overriding purposes: literacy, education accelerator, and jobs center.

**eBook / eAudio Checkouts**

0.5% vs. 5%

Percentage of collection that consists of ebooks/eaudio versus the percentage of the FY14 YTD Circulation that consists of ebooks/eaudio

10,000 The number of children better prepared for the school year due to their participation in Summer Reading Club, averaging 13 books read each.

**Goal 5:** Advances a culture of excellence in operations and outreach.

11 staff trainings provided YTD in areas of customer service and technical expertise, leading to recent customer comments such as these:

“...experience with the librarians here has always been a pleasure.”

“...staff must be one of the most outstanding anywhere.”

“I was so super impressed with [her] kindness, patience, and professionalism.”

30+ Ideas submitted to Library Innovations at Work from library staff since inception on August 26.