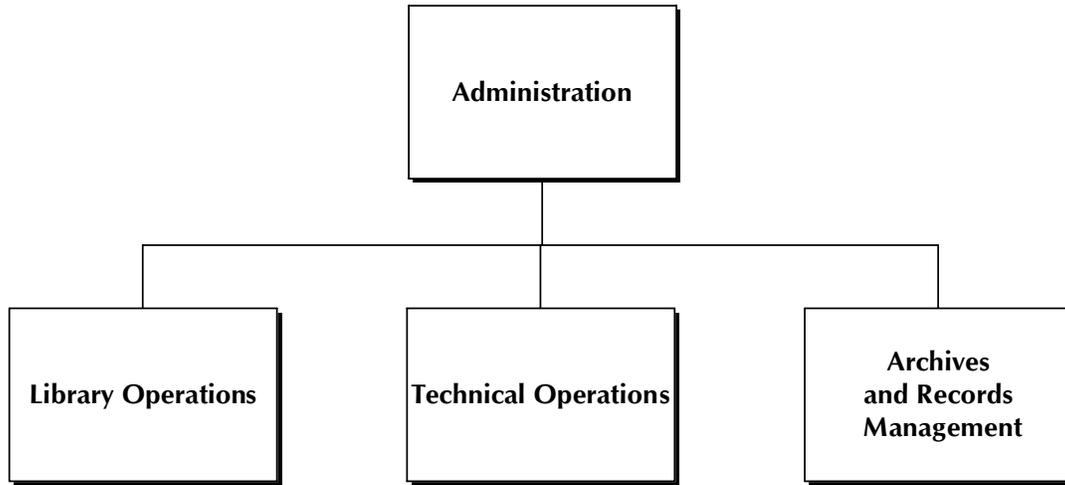


Fairfax County Public Library



Mission

The mission of the Fairfax County Public Library is to enrich individual and community life by providing and encouraging the use of library resources and services to meet evolving educational, recreational and informational needs of the residents of Fairfax County and Fairfax City.

Focus

The Fairfax County Public Library (FCPL) operates eight regional libraries and by the end of FY 2009 will operate 14 community libraries conveniently located to serve all the residents of Fairfax County and Fairfax City. Located at the Fairfax County Government Center, the Library's Access Services provides unique services for residents with visual and physical disabilities, while Information Central conducts research to support County government initiatives. In addition to operating these 24 public service sites, the Library has developed an impressive and



Fairfax County Public Library has an inventory of more than 2.5 million items for patron usage.

THINKING STRATEGICALLY

Strategic issues for the department include:

- Improving customer service and increasing efficiency by expanding the use of technology;
- Expanding marketing, community relations and advocacy;
- Encouraging lifelong learning and sharing the joy of reading by promoting early literacy and reading readiness skills for preschoolers; and
- Responding to the needs of a growing community by planning for the construction of new libraries and the renovation of older libraries.

and expanding array of library services for remote users through the Library's Web pages on the County's Web site.

Over five million visits to Fairfax County libraries were made in FY 2007. A full range of library services is available to customers who visit libraries including: access to over 2.5 million items for borrowing or onsite use; professional research assistance; programs for adults and children of all ages; student homework support; electronic information resources; and public Internet access. FCPL customers borrowed over 11.9 million items during FY 2007. Remote use of FCPL resources continues to double annually as more interactive services are enabled and access to information databases is increased.

Fairfax County Public Library

To better reach residents of high-growth areas, the County is building new libraries in Burke and Oakton. The Oakton library opened in fall 2007; the City of Fairfax Regional Library will open through a partnership between Fairfax City and Fairfax County in early 2008; and the Burke library will open in spring 2008. In addition, the renovation of older libraries will allow buildings to meet the technological requirements of 21st century library service, such as self check-out and wireless access. A November 2004 bond referendum was approved by voters to fund the construction of two new libraries and the renovation of the four oldest branches including Dolley Madison in the Dranesville District, Thomas Jefferson in the Mason District, Richard Byrd in the Lee District and Martha Washington in the Mount Vernon District.

The Fairfax County Public Library is one of the dynamic links that connects residents to local and global resources for lifelong learning and self-enrichment. The Library's Strategic Plan provides direction for achieving this vision and the Library works to be integral to the life of every Fairfax County and City resident. The Library anticipates and monitors changes in the community, such as demographic shifts or different school curriculum requirements, and responds to these community needs by prioritizing the use of resources and realigning programs, collections and services. The Library is a leader in the information business, maximizing staff expertise to create value-added products that enhance traditional and Web-based services. The Library connects people and information by making local and global resources available at safe and convenient public places and through 24/7 virtual access.



Photo of opening day of the new Fairfax City Regional Library on January 26, 2008.

Through Archives and Records Management, the Library is responsible for accurately and efficiently managing the storage and retrieval of the County's temporary and historical records. Archives and Records Management will continue to identify and implement opportunities to improve employee safety, security, productivity and customer service in FY 2009.

In accordance with the Code of Virginia, the Library Board of Trustees determines policy and sets direction for the Fairfax County Public Library's collection, programs and services. The Library is dependent upon County funds to support operations and the building program identified in the FY 2008-2012 Capital Improvement Program. The Library Board and staff understand the impact of reduced funding from federal, state and local sources on expansion and continuation of County services. Since FY 2002, the Library's funding for new materials has been reduced by 37 percent. Continued fiscal constraints will require that the Library continue to carefully manage its existing resources to move forward strategic initiatives during FY 2009.

Fairfax County Public Library

New Initiatives and Recent Accomplishments in Support of the Fairfax County Vision

 Maintaining Safe and Caring Communities	Recent Success	FY 2009 Initiative
With county agencies and other organizations, co-sponsored volunteer fairs for teens and older adults.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Recruited over 40,000 children (preschool through teens) for the 2007 Summer Reading Program. Will continue to design materials, programs and school visits to encourage young readers to maintain their skills during summer vacation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Building Livable Spaces	Recent Success	FY 2009 Initiative
Opened Oakton Library in fall 2007 with 17,304 square feet of space including over 60,000 items in the collection, meeting rooms, quiet study room, wireless access to the Internet and twenty-four public access PCs.	<input checked="" type="checkbox"/>	
Following the voter approved Bond Referendum in 2004 the Library continues to respond to a growing community by the construction of two new libraries, renovation of four libraries and relocation of the City of Fairfax library to a new building.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Connecting People and Places	Recent Success	FY 2009 Initiative
Offered free wireless access to the Internet at six branches with more planned. Customers may use their own Wi-Fi enabled, Windows-based or Mac laptops to access the Internet for an unlimited amount of time from any public area of the branch. The Library will continue to offer Internet access to the public at all branches.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Expand marketing, community relations and advocacy to increase awareness and use of FCPL services by both current and potential library customers. Possible activities include: targeting programs to particular populations such as seniors, staffing a library information booth at local festivals, and celebrating branch library anniversaries with special events.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Maintaining Healthy Economies	Recent Success	FY 2009 Initiative
With the Department of Purchasing and Supply Management, purchased an additional delivery vehicle for Library and County deliveries.	<input checked="" type="checkbox"/>	

Fairfax County Public Library

 Creating a Culture of Engagement	Recent Success	FY 2009 Initiative
Continue to recruit and retain volunteers. In FY 2007, more than 3,000 volunteers contributed more than 133,000 hours to libraries.	☑	☑
Continue to partner with Inova Hospital System to provide high-demand health-related books to the public in all 21 Library branches and to present a Literature and Medicine discussion series for health care providers at Inova facilities.	☑	☑
Continue to create community-building events by planning programs surrounding "All Fairfax Reads" book selections, which included <i>His Excellency: George Washington</i> for FY 2008.	☑	☑
Continue to partner with George Mason University, the Washington Post, the City of Fairfax to hold the Fall for the Book Literary Festival. This event includes author visits, writing workshops, children's programs and book sales.	☑	☑
 Exercising Corporate Stewardship	Recent Success	FY 2009 Initiative
Implemented self check-out of library materials by customers at 21 branches in FY 2007 and will continue to market the service in FY 2009.	☑	☑
Continue to take advantage of the Unicorn application and current technology by enhancing public and staff access to the Library's catalog and other online databases and other Library services.	☑	☑

Budget and Staff Resources

Agency Summary				
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan	FY 2008 Revised Budget Plan	FY 2009 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	465/ 425.5	499/ 452.5	491/ 459.5	491/ 459.5
Expenditures:				
Personnel Services	\$22,585,271	\$24,957,659	\$24,957,659	\$25,951,032
Operating Expenses	11,100,735	8,400,446	10,184,149	7,169,965
Capital Equipment	131,921	178,620	242,520	0
Total Expenditures	\$33,817,927	\$33,536,725	\$35,384,328	\$33,120,997
Income:				
Coin-Operated Microform Readers	\$170,508	\$182,539	\$182,539	\$182,539
Library Database Fees	4,216	4,132	4,132	4,132
Library Overdue Penalties	1,759,491	1,665,088	1,665,088	1,665,088
City of Fairfax Contract	54,119	108,152	55,219	57,163
Library State Aid	671,996	581,586	558,671	648,741
Total Income	\$2,660,330	\$2,541,497	\$2,465,649	\$2,557,663
Net Cost to the County	\$31,157,597	\$30,995,228	\$32,918,679	\$30,563,334

Fairfax County Public Library

FY 2009 Funding Adjustments

The following funding adjustments from the FY 2008 Revised Budget Plan are necessary to support the FY 2009 program:

- ◆ **Employee Compensation** **\$881,469**
A net increase of \$881,469 associated with salary adjustments necessary to support the County's compensation program. As a result of budget constraints, compensation adjustments for County employees have been reduced. For FY 2009, employee increases as part of the pay for performance system have been discounted by 50 percent and the impact of the lower pay for performance funding is reflected above.
- ◆ **Personnel Services Reduction** **(\$500,848)**
A decrease of \$500,848 in Personnel Services as part of an across-the-board reduction to meet budget limitations based on available revenues as a result of a continued softening of the residential real estate market.
- ◆ **One-Time Start-up Costs** **(\$1,257,147)**
A decrease of \$1,257,147 reflects one-time start-up costs included in the FY 2008 budget for the new Burke Library and the renovated Thomas Jefferson and Dolley Madison libraries. One-time start-up costs include furniture, fixtures, PCs, software, scanners, printers, telecommunications and copier equipment.
- ◆ **Other Adjustments** **(\$1,783,703)**
A net decrease of \$1,783,703 in Operating Expenses primarily attributable to one-time expenses included as part of the FY 2007 Carryover Review.
- ◆ **Full Year Funding for Burke Library** **\$639,418**
An increase of \$639,418 is included to fund the full year costs associated with opening the Burke Library. Funding was included in FY 2008 for the four-month period of March-June 2008. Of this total \$612,752 is in Personnel Services and \$26,666 is for ongoing Operating Expenses.

Changes to FY 2008 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2008 Revised Budget Plan since passage of the FY 2008 Adopted Budget Plan. Included are all adjustments made as part of the FY 2007 Carryover Review and all other approved changes through December 31, 2007:

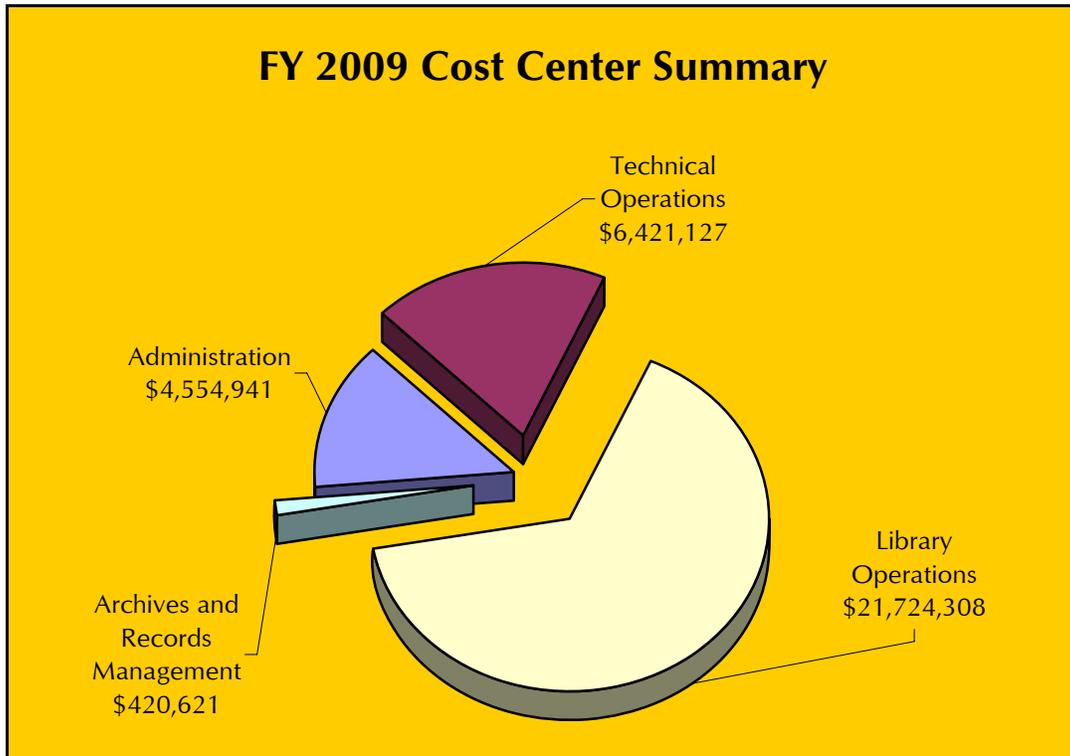
- ◆ **Position Adjustments** **\$0**
As part of an internal reorganization in Library Operations including increasing hours of existing positions and management initiatives including the increased use of technology, eight positions were redeployed to other agencies based on needs identified by the County Executive.
- ◆ **Carryover Adjustments** **\$1,847,603**
As part of the FY 2007 Carryover Review, the Board of Supervisors approved encumbered carryover of \$1,847,603 primarily associated with library materials and supplies for the new Oakton and Burke Libraries scheduled opening in the fall 2007 and the spring 2008, respectively, and professional contracts for library cards, printing and repair and maintenance. Of this total, \$1,783,703 is for Operating Expenses and \$63,900 is for Capital Equipment.

Fairfax County Public Library

Cost Centers

The four cost centers of the Library are Administration, Technical Operations, Library Operations and Archives and Records Management. The cost centers work together to fulfill the mission of the Library and carry out the key initiatives for the fiscal year.

The Library met an agency record 89 percent of its performance estimates in FY 2007. Estimates were met for all but five performance indicators, four of which were in the Library's Administration cost center.



Administration 

Funding Summary				
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan	FY 2008 Revised Budget Plan	FY 2009 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	49/ 48.5	49/ 48.5	50/ 49.5	50/ 49.5
Total Expenditures	\$4,430,962	\$4,193,079	\$4,423,685	\$4,554,941

Fairfax County Public Library

Position Summary			
<u>Administrative Services</u>	<u>Support Services</u>		
1 Library Director	2 Library Program Coordinators	1	Supervisory Graphic Artist
1 Deputy Library Director	2 Library Regional Managers	1	Graphic Artist II
1 Assoc Dir. Library Tech Ops	1 Training Specialist II	1	Administrative Assistant V
2 Management Analysts IV	2 Librarians II	8	Administrative Assistants IV
1 Management Analyst III	1 Librarian I	7	Administrative Assistants III, 1 PT
4 Management Analysts II	1 Library Information Assistant	4	Administrative Assistants II
1 Management Analyst I	1 Communications Specialist III	1	Administrative Assistant I
1 Volunteer Svcs. Prog. Mgr		1	Administrative Associate
1 Communications Specialist I		2	Internet/Intranet Architects II
		1	Internet/Intranet Architect I
TOTAL POSITIONS			
50 Positions / 49.5 Staff Years		PT Denotes Part Time Position	

Key Performance Measures

Goal

To ensure positive interaction with Fairfax County and Fairfax City residents; and to provide leadership, coordination and administrative support necessary to deliver efficient and cost-effective services to Fairfax County and Fairfax City residents. This support includes human resource management, financial management, public information and planning.

Objectives

- ◆ To ensure Fairfax County Public Library user satisfaction with existing Library services by documenting a customer satisfaction rating of 93 percent toward a goal of 95 percent.
- ◆ To document the use of the Library by Fairfax County and Fairfax City residents by achieving a 40 percent total of registered users as a percentage of the population.
- ◆ To ensure Fairfax County Public Library user satisfaction with the information found on the Library's Web site, by maintaining a customer satisfaction rating of 90 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009
Output:					
Library visits	5,265,176	5,225,404	5,150,000 / 5,334,827	5,350,000	5,375,000
Registered cardholders	618,030	505,700	500,000 / 484,282	450,000	450,000
Library Internet website page views	12,486,421	12,563,709	12,400,000 / 13,168,946	12,600,000	12,600,000
Library Internet website user visits	3,492,594	3,557,559	3,500,000 / 3,777,522	3,560,000	3,565,000
Efficiency:					
Cost per capita	\$27.00	\$30.24	\$27.80 / \$30.38	\$27.96	\$30.09
Cost per visit	\$5.43	\$6.20	\$6.94 / \$6.21	\$5.79	\$6.31
Cost per registered cardholder	\$46.27	\$64.11	\$71.49 / \$68.39	\$68.88	\$75.38

Fairfax County Public Library

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009
Service Quality:					
Library visits per capita	4.97	4.87	4.72 / 4.89	4.83	4.77
New registrations added annually	80,573	76,624	70,000 / 80,077	76,700	76,700
Percent change in registrations as percent of population	(9.0%)	(10.8%)	(1.3%) / (2.6%)	(5.4%)	(0.7%)
Percent of customers (visitors) to the Library's website who are satisfied with the information found	94%	93%	90% / 91%	90%	90%
Outcome:					
Customer Satisfaction	99%	97%	92% / 99%	93%	93%
Registered users as percent of population	58%	47%	46% / 44%	41%	40%
Percent change in Library website page views	15%	1%	(1%) / 6%	(6%)	0%

Performance Measurement Results

A "quick" survey conducted in FY 2007 to gather customer feedback on library services showed that 99 percent of respondents were at least "somewhat" satisfied with library services, exceeding the target of 92 percent; 88 percent of respondents indicated they were "very" satisfied with library services, a 1 percent increase over the library's FY 2006 user survey results.

The number of library visits in FY 2007 exceeded estimates by nearly 4 percent. Though expected to remain steady in FY 2008 and FY 2009, the number of library visits will remain high as customers continue to take advantage not only of the Library's extensive electronic and print resources, but also of the safe and comfortable atmosphere the library provides.

For the past three years new and more efficient procedures for maintaining the accuracy of customer registrations have been put into place. In FY 2005 the Library began purging its database on a monthly basis of "expired" records older than 36 months. In FY 2006 the data used to determine a cardholders' status was changed from the expiration date to the date of the last activity on the card. The increased accuracy of the procedures used for capturing this statistic has resulted in lower numbers of registered borrowers rather than any actual decrease in customers. For now, it is expected that the Library will continue to experience slight decreases in the number of registered borrowers until the modified procedures have had a chance to fully impact the database. However, auditors have proposed a policy of purging the database of records older than 24 months. Such a change would likely result in yet another series of decreases in the number of registered borrowers despite an increasing number of new registrations.

The Administrative cost center met 75 percent of its performance estimates in FY 2007. Of the four measures for this cost center whose estimates were not met, three were dependent on the number of registered cardholders. The one remaining performance indicator whose estimate was not met was the efficiency measure of cost per capita. Additional one-time funding provided for the purchase of materials for the new Oakton and Burke Centre community libraries resulted in the cost per capita being higher than projected.

Fairfax County Public Library

Technical Operations



Funding Summary				
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan	FY 2008 Revised Budget Plan	FY 2009 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	40/ 39.5	40/ 39.5	39/ 38.5	39/ 38.5
Total Expenditures	\$10,682,598	\$6,537,574	\$7,397,158	\$6,421,127

Position Summary				
1 Associate Director Library Operations	5 Library Information Assistants	3 Administrative Assistants IV		
2 Library Program Coordinators	3 Supply Clerks	3 Administrative Assistants III		
1 Librarian IV		6 Administrative Assistants II		
8 Librarians II		6 Administrative Assistants I		
1 Librarian I, PT				
TOTAL POSITIONS				
39 Positions / 38.5 Staff Years			PT Denotes Part Time Position	

Key Performance Measures

Goal

To provide and facilitate access to information and materials that meet the educational, informational and recreational needs of citizens in a timely, accurate manner. Access is provided through integrated systems, resource selection, acquisition, inter-library loans, cataloging and processing.

Objectives

- ◆ To maintain the circulation of all materials at current levels and circulate at least 10 items per capita per year.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009
Output:					
Circulation of all materials	11,232,817	11,279,972	11,100,000 / 11,942,788	11,950,000	11,975,000
Items ordered	274,414	401,468	401,468 / 447,599	328,470	265,790
Items processed	316,182	320,876	329,373 / 394,193	330,270	267,590
Efficiency:					
Items ordered per staff hour	61	82	82 / 82	82	82
Items processed per staff hour	70	70	70 / 70	70	70
Service Quality:					
Turnover rate for all materials	4.5	4.9	4.9 / 4.9	5.0	5.0
Outcome:					
Circulation per capita	10.6	10.5	10.2 / 11.0	10.8	10.6
Percent change in circulation per capita	(3.6%)	(1.0%)	(2.9%) / 7.6%	(1.6%)	(1.5%)

Fairfax County Public Library

Performance Measurement Results

The Technical Operations cost center has been severely impacted by budget reductions which have resulted in a decrease in the library materials budget since FY 2002. Combined with the continued increase in the cost of library materials, these cuts have resulted in fewer materials available to customers. The Library projects a slight increase in the amount of circulation of materials in FY 2008 and FY 2009. In FY 2007 this cost center met all of its performance targets. Though fewer materials were available to library customers, the turnover rate of materials remains high at nearly 5 times per item, and is expected to remain high in FY 2009 showing the library is purchasing those materials most sought by the community.

Library Operations

Authorized Positions/Staff Years				
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan	FY 2008 Revised Budget Plan	FY 2009 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	369/ 330.5	403/ 357.5	395/ 364.5	395/ 364.5
Total Expenditures	\$18,164,132	\$22,438,878	\$23,196,291	\$21,724,308

Position Summary					
8	Librarians IV	1	Administrative Assistant V	2	Administrative Assistants IV
23	Librarians III	8	Library Assistants IV	3	Administrative Assistants III
39	Librarians II, 8 PT	15	Library Assistants III	4	Administrative Assistants II
62	Librarians I, 9 PT	16	Library Assistants II	14	Administrative Assistants I, 5 PT
		41	Library Assistants I, 11 PT	108	Library Aides, 18 PT
		51	Library Info. Assistants, 10 PT		
TOTAL POSITIONS					
395 Positions / 364.5 Staff Years					

PT Denotes Part Time Positions

Key Performance Measures

Goal

To provide public services that deliver information and materials to meet the informational, recreational and educational needs of Fairfax County and Fairfax City residents in a timely and easily accessible manner. These services include materials circulation, information services, programming and remote delivery services.

Objectives

- ◆ To achieve a resident contact rate with the Fairfax County Public Library of at least 37 contacts per capita in FY 2009.
- ◆ To respond to Library users' information and reference questions accurately and in a timely manner by answering 71 percent of questions within 24 hours.

Fairfax County Public Library

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009
Output:					
Holdings placed	924,167	1,032,599	1,000,000 / 1,082,633	1,040,000	1,045,000
Circulation of all materials	11,232,817	11,279,972	11,100,000 / 11,942,788	11,950,000	11,975,000
Library visits	5,265,176	5,225,404	5,150,000 / 5,334,827	5,350,000	5,375,000
Program attendees	173,800	185,782	177,000 / 177,814	178,000	178,000
Total contacts	40,274,971	40,359,011	39,176,000 / 42,283,816	41,159,000	41,286,250
Hours open	63,126	63,496	62,850 / 62,960	65,000	67,900
Information questions addressed	2,441,946	2,288,364	2,230,000 / 2,336,284	2,175,000	2,180,000
In-house print use	6,123,009	6,148,713	6,050,610 / 6,510,014	6,214,140	6,227,767
In-house electronic use	1,627,635	1,634,468	1,068,390 / 1,730,510	1,651,860	1,655,483
Library Internet Web site page views	12,486,421	12,563,709	12,400,000 / 13,168,946	12,600,000	12,650,000
Efficiency:					
Cost per citizen contact	\$0.71	\$0.80	\$0.91 / \$0.85	\$0.76	\$0.82
Contacts per hour of service	638	636	623 / 672	633	608
Contacts per staff hour	40	39	38 / 40	39	39
Questions asked per staff hour	14	14	12 / 13	12	12
Questions asked per hour of service	39	36	35 / 37	33	32
Service Quality:					
Customer satisfaction	99%	97%	92% / 99%	93%	93%
Questions asked per capita	2.31	2.10	2.05 / 2.11	1.96	1.93
Outcome:					
Contacts per capita	38.0	37.6	35.9 / 38.8	37.1	37.0
Reference completion rate within 24 hours	74%	72%	70% / 73%	71%	71%

Performance Measurement Results

The Library Operations cost center met all of its performance estimates in FY 2007. Library branches continue to show a high number of contacts per hour of service and address customer questions in a timely manner. A library “quick” survey conducted in FY 2007 showed that 99 percent of respondents were at least “somewhat” satisfied with library services; 88 percent of respondents indicated they were “very” satisfied with library services.

With the opening of two new branches, circulation is projected to increase slightly in FY 2008 and FY 2009; the number of library visits is projected to remain steady.

Fairfax County Public Library

Archives and Records Management

Funding Summary				
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan	FY 2008 Revised Budget Plan	FY 2009 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	7/7	7/7	7/7	7/7
Total Expenditures	\$540,235	\$367,194	\$367,194	\$420,621

Position Summary	
1 County Archivist	1 Administrative Assistant III
1 Assistant Archivist	2 Administrative Assistants II
1 Archives Technician	1 Management Analyst I
TOTAL POSITIONS	
7 Positions / 7.0 Staff Years	

Key Performance Measures

Goal

To provide records management services to County agencies in order to access and preserve non-current records, including historically significant or permanent records.

Objectives

- ◆ To maintain the percentage of documents retrieved within 24 hours of agency requests at 94 percent, while achieving a satisfaction rating of 92 percent toward a goal of 95 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009
Output:					
Requests for document retrievals	10,051	9,035	9,000 / 9,350	9,100	9,100
Document requests shipped within 24 hours	9,430	8,712	8,400 / 9,113	8,750	8,750
Refiles completed	13,548	15,220	11,500 / 11,770	11,500	11,500
Cubic feet of records destroyed	8,253	8,064	7,800 / 7,350	7,250	7,250
Efficiency:					
Cost per retrieval/refile action	\$2.78	\$2.92	\$2.98 / \$2.97	\$3.05	\$3.13
Service Quality:					
Percent of clients rating timeliness and dependability of services as satisfactory	92%	93%	92% / 92%	92%	92%
Outcome:					
Percent of documents retrieved and shipped within 24 hours	94%	96%	93% / 97%	94%	94%

Fairfax County Public Library

Performance Measurement Results

Archives and Records Management uses a state-of-the-art, off-the-shelf computer system for records management workflow including storage, retrieval, maintenance, retention and disposal functions. In FY 2007 97 percent of documents requested were retrieved and shipped within 24 hours, thereby exceeding target estimates. The 11,770 refills completed in FY 2007 exceeded the estimate for the third consecutive year. Archives and Records Management destroyed 7,350 cubic feet (boxes) of eligible public records authorized through the state-mandated retention instructions in FY 2007. Archives and Records Management will continue to identify and implement opportunities to improve employee safety, security, productivity and customer service in FY 2009.