

# 2001-03 Performance Progress Report

## For Quarter Ending 6/30/2003

Agency 085

### Office of the Secretary of State

#### Mission

The Office of the Secretary of State will promote public trust by maintaining records of public events and informing the citizenry of past, present and future events by providing equal access to government, its records and information.

**Goal** Provide equal access to public records and information in a variety of mediums.

**Performance Measure** Cubic feet of records stored in the State Records Center on the first day of the fiscal year.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	207,000				215,500			
Actual	206,532				310,699			
Date Measured	7/1/2001				7/1/2002			

**Quarter 5 Comment** The estimate for the 5th quarter is less than actual due to:

- 1) Five state agencies are in the process of moving. This always increases the amount of records sent to the Records Center.
- 2) The Department of Corrections implemented a new clearing house records program which has resulted in an increase in records received from them.

**Performance Measure** Number of state government/legislative employees who newly registered for state library services.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	450	450	450	450	450	450	450	450
Actual	254	231	363	365	528	461	528	408
Date Measured					9/30/2002	12/31/2002	3/31/2003	7/1/2003

**Quarter 1 Comment** Library was closed for August and September.

**Quarter 2 Comment** Library was closed for October through December.

**Performance Measure** Number of times the library catalog, databases or other electronic resources are accessed electronically.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	375,000	375,000	500,000	500,000	437,500	437,500	437,500	437,500
Actual	418,271	1,188,344	470,541	540,097	622,046	554,587	570,799	503,419
Date Measured					9/30/2002	12/31/2002	3/31/2003	7/1/2003

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**Performance Measure** Percent of state government employees who are WSL customers and report satisfaction with the overall services received from the library.

\* Data gathered through biennial customer survey of state government library card holders.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				92%				
Actual								
Date Measured								

**Quarter 4 Comment** The agency did not conduct a customer survey this past year as planned due to uncertainty about funding.

**Performance Measure** Percent of state government customers who are satisfied with the content and useability of WSL's online services.

\* Gather data through on-line survey.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				75%				75%
Actual								
Date Measured								

**Quarter 4 Comment** The agency did not conduct a customer survey this past year due to uncertainty about future funding.

**Quarter 8 Comment** Agency did not conduct a customer survey this past year as planned due to uncertainty about future funding.

**Performance Measure** Percentage of public, academic and special libraries in Washington state that report overall satisfaction with services received from the Washington State Library.

\* Data obtained through biennial library customer survey. FY 98 and FY00 surveys surveyed somewhat different sample populations.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				92%				
Actual								95%
Date Measured								7/1/2003

**Quarter 4 Comment** The agency did not conduct a customer survey this past year due to uncertainty about future funding.

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### Office of the Secretary of State

**Performance Measure** Percent of Washington libraries that are satisfied with the content and useability of WSL's web site.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate								90%
Actual								93%
Date Measured								7/1/2003

**Quarter 8 Comment** Measure reflects the average of these two percentages:

96% agreed the information on the web site is relevant, useful, and up to date; 91% agreed they can navigate their way around the web site easily.

**Performance Measure** Number of talking books and other materials in alternative formats circulated to customers.

\* Data submitted by Washington Talking Book & Braille (WTBBL)

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output Estimate	118,500	118,500	118,500	118,500	118,500	118,500	118,500	118,500
Actual	118,933	120,370	118,544	122,552	121,035	121,316	120,212	
Date Measured					9/30/2002	12/31/2002	4/23/2003	

**Quarter 7 Comment** This measure information is not available until after the quarterly performance report is due. It will be provided when the Washington Talking Book & Braille information is available.

**Quarter 8 Comment** This information is not available until after the quarterly performance report is due. It will be provided when the Washington Talking Book & Braille information is available.

**Performance Measure** Number of state government employees who have received formal training in the use of Washington State Library electronic resources.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output Estimate	100	100	100	100	100	100	100	100
Actual	74		174	45	21	246	286	213
Date Measured					9/30/2002	12/31/2002	3/31/2003	7/1/2003

**Quarter 2 Comment** The State Library was closed for walk-in services, including training, during this quarter in order to move from the Capitol Campus to the new Point Plaza building in Tumwater.

**Quarter 4 Comment** Staff trainer was out on Family Medical Leave for an extended period of time.

**Quarter 5 Comment** Staff trainer was out on Family Medical Leave for an extended period of time.

**Quarter 6 Comment** Increased training provided due to new staff trainer replacing previous trainer on extended leave.

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### Office of the Secretary of State

**Goal** Promote and/or support participatory government.

**Performance Measure** Number of registered voters (as of November).

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		3,276,000				3,369,000		
Actual		3,291,096				3,209,667		
Date Measured		11/6/2001				11/5/2002		

**Performance Measure** Percentage of registered voters who voted in the November election.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		58.0%				60.0%		
Actual		44.5%				56.35%		
Date Measured		11/6/2001				11/5/2002		