

**Exhibit "A"**  
**Delray Beach CRA FY 2019-20**  
**Goals and Outcomes Report**

\$ 458,000.00

EXCEEDING  
TARGET

MEETING TARGET/  
ACCEPTABLE

SATISFACTORY

BELOW TARGET

<i>Delray Beach Public Library - ACTIVITY # A: CRA Sundays &amp; Monday Operations</i>	<i>Yearly Goal</i>	<i>Qtr 1 Ending 12/31/18</i>	<i>Qtr 2 Ending 3/31/19</i>	<i>Qtr 3 Ending 6/30/19</i>	<i>Qtr 4 Ending 9/30/19</i>	<i>TOTAL</i>	<i>% Annual Goal Achieved</i>
<b>OUTPUTS</b>							
Number of Sundays library is open September to May	36	14	13	8	5	40	111%
Number of Mondays library is open	47	13	10	12	13	48	102%
Patron visits (by duplicated visitors)	100,200	28,811	33,895	29,068	30,185	121,959	122%
New adult cards issued	1,300	326	438	365	349	1,478	114%
New juvenile cards issued	120	50	54	46	78	228	190%
Adult programs presented	160	32	64	101	112	309	193%
Program attendance	3,800	684	1,136	804	595	3,219	85%
Reference Desk staff assistance for patrons in person, via phone, email and text	12,200	4,119	4,975	4,626	4,631	18,351	150%
Material circulated - Print	40,100	9,385	11,123	9,968	8,883	39,359	98%
Material circulated - Audio & visual	9,100	1,907	2,317	1,835	1,531	7,590	83%
Material circulated - E-Books	1,500	992	1,154	2,807	2,212	7,165	478%
Volunteer Hours	750	336	355	321	313	1,325	177%
Volunteer Visits	150	135	124	107	84	450	300%
<b>OUTCOMES</b>							
Number of visitors to downtown Delray Beach	100,000	28,811	33,895	29,068	30,185	121,959	122%
Patrons obtain access to free library materials, programs and services	1,320	326	438	365	349	1,478	112%
Patron savings by attending free programs	\$3,750	\$6,265	\$10,406	\$7,365	\$8,601	\$32,637.00	870%
People of all walks of life get personalized, professional assistance with their educational, information, recreational, technological, and business needs	12,000	4,119	4,975	4,626	4,631	18,351	153%
Patron savings as results of borrowing library material	\$1,010,000	\$270,248	\$319,770	\$321,420	\$275,792	\$1,187,230.00	118%
Volunteer opportunities created	150	19	17	19	15	70	47%
Volunteers savings realized in personnel expenses	\$12,000	\$8,296	\$8,372	\$7,925	\$7,728	\$32,321.00	269%

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<i>Delray Beach Library - ACTIVITY # <u>B</u> : Small Business Development Center at the Library</i>	<i>Yearly Goal</i>	<i>Qtr 1 Ending 12/31/18</i>	<i>Qtr 2 Ending 3/31/19</i>	<i>Qtr 3 Ending 6/30/19</i>	<i>Qtr 4 Ending 9/30/19</i>	<i>TOTAL</i>	<i>% Annual Goal Achieved</i>
<b>OUTPUTS</b>							
10% growth of number of small businesses served by the Small Business Development Center at the library	140	31	24	33	31	119	85%
8-part Small Business Training Seminar Series	8	0	3	5	0	8	100%
Community Outreach promotion of the SBDC Business Res Ctr. Brochures and Library Website	2	2	0	0	0	2	100%
Construction Weekend Mini Conference	1	1	0	0	0	1	100%
Cohort Consulting for Trade	4	0	0	0	0	0	0%
<b>OUTCOMES</b>							
140 small businesses counseled by the SBDC @ the Library with an expected reflecting a 10% growth	140	31	24	33	31	119	85%
At least 80 Attendees participate in seminar series	80	0	11	59	0	70	88%
Community Outreach promotion of the SBDC Business Res Ctr. Brochures and Library Website	2	2	0	0	0	2	100%
At least 30 Attendees participate in Construction Weekend Mini Conference	30	48	0	0	0	48	160%
Cohort Consulting for Trade	4	0	0	0	0	0	0%