Recommendation

It is recommended that this report be received.

Background

The Balanced Score Card (BSC) Metrics provide a quarterly measure of specific indicators that measure the progression to the successful achievement of the Library’s Strategic Plan.

The BSC has four components:

- Customer Perspective
- Internal Perspective
- Learning & Growth Perspective
- Financial Perspective

Consistent with the Board’s adopted governance model, the Customer Perspective and the Financial Perspective will be presented to the Board on a quarterly basis, along with analysis and report on future actions.

1st Quarter Report

The 2008 Balanced Score Card Metrics Report – 1st Quarter is attached. The report presents overall 2008 targets as well as analysis of 1st quarter results.