



REPORT TO THE LIBRARY BOARD

MEETING DATE: OCTOBER 17, 2007

Session:	Public Session
Subject:	Balanced Score Card Report, 2nd quarter 2007
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Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

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.

It should be noted that the impact of some of the major initiatives such as the introduction of Discovery Place and Quick Pics, changes to the Central Library will not be seen until the 3rd quarter and beyond.

Current 2nd Quarter Report

The 2007 2nd Quarter report is contained in Appendix A.

