

## **REPORT TO THE LIBRARY BOARD**

**MEETING DATE: May 16, 2007**

Session:	Public Session
Subject:	Balanced Score Card Report, 1 <sup>st</sup> quarter 2007
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Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

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### **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.

Operational areas reflected in the Internal Perspective and the Learning and Growth Perspectives (many of the measures are under development as part of Strategic Plan's focus on quality improvement) will be reviewed quarterly by the CEO, senior staff and supervisors. Highlights of these perspectives will be included in the overall year-end review of the BSC prepared for the Board in any given year.

### **Current 1<sup>st</sup> Quarter Report**

The 2007 1<sup>st</sup> Quarter report is contained in Appendix B.

