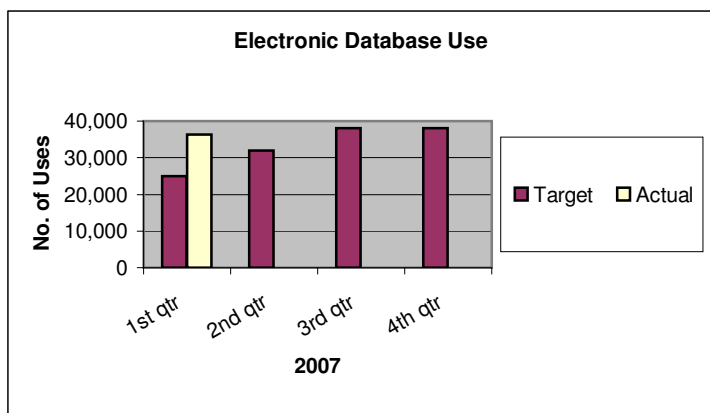


# Balanced Score Card Metrics - 2007

1st quarter

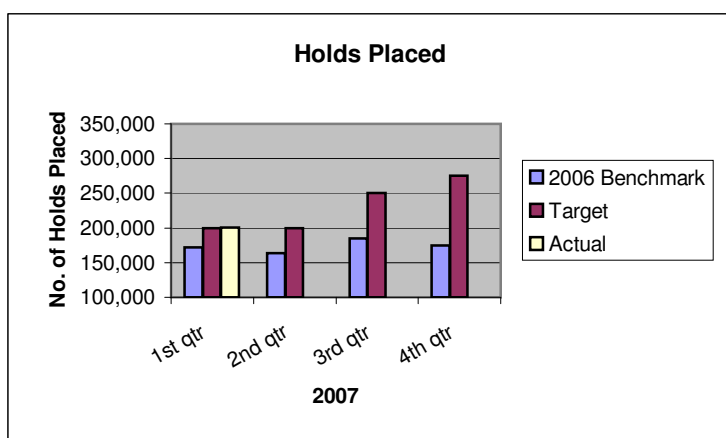
## CUSTOMER PERSPECTIVE

We want to show that through strategic plan initiatives we have customers who are very satisfied with services, use a wide scope for which we have organized ourselves effectively to provide. We can retain our user base and grow it. Because of high satisfaction they are supporters of the library through donations.



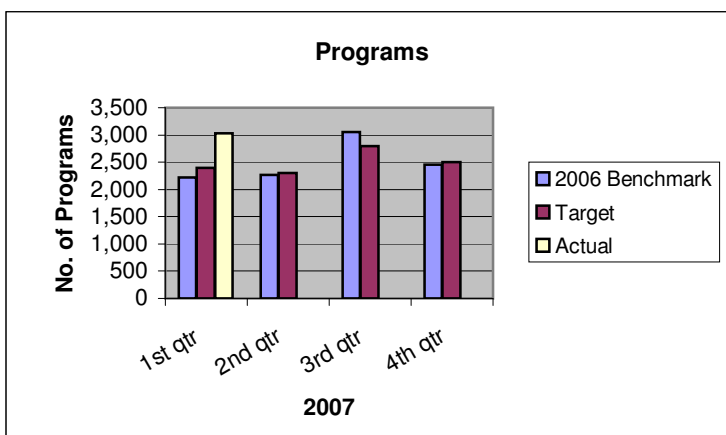
**Status:** Number of databases has increase significantly in the 1st quarter of 2007 with the Knowledge Ontario initiative; continued increase usage; tracking mechanism in 2007 changed to provide more specific database usage.

**Action:** Upward tracking in usage with improved access through website, staff awareness training and promotion.



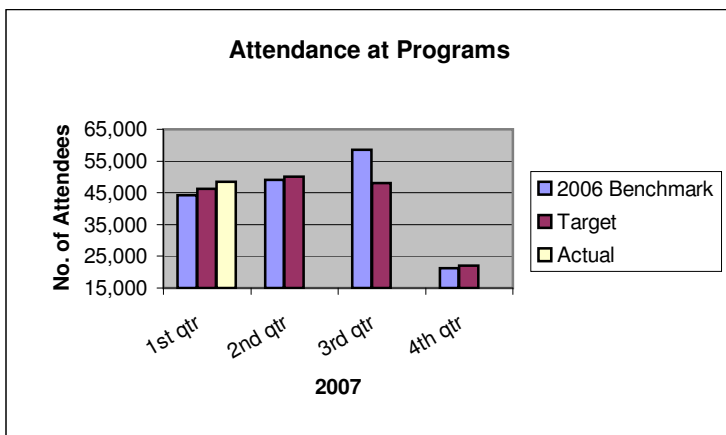
**Status:** The number of holds continues to rise. It is a very popular service with our customers. Some reduction in waiting lists has occurred. The amount of staff time spent in support of this service is very significant and efficiencies are being investigated by the impact on our internal operations is significant.

**Action:** In 2007 will assess impact of new catalogue shoppingcart services; efficiencies in handling holds is a priority



**Status:** Programs continue to be an important and appreciated part of service packages

**Action:** In 2007, we will implement our programming & community outreach strategy which should enhance relevancy and fit with community needs and increase program attendance.



**Status:** Attendance at programs has grown with the number of programs in the 1st quarter. The average number of attendees per program has dropped from 20 to 16. This ratio is impacted by the type of programs being offered

**Action:** Offer programs that respond to high community needs