# Report to the Library Board

**Session:** Public Session  
**Subject:** Balanced Score Card Report, 3rd Quarter 2008  
**Prepared By:** Margaret Mitchell, Susanna Hubbard Krimmer, Customer Services and Operations Managers and Coordinators  
**Presented By:** Margaret Mitchell  
**Purpose of Report:** For Receipt and Information Only 

## 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.

## 3rd Quarter Report

The 2008 Balanced Score Card Metrics Report – 3rd Quarter is attached. The report presents overall 2008 targets as well as analysis of 3rd quarter results.