



REPORT TO THE LIBRARY BOARD

MEETING DATE: DECEMBER 17 2008

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 <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.

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.
