



REPORT TO THE LIBRARY BOARD

MEETING DATE: January 16, 2008

Session:	Public Session
Subject:	2007 Balanced Scorecard Priorities – Year End Status Report
Prepared By:	Anne Becker
Presented By:	Anne Becker
Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

Recommendation

It is recommended that this report be received by the Board.

BSC Project Priorities Update

The London Public Library's strategic plan was approved in December 2005 and since that time, the senior team and employees have remained committed to achieving the strategic vision and goals set forth in the plan. At the commencement of each calendar year, the team sets our project priorities, in direct alignment to the four strategic perspectives: community / customer perspective, internal processes perspective, organizational readiness perspective and financial perspective. Project teams are assembled, project plans are created and project plans are executed.

The results, in 2007, the LPL team successfully executed 32 multi-year strategic projects, fully completing 21 of them, ranging from a complete redesign of the LPL website, to a re-engineering of collections management processes and systems, to the renovation of two branches and the central branch, to the implementation of wireless and significant technological advancements at both the customer and employee level. The project work was done by our employees, at all levels of the organization. Organized into 33 project teams, with team sponsors and managers, employees worked diligently and with passion and discipline to fulfill their project mandates and achieve their project visions. Results were consistently measured as we moved forward as a primary pillar of the Balanced Scorecard is to measure 'cause and effect' --- if we do this, we expect this will happen. There are multiple examples of success and transformation, as outlined in this report and in the quarterly BSC report cards.